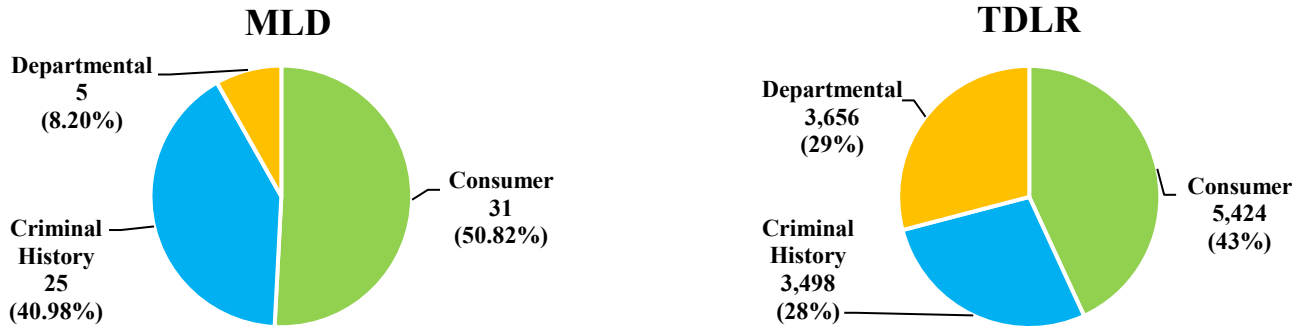


Mold Assessors and Remediators (MLD)

| Key Statistics | MLD Fiscal Year 2024 | TDLR Fiscal Year 2024 |
|--|----------------------|-----------------------|
| Complaints Received by Source | 1,207 | 122,942 |
| <i>Consumer complaints</i> | 138 | 13,669 |
| <i>Department initiated complaints</i> | 5 | 3,733 |
| <i>Criminal History Records reviewed for licensure</i> | 1,064 | 105,540 |
| Cases Opened | 61 | 12,578 |
| <i>Consumer</i> | 31 | 5,424 |
| <i>Departmental</i> | 5 | 3,656 |
| <i>Criminal History</i> | 25 | 3,498 |
| Cases Closed | 50 | 13,449 |
| <i>Consumer</i> | 28 | 5,511 |
| <i>Departmental</i> | 3 | 4,554 |
| <i>Criminal History</i> | 19 | 3,384 |
| Average Time to Close (days) | 410.06 | 199.58 |
| % of Cases Resolved Within 6 Months | 38.00% | 57.67% |
| % of Cases Resulting in Disciplinary Action | 8.00% | 9.56% |
| % of Cases Not Resulting in Disciplinary Action | 92.00% | 90.44% |
| Open Cases Pending at End of Fiscal Year | 68 | 7,433 |
| Cases Referred to SOAH | 0 | 52 |
| Contested Cases Heard at SOAH | 0 | 22 |
| Formal Case Outcomes | MLD Fiscal Year 2024 | TDLR Fiscal Year 2024 |
| Final Orders | 4 | 1,287 |
| <i>Agreed Orders</i> | 3 | 672 |
| <i>Commission Orders</i> | 0 | 14 |
| <i>Default Orders</i> | 1 | 496 |
| <i>Denied by Operation of Law</i> | 0 | 3 |
| <i>Revocation by Operation of Law</i> | 0 | 100 |
| <i>Suspension by Operation of Law</i> | 0 | 2 |
| Average Penalty Assessed on Orders | \$3,000.00 | \$3,205.97 |
| Total Penalties Assessed | \$12,000.00 | \$3,792,665.00 |
| Total Penalties Collected | \$8,000.00 | \$2,092,876.00 |
| Total Disciplinary Suspensions and Revocations | 0 | 110 |
| <i>Licenses Revoked (Disciplinary)</i> | 0 | 103 |
| <i>Licenses Suspended (Disciplinary)</i> | 0 | 7 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 0 | 176 |
| Restricted Licenses Granted | 0 | 7 |
| Cases Filed in District Court | 0 | 2 |
| Other Case Actions | MLD Fiscal Year 2024 | TDLR Fiscal Year 2024 |
| Consumer Restitution | \$0.00 | \$402,875.87 |
| Warning Letters | 8 | 4,907 |
| Other Cases Closed without Disciplinary Actions | 38 | 7,256 |
| Cease & Desist Orders | 0 | 5 |
| Emergency Orders | 0 | 6 |

Cases Opened Fiscal Year 2024



MLD Alleged Violations at Opening

| Fiscal Year 2024 | |
|---|-------|
| Alleged Violation at Opening | Count |
| Criminal history | 25 |
| Unlicensed | 17 |
| Violated code of ethics | 9 |
| Data collection and maintenance | 4 |
| Failed to pay dishonored check | 3 |
| Conflict of interest | 2 |
| Failed complete remediation protocol | 2 |
| Employed unregistered remediator | 2 |
| Work plan violation | 1 |
| Failed to maintain records | 1 |
| Failed to provide supervision | 1 |
| Failed to give a mold assessment report | 1 |

MLD Violations Resulting in Disciplinary Action

| Fiscal Year 2024 | |
|---|-------|
| Violation Resulting in Disciplinary Action | Count |
| Unlicensed | 2 |
| Employed unregistered remediator | 1 |
| Refused or interfered with an inspection or investigation | 1 |
| Work plan violation | 1 |