

**SELF-DIRECTED
SEMI-INDEPENDENT
AGENCY REPORT**



NOVEMBER 1, 2023

SELF-DIRECTED SEMI-INDEPENDENT AGENCY REPORT

TEXAS REAL ESTATE COMMISSION
Austin, Texas

November 1, 2023

CHELSEA BUCHHOLTZ
EXECUTIVE DIRECTOR



Protecting Texans' Dreams

November 1, 2023

TREC Commissioners

R. Scott Kesner
Chair

Mark Woodroof
Vice Chair

Ben Peña
Secretary

Stuart Bernstein

Chance Brown

Jason Hartgraves

Leslie Lerner

Renee Harvey Lowe

Barbara Russell

Chelsea Buchholtz
Executive Director

Honorable Greg Abbott, Governor
Honorable Joan Huffman, Chair, Senate Finance Committee
Honorable Greg Bonnen, Chair, House Appropriations Committee
Mr. Jerry McGinty, Director, Legislative Budget Board

Greetings:

As a Self-Directed Semi-Independent agency, The Texas Real Estate Commission together with the Texas Appraiser Licensing & Certification Board respectfully submits the following information required by Texas Occupations Code Section 1105.005 (c):

- (1) The salary for all agency personnel and the total amount of per diem expenses and travel expenses paid for all agency employees for the preceding five fiscal years:

Total Agency Salaries				
FY2019	FY2020	FY2021	FY2022	FY2023
\$7,346,104.37	\$8,724,281.49	\$9,159,322.03	\$9,581,332.36	\$ 11,374,548.27



Total Per Diem and Travel Expenses for all Agency Employees				
FY2019	FY2020	FY2021	FY2022	FY2023
\$45,988.77	\$34,823.83	\$ 7,761.60	\$49,894.87	\$42,562.28

TALCB Board Members

Sara Oates
Chair

Martha Gayle Reid Lynch
Vice Chair

Mark McAnally
Secretary

R. Chance Bolton

Rolando F. Castro

John H. Eichelberger III

Paola Escalante-Castillo

Stephanie Robinson

Lisa Sprinkle

Chelsea Buchholtz
Commissioner

- (2) The total amount of per diem expenses and travel expenses paid for each member of the Texas Real Estate Commission, the Texas Appraiser Licensing & Certification Board, the Texas Real Estate Commission Broker/Lawyer Committee, the Texas Real Estate Commission Education Standards Advisory Committee, and the Texas Real Estate Inspector Committee for the preceding five fiscal years.
- (3) An excerpt from the agency's strategic plan 2023 – 2027.
- (4) 2023 annual budgets of the commission and the board, showing:
 - a) Projected budget data for a period of two fiscal years; and
 - b) Trend performance data for the preceding five fiscal years;
- (5) Exhibits A1, A2, B1, B2, K1, and K2 from the agency's FY2023 Annual Financial Report detailing all revenues and a breakdown of expenses incurred by the agency in the previous 12 months.

- (6) Trend performance data for Fiscal Years 2019-2023 for:
- (a) The number of full-time equivalent positions at the agency;
 - (b) The number of complaints received from the public and the number of complaints initiated by agency staff;
 - (c) The number of complaints dismissed and the number of complaints resolved by enforcement action;
 - (d) The number of enforcement actions by sanction type;
 - (e) The number of enforcement cases closed through voluntary compliance;
 - (f) The amount of administrative penalties assessed and the rate of collection of assessed administrative penalties;
 - (g) The number of enforcement cases that allege a threat to public health, safety, or welfare or a violation of professional standards of care and the disposition of those cases;
 - (h) The average time to resolve a complaint;
 - (i) The number of license holders or regulated persons broken down by type of license and license status including inactive status or retired status;
 - (j) The fee charged to issue and renew each type of license, certificate, or registration issued by the agency;
 - (k) The average time to issue a license, certificate or registration;
 - (l) Litigation costs, broken down by administrative hearings, judicial proceedings, and outside counsel costs;
 - (m) Reserve fund balances.

If you have any questions, please contact Ranada Williams at 512-936-0102 or Melissa Huerta at 512.936.3616.

Sincerely,

Chelsea Buchholtz
Executive Director

CB/mkh

Enclosures

Total Amount of Per Diem Expenses and Travel Expenses for each Commission, Board, and Advisory Member from FY2019 - FY2023

Texas Real Estate Commission members:	Travel				
	FY2019	FY2020	FY2021	FY2022	FY2023
Arriaga, Adrian A	6,651.48				
Bernstein, Stuart					
Brown, Chance					425.32
Hartgraves, Jason	821.61	2,028.41	1,286.29	3,497.00	5,520.88
Harvey Lowe, Renee					1,322.43
Kesner, R. Scott	3,664.31	5,807.46	2,249.85	2,727.00	9,147.03
Leonard, Bob	4,962.30	2,329.17			
Lerner, Leslie				5,873.00	6,976.89
Miller, Jan Fite	5,399.49	437.18	2,030.66	1,523.00	2,041.36
Pena, Benjamin			1,689.52	2,877.00	3,643.10
Russell, Barbara	1,143.85	2,190.97	1,340.03	1,288.00	3,093.02
Stephens, Rayito	359.96				
Turner, Thomas (T.J.)					
Wilkinson, De Lora	3,693.66	1,876.88	609.38	1,408.00	1,788.76
Williams, Michael			754.77	281.00	1,140.14
Woodroof, Mark			850.18	2,657.00	2,048.12
Wukasch, Avis G.					
Total Travel and Per Diem	26,696.66	14,670.07	10,810.68	22,131.00	37,147.05

Per Diem				
FY2019	FY2020	FY2021	FY2022	FY2023
1,350.00				
				225.00
				375.00
375.00	975.00	1,200.00	1,350.00	1,125.00
				375.00
450.00	3,300.00	3,600.00	2,925.00	3,525.00
1,500.00	1,650.00	1,350.00	-	
		225.00	1,350.00	1,650.00
		300.00	900.00	1,350.00
225.00	750.00	1,125.00	1,050.00	1,275.00
825.00	525.00	1,050.00	-	
1,125.00	1,500.00	525.00	-	
900.00	975.00	1,575.00	825.00	600.00
600.00	750.00	675.00	675.00	300.00
300.00	-			
7,650.00	10,425.00	11,625.00	9,075.00	10,800.00

Texas Appraiser Licensing & Certification Board members:	Travel				
	FY2019	FY2020	FY2021	FY2022	FY2023
Black, Clayton P	3,532.55	2,343.96	893.06	2,630.00	1,704.40
Bolton, Chance					
Castro, Rolando				1,830.00	1,727.79
Eichelberger III, John					451.95
Escalante-Castillo, Paola			767.34	3,235.00	6,575.46
Jeffries, James J					
Mcanally, Mark				604.00	
Oates, Sara Jones		1,387.00		1,066.00	692.49
Pena, Tony F	747.31	697.74			
Reid, Martha Gayle	9,021.67	3,992.47	1,074.83	952.00	1,949.46
Robinson, Stephanie		1,328.78	906.14	1,906.00	3,611.38
Sostre-Odio, Alejandro	185.83				
Sprinkle, Lisa			669.85	66.00	3,082.04
Wickliffe, Jamie	5,856.53				
Yannuzzi, Joyce A	2,259.00				
Total Travel and Per Diem	21,602.89	9,749.95	4,311.22	12,289.00	19,794.97

Per Diem				
FY2019	FY2020	FY2021	FY2022	FY2023
525.00	750.00	600.00	450.00	300.00
1,275.00	1,350.00	900.00	825.00	675.00
		1,050.00	1,125.00	900.00
				225.00
		375.00	975.00	1,050.00
675.00	900.00			
	300.00			
1,200.00	1,200.00	1,125.00	750.00	675.00
	900.00	1,125.00	975.00	1,050.00
750.00	150.00			
	750.00	675.00	600.00	600.00
450.00	75.00			
600.00	75.00			
5,475.00	6,450.00	5,850.00	5,700.00	5,475.00

Texas Real Estate Commission Broker/Lawyer Committee Travel:					
	FY2019	FY2020	FY2021	FY2022	FY2023
Keebaugh, Lori	517.25	1,145.99	767.86		
McCoy, Dianne				404.00	727.24
Williams, Ty Reed			150.93		657.33
York, Bonnie Leigh				357.00	155.12
Total	517.25	1,145.99	918.79	761.00	1,539.69

Texas Real Estate Commission Education Standards Advisory Committee Travel:					
	FY2019	FY2020	FY2021	FY2022	FY2023
Henry, Mary Lou	968.45				
Hilton, Jeffry Scott	505.31	454.68			
Locke, Kassie (Locke & Key Property Group)				274.00	170.63
Napoleon, Marion	546.91	233.22			
Pena, Ruben M	167.76				
Peters, Felicia Tornabene	417.42	320.10			
Solecki, Lori Beth	624.26				
Stokes, Kellie	1,295.28	323.18			
Underwood, Byron					625.36
Total	4,525.39	1,331.18	-	274.00	795.99

Texas Real Estate Inspector Committee Travel:					
	FY2019	FY2020	FY2021	FY2022	FY2023
Carpenter, Bruce D					145.41
Morgan, Michael Ray		1,143.98			
Motley, David	254.75	228.24	117.00	70.00	
Moulton, Keisha				302.00	785.99
Total	254.75	1,372.22	117.00	372.00	931.40
Total Advisory Members Travel	5,297.39	3,849.39	1,035.79	1,407.00	3,267.08

Agency Mission

Texas Real Estate Commission and Texas Appraiser Licensing and Certification Board

Our agency protects consumers of real estate services in Texas by ensuring qualified and ethical service providers through upholding high standards in education, licensing, and regulation. We oversee the providers of real estate brokerage, appraisal, inspection, timeshares and right-of-way services, thereby safeguarding the public interest while facilitating economic growth and opportunity across Texas.

Philosophy:

To achieve this mission, our agency:

- Provides exceptional customer service that is accessible, responsive, and transparent.
- Demands integrity, accountability, and high standards, of both license holders and ourselves.
- Strives continuously for effectiveness, efficiency, and excellence in our performance.

Motto:

Protecting Texans' Dreams

Agency Operational Goals and Action Plan

GOAL I ENSURE STANDARDS – TREC LICENSING

The Licensing Division of the Texas Real Estate Commission (TREC Licensing) safeguards the public interest by ensuring license holders satisfy the educational, ethical, and legal requirements to provide real estate services in Texas (Texas Occupations Code, Chapters 1101, 1102, and Texas Property Code, Chapter 221).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

TREC Licensing ensures compliance with all educational, experience, examination, and application requirements for real estate broker, sales agent, and inspector initial applications and renewals.

TREC Licensing duties include ensuring:

- Real estate broker, sales agent, and inspector applicants meet the qualifying education requirements for each license type.
- Real estate broker, sales agent, and inspector applicants pass the licensing examination.
- Real estate broker, sales agent, and inspector applicants satisfy the experience required for each license type by conducting appraisal experience audits.
- Applicants satisfy TREC’s honesty, trustworthiness, and integrity standards.
- License holders satisfy continuing education and criminal history check requirements prior to renewal of their license.

Additionally, TREC Licensing processes informational changes and histories for real estate brokers or sales agents, inspectors, and easement or right-of-way registrants.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Through the efficient use of personnel, the Commission has been successful in simplifying application and renewal fees and providing prompt and efficient service to license holders who are primarily Texas citizens.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

Prior to Fiscal Year 2021 (FY 2021), one licensing division was responsible for processing applications received for both the Commission and the Board. Midway through FY 2021, appraiser application processing and appraisal management company application processing were moved under the purview of the Board. As a result, TREC Licensing was able to focus on those applications governed by Texas Occupations Code, Chapters 1101 and 1102.

During FY 2021, TREC Licensing, composed of 19 full-time employees, processed approximately 47,518 original applications. As of February 2022, TREC Licensing processed approximately 21,165 original real estate applications with six months remaining in this fiscal year. In addition, through

consistent training techniques and cross-training staff members, the agency maintains high quantity and quality of processing.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

TREC Licensing experienced a 3.8% increase in applications, and the Commission saw an 8% increase in the number of license holders from FY 2020 to FY 2021. As of August 31, 2021, there were 218,735 real estate sales agents, real estate brokers, easement and right-of-way certificate holders, and inspectors licensed by the Commission. As the agency continues receiving new applications—and as current license holders renew, make inquiries, or changes to information—the agency is committed to timely processing all documents received. The agency’s Online Licensing Services portal promptly and efficiently processes prospective license holders’ applications and current license holders’ supporting documents. All documents are forwarded to a dedicated email address at documents@trec.texas.gov to allow immediate access to staff for processing.

From the date documents are received from an applicant, the agency measures and reports the average number of days it takes TREC Licensing staff to process the application. The agency uses this data to monitor for potential complications so it can respond with prompt action if issues arise.

4. Attentive to providing excellent customer service.

All TREC Licensing staff members are trained to respond to emails and telephone calls specific to processing applications and renewals. A daily, rotating schedule dedicates two TREC Licensing staff members to field these communications and provide accurate and complete information to applicants, license holders, and internal staff. These staff members must respond to emails and telephone calls within 24 hours of receipt and must input notes in a shared agency computer system summarizing their response to calls or the content of their emails to facilitate continuity in staff member communications.

An online tool on the TREC website allows prospective license holders to check the real-time status of their application. In addition, license holders can access real-time information regarding their completed courses or how many continuing education course hours they need for a license renewal. Providing the most popular information sought by prospective and current license holders on demand saves them the time, since they don’t have to contact the agency by email or phone.

5. Transparent, such that agency actions can be understood by any Texan.

TREC regularly communicates with the agency’s stakeholders through email newsletters, a continuously updated website, and social media platforms such as Facebook, Twitter, Instagram, and LinkedIn. TREC’s website includes monthly staff reports, consumer information, articles, licensing self-service tools, and an application status tracker. The website also provides online access to TREC meetings through live streaming provided by the agency and interactive video minutes for past meetings.

The application status tracker and renewal education information pages are open and viewable by the public.

GOAL I ENSURE STANDARDS –TALCB LICENSING

The Licensing Division of the Texas Appraiser Licensing and Certification Board (TALCB Licensing) safeguards the public interest by ensuring license holders and applicants satisfy the minimum requirements for licensure as set forth in the Appraisal Subcommittee Policy Statements, Appraiser Qualifications Board Real Property Appraiser Qualification Criteria, Texas Appraiser Licensing and Certification Act, Texas Appraisal Management Company Registration and Regulation Act, and TALCB Board Rules (Texas Occupations Code 1103 and 1104).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

TALCB Licensing ensures compliance with all educational, experience, examination, and application requirements for appraiser and appraisal management company initial applications and renewals.

TALCB Licensing duties include ensuring:

- Applicants meet the qualifying education requirements promulgated by the Appraiser Qualifications Board.
- Applicants pass the National Uniform Licensing and Certification Examination.
- Applicants satisfy TALCB’s honesty, trustworthiness, and integrity standards.
- Applicants satisfy appraisal experience requirements by conducting appraisal experience audits.
- License holders satisfy continuing education and criminal history check requirements prior to renewal.
- Accurately report data to the Appraisal Subcommittee for the National Registry of Appraisers and National Registry of Appraisal Management Companies.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

To promote efficiency and reduce costs, TALCB restructured the agency in Fiscal Year 2021 (FY 2021). The restructure combined the licensing division and the enforcement division to create the TALCB Division, allowing the agency to maximize resources, reduce redundancies, and streamline processing.

In FY 2021, TALCB saw a 44% increase in applications, but has reduced processing times despite reduced staffing.

TALCB Licensing exceeds processing goals set by the Board.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

As of March 2022, TALCB has 12 employees, consisting of six appraisers, three legal assistants, one licensing specialist, one staff attorney, and one director.

TALCB has applied for the Appraisal Subcommittee State Appraiser Regulatory Agencies Support Grant to build an application portal, with will promote self-service for applicants.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

TALCB Licensing continuously exceeds processing times set forth by the Board:

- Seventy-five days for applications that require experience auditing (certified general appraisers, certified residential appraisers, and licensed residential appraisers).
 - Processing times are currently within 61 days.
- Five days for reciprocity applications.
 - Processing times are currently fewer than two days.
- Fourteen days for all other application types.
 - Processing times are currently fewer than five days.

TALCB leadership continuously monitors performance, anticipates needs, and identifies process improvements.

4. Attentive to providing excellent customer services.

TALCB Licensing has expanded online self-service options, including an online application status tracker.

TALCB Licensing has significantly reduced experience audit processing times. In FY 2019, commercial experience audits took an average of 218 days to process. In FY 2021, commercial experience audits were processed in an average of 30 days. TALCB licensing has also reduced processing times for all application types.

5. Transparent, such that agency actions can be understood by any Texan.

TALCB regularly communicates with the agency’s stakeholders through email newsletters, a continuously updated website, and social media platforms such as Facebook and Twitter. TALCB’s website includes monthly staff reports, consumer information, articles, licensing self-service tools, and application status tracker. The website also provides online access to TALCB meetings through live streaming provided by the agency and interactive video minutes for past meetings.

The application status tracker and renewal education information pages are open and viewable by the public.

GOAL I ENSURE STANDARDS – TREC and TALCB EDUCATION

The Education and Examination Division serves both the Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board. It safeguards the public trust by ensuring license holders meet the education, ethical, and legal requirements to provide real estate services in Texas (Texas Occupations Code, Chapters 1101, 1102, 1103, 1104, and 1303, and Texas Property Code, Chapter 221).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

The Education and Examination Division:

- Ensures accurate and relevant content is provided in pre-licensing and continuing education courses.
- Develops (and updates every two years) several non-elective CE courses for real estate sales agents, brokers, and inspectors that focus on recent industry trends, developments, ethics, case studies, complaints, laws, statutes, regulations, disciplinary actions, and court cases as they relate to Texas license holders.
- Ensures course design and delivery supports adult and active learning theories.
- Regularly reviews performance of license examination test items and establishing minimum required passing scores.
- Monitors performance of first-time examination pass rate data for real estate and inspector providers to assess their performance.
- Conducts administrative audits of education providers.
- Supports the Education Standards Advisory Committee, the Texas Real Estate Inspector Education Subcommittee, and the Appraiser Education and Licensing Subcommittee by providing research and recommendations for improvements for industry related education.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Through the efficient use of personnel, the Commission and Board have been successful in maintaining reasonable fees for the review of education provider and course applications.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

During Fiscal Year 2021 (FY 2021) the Education and Examination Services Division processed: 215 qualifying real estate and inspector courses; 2,008 real estate and inspector CE courses; 251 appraiser courses; 323 CE provider applications; and 17 qualifying education provider applications. Continuing education providers can electronically submit course completion records to the Commission in real time, as well as benefit from the minimization of fees for review of provider and course applications. These added efficiencies allow license holders to renew more promptly. Using consistent training techniques and technological advances, the agency can maintain the quantity and quality of processing.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

The agency streamlined processes and improved functionality based on business technology testing and staff recommendations. Further success is anticipated as the agency moves more complex education applications to an online format that allows for document upload features.

4. Attentive to providing excellent customer service.

The agency has an Education and Examination Services Division staff person dedicated to answering education related calls and emails every day. All calls and emails are responded to within 24 hours, and notes regarding communications are stored in the agency's database management system. All education staff are adequately cross trained to answer detailed questions. Provider and course application processing goals are determined based on the complexity of the application and are successfully met on a regular basis.

A search tool maintained on the agency website provides the ability to search for currently approved qualifying and continuing education courses for real estate, inspector, and appraiser licenses. The tools allow individuals to search providers or course offerings by city, delivery method, or search for a specific provider or course by name.

5. Transparent, such that the agency actions can be understood by any Texan.

The Commission and Board regularly communicate with stakeholders through email newsletters, a continuously updated website, and social media platforms such as Facebook, Twitter, Instagram, and LinkedIn. The websites provide information relating to license requirements, accessibility and availability of qualifying and continuing education courses, agency reports, and enforcement actions. Open meetings are available to the public onsite and through live streaming.

GOAL II ENFORCE REGULATIONS – TREC

The Enforcement Division of Texas Real Estate Commission (TREC Enforcement) safeguards the public interest by effectively and efficiently enforcing the laws and rules of the agency in a fair and consistent manner (Texas Occupations Code, Chapters 1101, 1102, and Texas Property Code, Chapter 221).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

TREC Enforcement handles a high volume of signed, written complaints from the public and license holders, as well as a smaller number of staff-initiated complaints. Importantly, the agency cannot accept anonymous complaints or conduct covert investigations.

The complaints primarily concern alleged statutory and administrative violations by brokers, sales agents, and inspectors, or alleged violations by unlicensed persons engaging in activities for which a license is required. A small number of complaints also concern education providers and instructors, as well as easement or right-of-way certificate holders. In addition, the TREC Enforcement oversees timeshare developers (discussed further below).

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

The Texas Real Estate Commission is committed to the protection of the citizens of Texas. TREC Enforcement accomplishes this through timely, fair, and consistent enforcement of The Real Estate License Act, Commission rules, Chapter 1102 of the Texas Occupations Code (governing real estate inspectors), and the Texas Timeshare Act. In addition, TREC Enforcement oversees the sanctions of license holders and unlicensed persons who have violated various regulatory requirements.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

From Fiscal Year 2017 (FY 2017) through Fiscal Year 2021 (FY 2021), the number of case openings received increased from 4,561 to 7,332. This 60.75% percent increase in openings required the TREC Enforcement to add two new staff positions. These minor staff increases were necessary to maintain our standards to timely respond to cases.

As of August 31, 2021, nearly 97% of complaints were less than a year old. Out of 1,471 open cases, there were no cases more than two years old.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

During FY 2021, the division opened 7,332 cases and closed 7,509 cases. While most complaints from the public relate to the purchase, lease, or inspection of a home, a complaint may also include allegations ranging from misleading advertising to criminal history to unlicensed activity. Some complaints are closed with no action taken because of a lack of agency jurisdiction or lack of evidence. Once it is determined that the complaint is within the agency's jurisdiction, the agency notifies the license holder or other respondent, gives the person an opportunity to respond, and investigates the complaint. TREC Enforcement completes almost all investigations within six months of receipt of the complaint.

TREC Enforcement implements disciplinary standards, reviews the backgrounds of applicants for a license, and makes Fitness Determinations to assess the honesty, trustworthiness, and integrity of applicants. In FY 2021, the division reviewed and closed 4,957 application investigation cases and Fitness Determination cases. Most involved an applicant's criminal history.

TREC Enforcement also administers the Texas Timeshare Act. The Act requires a developer that desires to offer a timeshare interest for sale to a Texas resident to register the plan with the agency regardless of the location of the timeshare that is the subject of the plan. The division reviews the registration, and any amendment application, to ensure that it meets the requirements of the Act. TREC will not register a timeshare plan until the plan fully complies with the Act.

4. Attentive to providing excellent customer services.

Each day, TREC Enforcement assigns one lawyer to respond to phone and email inquiries. A phone call must be responded to within four hours and an email within one working day. During FY 2021, TREC Enforcement Attorneys handled approximately 3,700 emails from the public and license holders. Many of these emails are sent to a dedicated email address (enforcement@trec.texas.gov), and phone number (512-936-3005). Further, the division has an email address dedicated only to standards issues (application and Fitness Determinations) (standards@trec.texas.gov).

In addition, as described above, TREC Enforcement resolves thousands of cases, almost all of which are resolved within a year. TREC Enforcement also provides a great deal of information for the agency's website and in the materials at quarterly Commission meetings.

5. Transparent, such that agency actions can be understood by any Texan.

TREC Enforcement maintains information on the TREC website regarding complaints under “How to File a Complaint” under the “Public” drop-down menu. Other complaint-related content on the website includes information on disciplinary actions and a detailed list of frequently asked questions. The website also discusses and links to the relevant statutes and all commission rules. Furthermore, TREC Enforcement contributes articles that discuss various enforcement-related issues and hosts frequent public speaking engagements to educate our license holders and provide transparency about the complaint process.

GOAL II ENFORCE REGULATIONS - TALCB

TALCB Enforcement safeguards the public interest by enforcing federal and state regulations relating to real property appraisal services, including the Appraisal Subcommittee Policy Statements, Texas Appraiser Licensing and Certification Act, Texas Appraisal Management Company Registration and Regulation Act, and TALCB Board Rules (Texas Occupations Code, Chapters 1103 and 1104).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

TALCB Enforcement investigates complaints against appraisers, appraisal management companies, appraiser continuing education providers, and individuals engaging in unlicensed activity. TALCB Enforcement also assists law enforcement in matters related to mortgage fraud pursuant to Texas Penal Code § 32.32.

TALCB Enforcement duties include:

- Investigating complaints to ensure compliance appraisal service regulations, including the minimum standards set forth in the Uniform Standards of Professional Appraisal Practice.
- Resolving complaints consistent with Board Rules.
- Ensuring compliance with sanctions imposed.
- Ensuring that disciplinary action is reported to the Appraisal Subcommittee within five days.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

To promote efficiency and reduce costs, TALCB restructured the agency in Fiscal Year 2021 (FY 2021). The restructure combined the licensing division and the enforcement division to create the TALCB Division, allowing the agency to maximize resources, reduce redundancies, and streamline processing.

In FY 2021, TALCB saw a 44% increase in applications, but has reduced processing times despite reduced staffing.

TALCB Enforcement efficiently investigates and resolves complaints. In FY 2021, TALCB resolved complaints in an average of 95 days. In FY 2020, complaint-resolution time averaged 160 days. In FY 2019, complaint-resolution time averaged 192 days.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

As of March 2022, TALCB has 12 employees, consisting of six appraisers, three legal assistants, one licensing specialist, one staff attorney, and one director.

TALCB is hiring an additional staff attorney which will be funded through the Appraisal Subcommittee State Appraiser Regulatory Agencies Support Grants.

TALCB was awarded \$120,000 in grant funding to build a complaint portal, which included an online complaint submission portal and backend case management capabilities. TALCB completed this project in September 2021.

TALCB leverages Volunteer Appraisal Reviewers that are appointed by the Board to assist in case review.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

TALCB Enforcement continuously exceeds case-resolution deadlines set by the Texas Sunset Commission (average 180 days) and Appraisal Subcommittee (one-year, absent special documented circumstances).

TALCB leadership continuously monitors performance, anticipates needs, and identifies process improvements.

4. Attentive to providing excellent customer service.

TALCB Enforcement has expanded online self-service options, including online complaint submissions and online case status tracker

TALCB Enforcement publishes a comprehensive complaint processing handbook which outlines the complaint process in terms that are easily understood.

5. Transparent, such that agency actions can be understood by any Texan.

TALCB's website includes monthly staff reports, consumer information, articles, enforcement self-service tools, and application status tracker.

TALCB publishes agency updates on social media, including Facebook and Twitter.

GOAL III COMMUNICATE EFFECTIVELY - TREC and TALCB

The Customer Relations Division serves both the Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board. It communicates with license holders and the public by providing reliable information to promote informed decisions in Texas real estate transactions (Texas Occupations Code, Chapters 1101, 1102, 1103, 1104, and Texas Property Code, Chapter 221).

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

The Customer Relations Division is responsible for providing excellent customer service, making ongoing enhancements to the contact center, and updating the Commission and the Board websites with current information related to application processing dates, application status, and continuing education course tracking.

The Customer Relations Division:

- Recruits, trains, and retains customer service representatives who are committed to making the customer experience superior.
- Anticipates the needs of every customer and stays knowledgeable on agency rules and policies to provide online assistance and guidance to consumers.
- Responds to emails and customer satisfaction surveys within a two-business-day timeframe.
- Maintains low hold times by utilizing features such as courtesy callback, precision call queuing, call recording for training purposes, customer satisfaction surveys, and faster email.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORT EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Customer service representatives assist license holders with online transactions which eliminates the cost associated with printing and mailing of paper applications.

License holders are informed of their license renewal status which assists them in making decisions of the appropriate time for online renewals. Prospective license holders are provided with online assistance via phone and/or email for initial applications.

2. Efficient such that maximum results are produced with a minimum waste of taxpayer funds, including through the elimination of redundant and non-core functions.

The Customer Relations Division has implemented several technological improvements over the last several years, including adding a call routing menu and a courtesy callback system that allows a caller to stay in the call queue without having to stay on hold on the phone.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

All customer service representatives are expected to handle calls with professionalism and patience. All calls presented to the Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board will be answered with a greeting thanking the customer for calling, providing a name, and expressing an interest to assist with any questions or concerns. Customers' inquiries will be acknowledged, and active listening, empathy, professional tone, and call control will be practiced while clear and concise guidance is provided. At the completion of every call representative will ensure all needs have been met and the customer's record will be updated with a summary of the conversation.

4. Attentive to providing excellent customer service.

The Texas Real Estate Commission and the Texas Appraiser Licensing and Certification Board offers exceptional customer service by telephone, emails, and in person.

Each customer service representative is hired with applicable skills and show proven examples of providing excellent customer service in previous positions. Once hired, a four-week, hands-on training is provided before staff is permitted to assist TREC/TALCB customers. After initial training, each representative is provided with feedback on calls and emails through the agency's quality monitoring program. Refresher training is provided on a consistent basis to all Customer Relations Division staff to stay up to date on various topics of concern.

The agency is committed to ensuring everyone who contacts the agency receives the best service possible as quickly as possible. Since April 2019, the division has maintained an average monthly hold time of less than two minutes. In addition, fewer than 5% of all customers abandon a call before speaking to a customer service representative, which means the Customer Relations Division is routinely meeting its target performance measure.

Since May 2019, the division has responded to 100% of emails within two business days but has recently established a new goal of responding to all emails within one business day. In January 2020, the Customer Relations Division started tracking reply-to-email times, and 86% of emails received were answered in one business day.

The agency is also a member of the Austin Contact Center Alliance (ACCA). The ACCA provides a resource for posting vacant positions, job-specific training for staff, and solutions to common challenges contact centers face. This ensures the agency remains at the cutting edge of technology and has skillsets needed to provide excellent customer service.

Survey respondents who share experiences that don't meet the agency's high customer-service standards are contacted within two business days for further assistance.

5. Transparent, such that agency actions can be understood by any Texan.

The Commission and the Board regularly communicate with the public through various mechanisms, including email newsletters, continuously updated websites, social media, public speaking engagements.

GOAL IV WORK WITH HUB VENDORS

To implement purchasing policies encouraging the use of historically underutilized businesses (HUBs). (Texas Government Code, §2161.123)

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

- Utilize HUB vendors for non-competitive spot purchases of \$5,000 or less whenever possible.
- Attend HUB-related meetings and forums to network with vendors and gain new knowledge of HUB vendors.

- Encourage and assist vendors who qualify as HUB vendors to become HUB certified by CPA's Statewide Procurement Division (SPD) and to maintain their HUB certification through CPA's Statewide HUB Program.
- Encourage non-HUB vendors to subcontract with certified HUB vendors, pairing mentors with protégés.
- Exceed the bid advertisement requirement of obtaining more than two HUB bids from the Centralized Master Bidders List (CMBL) for purchases over \$5,000.
- Maintain positive working relationships with the current HUB vendors.
- Track HUB quarterly performance measures.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

By maintaining a robust program for HUB, we are ensuring that our financial investment in HUB businesses meets the highest standards for quality products and services. Tax and fee payers may access reports detailing HUB utilization directly through the agency website.

2. Efficient by producing maximum results with no waste of taxpayer funds, including through the elimination of redundant and non-core functions.

We maximize our HUB vendor pool by trading on historical relationships and utilizing these businesses at every appropriate opportunity.

3. Effective in successfully fulfilling core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

Daily processes for purchasing incorporate activities designed to meet the agency's HUB goal of 30% utilization, which we regularly exceed, and which is significantly higher than the state average.

4. Attentive to providing excellent customer service.

TREC is committed to excellent customer service, which is seen in our HUB vendor relationships. We make significant efforts to include HUBs when making purchasing decisions, especially by utilizing them in a manner that exceeds state bidding requirements and significant utilization for non-competitive spot purchases.

5. Transparent, such that agency actions can be understood by any Texan.

The HUB report and chart beginning on page 39 provides a clear picture of the actions that TREC takes to accomplish the goal. As previously noted, this information is readily available via the agency website.

TREC Agency Operating Budget for FY2024 - includes 2 year projection and preceding 5 year trend data

	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Actuals	FY 2022 Actuals	FY 2023 Actuals	Approved Budget FY2024	Projected Budget 2025	Projected Budget 2026
Beginning Balance			\$19,732,109	22,498,290	22,639,108	18,465,056	13,916,138	9,107,727
Operating Reserves			(\$7,432,904)	(8,174,002)	(9,768,368)	(8,955,860)	(4,447,185)	(4,432,245)
Statutory GR Payment Reserves						(527,500)	(727,500)	(727,500)
Available fund balance within TTSTC			\$12,299,205	\$ 14,324,288	12,870,740	8,981,696	8,741,453	3,947,982
Revenues								
License Fees	12,167,409	11,392,401	14,360,595	13,521,772	13,283,998	13,075,723	13,124,343	12,986,360
Education Fees	620,203	378,105	400,461	450,273	480,363	507,225	471,813	479,104
Examination Fees	368,982	309,608	604,856	551,268	475,846	512,460	511,930	498,817
Other Miscellaneous Revenue	223,178	249,390	309,261	352,823	293,757	322,394	327,242	318,715
Total Revenues	\$13,379,772	\$12,329,504	\$15,675,173	\$14,876,136	14,533,964	14,417,802	\$14,435,328	\$14,282,996
Reallocation from Fund Balance	\$1,740,460	\$3,750,000						
Expenditures								
Salaries & Wages (1001)	6,054,271	7,876,258	7,671,801	8,192,331	9,638,835	11,004,969	11,335,119	11,675,174
Other Personnel Costs (1002)	2,694,257	3,258,785	3,093,269	3,151,809	3,509,046	3,929,984	3,939,120	4,006,555
Professional Fees & Services (2001)	874,892	605,199	320,515	547,335	605,799	1,142,683	789,379	430,555
Consumables (2003)	17,152	11,361	5,454	7,231	8,130	7,500	7,500	7,500
Utilities (2004)	2,961	4,923	11,491	8,923	9,783	11,674	11,674	11,674
Travel (2005)	51,848	33,939	18,719	51,778	59,055	62,500	62,500	62,500
Office and Space Rent (2006)	198,057	148,638	185,878	175,519	168,116	177,165	177,165	177,165
Equipment Rental (2007)	71,668	99,089	76,236	114,948	81,988	53,500	32,000	21,500
Other Operating Expenses (2009)	609,299	1,119,628	613,639	852,265	827,207	879,601	819,088.00	709,213
Capital Expenditures (5000)	-	-	8,250	-	620,758	381,300	354,350	366,300
Statewide Cost Allocation Plan-SWCAP (9999)	188,582	215,993	164,769	255,108	260,844	260,844	260,844	260,844
Total Expenditures	10,762,987	13,373,813	12,170,021	13,357,247	15,789,561	17,911,720	17,788,739	17,728,980
Contribution to General Revenue (1105.003 (f))	724,725	727,500	726,240	727,500	727,500	527,500	727,500	727,500
Total Expenditures and GR Contribution	\$11,487,712	\$14,101,313	\$12,896,261	\$14,084,747	\$16,517,061	18,439,220	\$18,516,239	\$18,456,480
Operational Loss/Gain	\$3,632,520	\$1,978,191	\$2,778,912	\$791,389	(1,983,097)	(4,021,418)	(4,080,911)	(4,173,484)
Estimated Carryover Balance	\$3,632,520	\$1,978,191	\$15,078,117	\$15,115,677	10,887,643	4,960,278	4,660,542	(\$225,502)
FTEs	127.48	134.48	127.48	134.48	146.88	150.88	150.88	150.88

TALCB Agency Operating Budget for FY2024 - includes 2 year projections and preceding 5 year trend data

	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Actuals	FY 2022 Actuals	FY 2023 Actuals	Approved Budget FY2024	Projected Budget 2025	Projected Budget 2026
Beginning Balance			\$2,259,588	2,373,564	3,465,390	3,602,697	3,956,846	3,816,895
Operating Reserves			(\$738,002)	(652,638)	(889,252)	(830,115)	(826,746)	(843,225)
Statutory GR Payment Reserves						-	-	-
Available fund balance within TTSTC			\$1,521,586	\$ 1,720,926	2,576,138	2,772,582	3,130,100	2,973,670
Revenues								
License Fees	1,147,547	1,274,713	1,540,308	1,824,920	1,784,895	1,813,645	1,904,900	1,897,795
AMC Fees	184,521	809,106	288,005	941,575	354,988	851,960	257,215	863,140
ACE Program Revenue	0	0	15,370	19,190	20,825	19,310	18,505	18,195
Administrative Penalties	17,750	3,000	0	0	0	0	0	0
Examination Fees	3,590	2,806	4,710	5,480	7,050	6,990	6,560	6,920
Other Miscellaneous Revenue	42,552	51,595	30,586	51,101	57,847	34,000	35,000	35,000
ASC Grant	0	0	80,784	236,055	144,801	0	0	0
AMC Revenue Carryforward	320,378	(247,626)	0	0	0	0	0	0
Total Revenues	\$1,716,338	\$1,893,594	\$1,959,763	\$3,078,321	2,370,406	2,725,905	\$2,222,180	\$2,821,050
Restricted Education Reserve	\$80,392	\$42,000	\$37,537	\$22,968	\$22,914.00	\$0.00	\$0	\$0
Reallocation from Fund Balance	\$187,000	\$425,000						
Expenditures								
Salaries & Wages (1001)	957,740	1,261,936	1,133,209	1,084,585	1,343,227	1,442,627	1,485,906	1,530,483
Other Personnel Costs (1002)	349,824	469,845	462,625	426,931	454,185	486,946	493,209	488,586
Professional Fees & Services (2001)	155,940	159,392	126,418	271,219	165,314	205,751	155,751	155,751
Consumables (2003)	907	80	1,426	227	402	2,000	2,000	2,000
Utilities (2004)	362	408	86	9	285	201	201	201
Travel (2005)	46,168	27,964	5,261	21,061	27,024	42,000	42,000	42,000
Office and Space Rent (2006)	27,619	20,316	26,694	21,325	19,741	21,276	21,276	21,276
Equipment Rental (2007)	10,244	14,228	2,890	6,924	1,834	1,643	1,643	1,643
Other Operating Expenses (2009)	59,092	72,320	48,658	66,393	85,622	115,884	106,717	113,847
Capital Expenditures (5000)	-	-	-	-	-	-	0	0
Statewide Cost Allocation Plan-SWCAP (9999)	26,449	34,579	23,754	31,209	30,928	30,928	30,928	30,928
Total Expenditures	1,634,345	2,061,068	1,831,021	1,929,883	2,128,562	2,349,256	2,339,631	2,386,715
Contribution to General Revenue (1105.003 (f))	25,275	22,500	23,760	22,500	22,500	22,500	22,500	22,500
Total Expenditures and GR Contribution	\$1,659,620	\$2,083,568	\$1,854,781	\$1,952,383	\$2,151,062	2,371,756	\$2,362,131	\$2,409,215
Operational Loss/Gain	\$56,718	(\$189,974)	\$104,982	\$1,125,938	219,344	354,149	(139,951)	411,835
Estimated Carryover Balance	\$243,718	\$235,026	\$1,664,105	\$2,869,832	2,818,396	3,126,731	2,990,149	\$3,385,505
FTEs	11.40	11.4	11.40	15.4	17.40	17.40	17.40	17.40

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT A-1
 COMBINING BALANCE SHEET -
 ALL GENERAL AND CONSOLIDATED FUNDS
 For the Year Ended August 31, 2023

	TAMU FUND 0889 FUND 0889 U/F (4057)	TAMU AFUND 0889 FUND 0889 U/F (7057)	TOTAL FUND 0889 FUND 0889	TREC Local FUND 0889 FUND 1005 U/F (3055)	TREC Local FUND 1005 FUND 1005 U/F (4054)	TREC Local FUND 1005 FUND 1005 U/F (4055)
ASSETS						
Current Assets						
Cash and Cash Equivalents	\$	\$	\$	\$	\$	\$
Cash in Bank			0.00			
Cash Equivalents - Misc. Investments		557,757.55	557,757.55			
Cash In State Treasury			0.00			1,331,298.81
Interfund Receivable	0.00		0.00			0.00
Due From Other Funds (Note 12)	628,330.00		628,330.00			
Consumable Inventories			0.00	12,657.89		
Total Current Assets	\$ 628,330.00	\$ 557,757.55	\$ 1,186,087.55	\$ 12,657.89	\$ 0.00	\$ 1,331,298.81
Non-Current Assets:						
Investments - NonCurrent	\$	\$	\$	\$	\$	\$
Total Non-Current Assets	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL ASSETS	\$ 628,330.00	\$ 557,757.55	\$ 1,186,087.55	\$ 12,657.89	\$ 0.00	\$ 1,331,298.81
LIABILITIES						
Current Liabilities:						
Payables from :						
Accounts Payable	\$	\$	\$	\$	48,323.85	\$ 348,739.87
Payroll Payable						1,123,154.28
Interfund Payable	0.00		0.00			0.00
Due to Other Funds/Agencies (Note 12)	628,330.00	628,330.00	1,256,660.00			
Deferred Revenue						
Total Current Liabilities	628,330.00	628,330.00	1,256,660.00	0.00	48,323.85	1,471,894.15
TOTAL LIABILITIES	\$ 628,330.00	\$ 628,330.00	\$ 1,256,660.00	\$ 0.00	\$ 48,323.85	\$ 1,471,894.15
FUND BALANCES (DEFICITS):						
NonSpendable - Consumable Inventory	\$ 0.00	\$ 0.00	\$ 0.00	\$ 12,657.89	\$	\$
Committed	0.00	0.00	0.00		0.00	
Unassigned	0.00	(70,572.45)	(70,572.45)		(48,323.85)	(140,595.34)
	0.00					
TOTAL FUND BALANCES	0.00	(70,572.45)	(70,572.45)	12,657.89	(48,323.85)	(140,595.34)
TOTAL LIABILITIES AND FUND BALANCES	\$ 628,330.00	\$ 557,757.55	\$ 1,186,087.55	\$ 12,657.89	\$ 0.00	\$ 1,331,298.81

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

TREC Local FUND 0889 FUND 1005 U/F (7054)	TREC Local FUND 0889 FUND 1005 U/F (7055)	Loc Oper FUND 1005 FUND 1005 U/F (4060)	Loc Oper FUND 1005 FUND 1005 U/F (7060)	Loc Oper FUND 1005 FUND 1005 U/F (0980)	Loc Oper FUND 1005 FUND 1005 U/F (8070)	TOTAL FUND 1005	TOTALS (EXHIBIT I) 2023
\$ 990.00	\$	\$	\$	\$	\$	\$	\$
1,456,901.24	4,547,841.04		23,743.03		0.00	685.00	990.00
							990.00
							6,028,485.31
							6,586,242.86
							1,331,983.81
							1,331,983.81
							0.00
							0.00
							628,330.00
							12,657.89
							12,657.89
\$ 1,457,891.24	\$ 4,547,841.04	\$ 0.00	\$ 23,743.03	\$ 0.00	\$ 685.00	\$ 7,374,117.01	\$ 8,560,204.56
\$	\$ 16,563,338.03	\$	\$	\$	\$	\$ 16,563,338.03	\$ 16,563,338.03
0.00	16,563,338.03	0.00	0.00	0.00	0.00	16,563,338.03	16,563,338.03
\$ 1,457,891.24	\$ 21,111,179.07	\$ 0.00	\$ 23,743.03	\$ 0.00	\$ 685.00	\$ 23,937,455.04	\$ 25,123,542.59
\$	\$	\$ 17,600.00	\$	\$	\$	\$ 414,663.72	\$ 414,663.72
			32,289.60	0.00	685.00	1,156,128.88	1,156,128.88
						0.00	0.00
0.00						0.00	1,256,660.00
						0.00	0.00
0.00	0.00	17,600.00	32,289.60	0.00	685.00	1,570,792.60	2,827,452.60
\$ 0.00	\$ 0.00	\$ 17,600.00	\$ 32,289.60	\$ 0.00	\$ 685.00	\$ 1,570,792.60	\$ 2,827,452.60
\$	\$	\$	\$	\$	\$	\$ 12,657.89	\$ 12,657.89
1,457,891.24	21,111,179.07	0.00	0.00	0.00	0.00	22,569,070.31	22,569,070.31
		(17,600.00)	(8,546.57)	0.00	0.00	(215,065.76)	(285,638.21)
1,457,891.24	21,111,179.07	(17,600.00)	(8,546.57)	0.00	0.00	22,366,662.44	22,296,089.99
\$ 1,457,891.24	\$ 21,111,179.07	\$ 0.00	\$ 23,743.03	\$ 0.00	\$ 685.00	\$ 23,937,455.04	\$ 25,123,542.59

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT A-2
 COMBINING STATEMENT OF REVENUES, EXPENDITURES & CHANGES IN
 FUND BALANCES - ALL GENERAL AND CONSOLIDATED FUNDS
 For the Year Ended August 31, 2023

	TAMU FUND 0889 FUND 0889 U/F (4057)	TAMU FUND 0889 FUND 0889 U/F (7057)	TOTAL FUND 0889 FUND 0889	Loc Oper FUND 0889 FUND 1005 U/F (3055)	Loc Oper FUND 1005 FUND 1005 U/F (4054)
REVENUES:					
Legislative Appropriations	\$	\$	\$ 0.00	\$	\$
Additional Appropriations			0.00		
Licenses, Fees and Permits		6,885,760.00	6,885,760.00		
Sales of Goods and Services			0.00		
Administrative Penalties					
Interest and Investment Income		3,852.60	3,852.60		
Other Revenue			0.00		
Total Revenues	0.00	6,889,612.60	6,889,612.60	0.00	0.00
EXPENDITURES:					
Salaries and Wages			0.00		
Payroll Related Costs			0.00		
Professional Fees and Services			0.00		
Travel			0.00		
Materials and Supplies			0.00	421.89	
Communication and Utilities			0.00		
Repairs and Maintenance			0.00		
Rentals and Leases			0.00		
Printing and Reproduction			0.00		
Claims and Judgements					
Other Operating Expenditures	13,550.00	141.32	13,691.32		615,471.20
Personal Prop-Computer Equip-Capitalized					
Interest on Govtl and Fiduciary L-T Debt					
Total Expenditures	13,550.00	141.32	13,691.32	421.89	615,471.20
EXCESS OF REVENUES OVER EXPENDITURES	(13,550.00)	6,889,471.28	6,875,921.28	(421.89)	(615,471.20)
OTHER FINANCING SOURCES (USES):					
Operating Transfers In (Note 1.G.)	6,905,950.00	0.00	6,905,950.00		623,447.90
Increase In Obligations Under Capital Lease					
Operating Transfers Out (Note 1.G.)	(6,892,400.00)	(6,905,950.00)	(13,798,350.00)		
Total Other Financing Sources (Uses)	13,550.00	(6,905,950.00)	(6,892,400.00)	0.00	623,447.90
EXCESS OF REVENUE & OTHER FINANCING SOURCES OVER EXPENDITURES & OTHER FINANCING USES	0.00	(16,478.72)	(16,478.72)	(421.89)	7,976.70
FUND BALANCES - Beginning September 1, 2022	0.00	(54,093.73)	(54,093.73)	13,079.78	(56,300.55)
Restatements	0.00		0.00		
FUND BALANCES - Ending August 31, 2023	\$ 0.00	\$ (70,572.45)	\$ (70,572.45)	\$ 12,657.89	\$ (48,323.85)

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

Loc Oper FUND 1005 FUND 1005 U/F (4055)	Loc Oper FUND 0889 FUND 1005 U/F (7054)	Loc Oper FUND 9999 FUND 1005 U/F (7055)	Loc Oper FUND 1005 FUND 1005 U/F (4060)	Loc Oper FUND 1005 FUND 1005 U/F (7060)	TOTAL FUND 1005	TOTALS EXHIBIT II 2023
\$	\$	\$	\$	\$	\$	\$
					0.00	0.00
					0.00	0.00
	715,309.69	14,257,091.98		235,535.00	15,207,936.67	22,093,696.67
		0.00			0.00	0.00
	117,617.71	291,879.71		1,151.99	410,649.41	414,502.01
		475,846.00			475,846.00	475,846.00
<u>0.00</u>	<u>832,927.40</u>	<u>15,024,817.69</u>	<u>0.00</u>	<u>236,686.99</u>	<u>16,094,432.08</u>	<u>22,984,044.68</u>
9,898,705.66					9,898,705.66	9,898,705.66
3,409,298.05					3,409,298.05	3,409,298.05
611,139.34					611,139.34	611,139.34
60,425.31					60,425.31	60,425.31
256,771.80					257,193.69	257,193.69
204,982.70					204,982.70	204,982.70
107,462.94					107,462.94	107,462.94
250,150.17					250,150.17	250,150.17
1,008.21					1,008.21	1,008.21
0.00					0.00	0.00
410,762.93	2,379.16	5,158.99	239,200.00	137.43	1,273,109.71	1,286,801.03
620,757.69					620,757.69	620,757.69
0.00					0.00	0.00
<u>15,831,464.80</u>	<u>2,379.16</u>	<u>5,158.99</u>	<u>239,200.00</u>	<u>137.43</u>	<u>16,694,233.47</u>	<u>16,707,924.79</u>
<u>(15,831,464.80)</u>	<u>830,548.24</u>	<u>15,019,658.70</u>	<u>(239,200.00)</u>	<u>236,549.56</u>	<u>(599,801.39)</u>	<u>6,276,119.89</u>
16,547,587.96			241,600.00		17,412,635.86	24,318,585.86
(727,500.00)	(623,447.90)	(16,547,587.96)		(241,600.00)	0.00	0.00
<u>15,820,087.96</u>	<u>(623,447.90)</u>	<u>(16,547,587.96)</u>	<u>241,600.00</u>	<u>(241,600.00)</u>	<u>(727,500.00)</u>	<u>(7,619,900.00)</u>
(11,376.84)	207,100.34	(1,527,929.26)	2,400.00	(5,050.44)	(1,327,301.39)	(1,343,780.11)
(129,218.50)	1,250,790.90	22,639,108.33	(20,000.00)	(3,496.13)	23,693,963.83	23,639,870.10
					0.00	0.00
<u>\$ (140,595.34)</u>	<u>\$ 1,457,891.24</u>	<u>\$ 21,111,179.07</u>	<u>\$ (17,600.00)</u>	<u>\$ (8,546.57)</u>	<u>\$ 22,366,662.44</u>	<u>\$ 22,296,089.99</u>

Texas Real Estate Commission (329)
 Exhibit B-1 — Combining Balance Sheet — Special Revenue Funds
 August 31, 2023

Combining Balance Sheet	Special Revenue (0028) U/F (0028)	Real Estate Recovery Trust Acct (0889) UF (4058)	Real Estate Recovery Trust Acct (0889) UF (7058)	Real Estate Inspection Recovery Trust Acct (0889) UF (4059)	Real Estate Inspection Recovery Trust Acct (0889) UF (7059)	Totals
ASSETS						
Current Assets:						
Cash Equivalents - Misc. Investments (Note 3)	\$ -	\$ -	\$ 678,940.18	\$ -	\$ 45,823.65	\$ 724,763.83
Cash in State Treasury	-	-	-	-	-	-
Total Current Assets	-	-	678,940.18	-	45,823.65	724,763.83
Non-Current Assets:						
Investments - NonCurrent (Note 3)	-	-	3,163,592.69	-	582,596.72	3,746,189.41
Total Non-Current Assets	-	-	3,163,592.69	-	582,596.72	3,746,189.41
Total Assets	\$ -	\$ -	\$ 3,842,532.87	\$ -	\$ 628,420.37	\$ 4,470,953.24
DEFERRED OUTFLOWS OF RESOURCES						
Deferred Outflows of Resources	-	-	-	-	-	-
Total Deferred Outflows of Resources	-	-	-	-	-	-
LIABILITIES, DEFERRED INFLOWS OF RESOURCES AND FUND BALANCES						
Liabilities						
Current Liabilities:						
Payables from:						
Accounts	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Due To Other Funds	-	-	-	-	-	-
Due To Other Agencies	-	-	-	-	-	-
Funds Held For Others	-	-	-	-	-	-
Total Current Liabilities	-	-	-	-	-	-
Total Liabilities	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Fund Balances (Deficits):						
Nonspendable	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Restricted	-	-	3,842,532.87	-	628,420.37	4,470,953.24
Committed	-	-	-	-	-	-
Assigned	-	-	-	-	-	-
Unassigned	-	-	-	-	-	-
Total Fund Balances	-	-	3,842,532.87	-	628,420.37	4,470,953.24
Total Liabilities, Deferred Inflows of Resources and Fund Balances	\$ -	\$ -	\$ 3,842,532.87	\$ -	\$ 628,420.37	\$ 4,470,953.24

Texas Real Estate Commission (329)
Exhibit B-2 — Combining Statement of Revenues, Expenditures and Changes in Fund Balances —
Special Revenue Funds
For the Fiscal Year Ended August 31, 2023

Combining Statement of Revenues, Expenditures and Changes in Fund Balances	Special Revenue (0028)* U/F (0028)	Real Estate Recovery Trust Acct (0889) UF (4058)	Real Estate Recovery Trust Acct (0889) UF (7058)	Real Estate Inspection Recovery Trust Acct (0889) UF (4059)	Real Estate Inspection Recovery Trust Acct (0889) UF (7059)	Totals Exhibit II
REVENUES**						
License, Fees & Permits	\$ 678,700.00	\$ -	\$ 468,408.22	\$ -	\$ 22,276.40	\$ 1,169,384.62
Interest and Other Investment Income		-	53,279.42		6,877.76	60,157.18
Settlement of Claims			273,039.07		12,579.03	285,618.10
Sales of Goods and Services						-
Total Revenues	<u>\$ 678,700.00</u>	<u>\$ -</u>	<u>\$ 794,726.71</u>	<u>\$ -</u>	<u>\$ 41,733.19</u>	<u>\$ 1,515,159.90</u>
EXPENDITURES						
Salaries and Wages						-
Payroll Related Costs						-
Professional Fees and Services						-
Travel						-
Materials and Supplies						-
Communication and Utilities						-
Repairs and Maintenance						-
Rentals and Leases						-
Printing and Reproduction						-
Claims and Judgments		208,016.50				208,016.50
Other Expenditures	683,425.00	304.75	1,181.82	-	91.40	685,002.97
Total Expenditures	<u>\$ 683,425.00</u>	<u>\$ 208,321.25</u>	<u>\$ 1,181.82</u>	<u>\$ -</u>	<u>\$ 91.40</u>	<u>\$ 893,019.47</u>
Excess (Deficiency) of Revenues over (under) Expenditures	<u>(4,725.00)</u>	<u>(208,321.25)</u>	<u>793,544.89</u>	<u>-</u>	<u>41,641.79</u>	<u>622,140.43</u>
OTHER FINANCING SOURCES (USES)						
Transfer In		1,314,061.85		22,384.56		1,336,446.41
Transfer Out		(1,105,740.60)	(1,314,061.85)	(22,384.56)	(22,384.56)	(2,464,571.57)
Total Other Financing Sources (Uses)	<u>-</u>	<u>208,321.25</u>	<u>(1,314,061.85)</u>	<u>-</u>	<u>(22,384.56)</u>	<u>(1,128,125.16)</u>
SPECIAL ITEMS						
Proceeds from Sale of Park Land						-
EXTRAORDINARY ITEMS						
Natural Disaster-Hurricane						-
Net Change in Fund Balances	<u>(4,725.00)</u>	<u>-</u>	<u>(520,516.96)</u>	<u>-</u>	<u>19,257.23</u>	<u>(505,984.73)</u>
Fund Financial Statement - Fund Balances						
Fund Balances, September 1, 2022	4,725.00	-	4,363,049.83	-	609,163.14	4,976,937.97
Restatements						-
Fund Balances, September 1, 2022, as Restated	4,725.00	-	4,363,049.83	-	609,163.14	4,976,937.97
Appropriations Lapsed						
Fund Balances, August 31, 2023	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 3,842,532.87</u>	<u>\$ -</u>	<u>\$ 628,420.37</u>	<u>\$ 4,470,953.24</u>

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT K-1
 COMBINING STATEMENT OF NET POSITION -
 DISCRETELY PRESENTED COMPONENT UNIT
 For the Year Ended August 31, 2022

	Component Unit GAAP Fund 1005 U/F (4056)	Component Unit GAAP Fund 1005 U/F (7056)	Component Unit GAAP Fund 1005 U/F (7193)	TOTALS EXHIBIT VIII 2022 GAAP Fund 1005
ASSETS				
Current Assets:				
Cash and Cash Equivalents:				
Cash in State Treasury	\$ 175,496.85	\$	\$	\$ 175,496.85
Cash in Bank				0.00
Interfund Receivable				0.00
Cash Equivalents - Misc. Investments		849,042.38	1.14	849,043.52
Federal Receivables		0.00		0.00
Consumable Inventories		4,544.48		4,544.48
Current Assets:	<u>175,496.85</u>	<u>853,586.86</u>	<u>1.14</u>	<u>1,029,084.85</u>
Non-Current Assets:				
Investments - Non-Current (Note 3)	\$	2,742,922.73		2,742,922.73
Furniture & Equipment, Net		0.00		0.00
Computer Software, Intangible, Net (Note 2)		0.00		0.00
Right to Use Asset-Buildings		0.00		0.00
Non-Current Assets	<u>0.00</u>	<u>2,742,922.73</u>	<u>0.00</u>	<u>2,742,922.73</u>
Total Assets:	<u>175,496.85</u>	<u>3,596,509.59</u>	<u>1.14</u>	<u>3,772,007.58</u>
LIABILITIES				
Current Liabilities:				
Accounts Payable	\$ 34,721.55			34,721.55
Payroll Payable	156,488.85			156,488.85
Interfund Payable				0.00
Funds Held for Others	(80.00)			
Employee Compensable Leave (Note 5)		86,961.73		86,961.73
Current Liabilities	<u>191,130.40</u>	<u>86,961.73</u>	<u>0.00</u>	<u>278,172.13</u>
Non-Current Liabilities:				
Employee Compensable Leave (Note 5)	\$	111,018.60		111,018.60
Right to Use Lease Obligation		0.00		0.00
Non-Current Liabilities	<u>0.00</u>	<u>111,018.60</u>	<u>0.00</u>	<u>111,018.60</u>
Total Liabilities	<u>191,130.40</u>	<u>197,980.33</u>	<u>0.00</u>	<u>389,110.73</u>
NET POSITION				
Unrestricted Net Position	(15,633.55)	-	0.00	(15,633.55)
Net Assets Restricted for Other		3,398,529.26	1.14	3,398,530.40
Total Net Position	<u>\$ (15,633.55)</u>	<u>3,398,529.26</u>	<u>1.14</u>	<u>3,382,896.85</u>
Total Liabilities, Other CR, Def Inflows and FD Bal/Net Position	<u>\$ 175,496.85</u>	<u>3,596,509.59</u>	<u>1.14</u>	<u>3,772,007.58</u>

The accompanying notes to the financial statements are an integral part of this financial statement.

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)
 EXHIBIT K-2
 COMBINING STATEMENT OF ACTIVITIES
 - DISCRETELY PRESENTED COMPONENT UNIT
 For the Year Ended August 31, 2023

	Component Unit GAAP Fund 1005 U/F (4056)	Component Unit GAAP Fund 1005 U/F (4156)	Component Unit GAAP Fund 1005 U/F (7056)	Component Unit GAAP Fund 1005 U/F (4193)	Component Unit GAAP Fund 1005 U/F (7193)	TOTALS EXHIBIT IX 2023 GAAP Fund 1005
OPERATING REVENUES						
Professional Fees	\$	\$	\$ 2,246,901.41	\$	\$	\$ 2,246,901.41
Sales of Goods and Services			-			0.00
Administrative Penalties					-	0.00
Other Operating Revenues - Non-pledged						0.00
Operating Revenues	<u>0.00</u>	<u>0.00</u>	<u>2,246,901.41</u>	<u>-</u>	<u>-</u>	<u>2,246,901.41</u>
OPERATING EXPENSES						
Salaries and Wages	\$ 1,370,842.30	\$ 50,555.00	54,445.31			1,475,842.61
Payroll Related Costs	449,987.59					449,987.59
Professional Fees and Services	165,859.21	69,445.00				235,304.21
Travel	26,600.49			15,745.58		42,346.07
Materials and Supplies	17,746.44		(136.59)			17,609.85
Communication and Utilities	36,760.98					36,760.98
Repairs and Maintenance	0.00					0.00
Rentals & Leases	21,585.72					21,585.72
Printing and Reproduction	0.00					0.00
Depreciation and Amortization Expense (Note 2)						0.00
Interest	135.56					135.56
Other Expenditures	42,397.92		948.73	7,898.88	125.16	51,370.69
Operating Expenses	<u>2,131,916.21</u>	<u>120,000.00</u>	<u>55,257.45</u>	<u>23,644.46</u>	<u>125.16</u>	<u>2,330,943.28</u>
Operating Income (Loss)	<u>(2,131,916.21)</u>	<u>(120,000.00)</u>	<u>2,191,643.96</u>	<u>(23,644.46)</u>	<u>(125.16)</u>	<u>(84,041.87)</u>
NON-OPERATING REVENUE (EXPENSES)						
Investment Income (Non-Pledged)	\$	\$	\$ 35,146.06	\$	\$	\$ 35,146.06
Interest On Local Deposits			14,319.82		802.28	15,122.10
Federal Receipts Not Matched - Other			95,198.66			95,198.66
Total Other Non-operating Revenues (Expenses)	<u>0.00</u>	<u>0.00</u>	<u>144,664.54</u>	<u>-</u>	<u>802.28</u>	<u>145,466.82</u>
Income Before Other Revenues, Expenses, Gains, Losses and Transfers	<u>(2,131,916.21)</u>	<u>(120,000.00)</u>	<u>2,336,308.50</u>	<u>(23,644.46)</u>	<u>677.12</u>	<u>61,424.95</u>
OTHER REVENUES, EXPENSES, GAINS/LOSSES AND TRANSFERS						
Transfer In-Note 1.G.	\$ 2,168,243.44	\$ 120,000.00		23,644.46	0.00	2,311,887.90
Transfer Out-Note 1.G.	<u>(22,500.00)</u>		<u>(2,288,243.44)</u>		<u>(23,644.46)</u>	<u>(2,334,387.90)</u>
Cap Contrib/Endow/Special/Extra/Transfers	<u>2,145,743.44</u>	<u>120,000.00</u>	<u>(2,288,243.44)</u>	<u>23,644.46</u>	<u>(23,644.46)</u>	<u>(22,500.00)</u>
Increase/(Decrease) in Net Assets	<u>13,827.23</u>	<u>0.00</u>	<u>48,065.06</u>	<u>0.00</u>	<u>(22,967.34)</u>	<u>38,924.95</u>
Net Position, September 1, 2022	(29,460.78)	0.00	3,350,464.20	0.00	22,968.48	3,343,971.90
Restatements						0.00
Net Position, September 1, 2022, as Restated	<u>(29,460.78)</u>	<u>-</u>	<u>3,350,464.20</u>	<u>-</u>	<u>22,968.48</u>	<u>3,343,971.90</u>
Net Position, August 31, 2023	<u>\$ (15,633.55)</u>	<u>\$ 0.00</u>	<u>\$ 3,398,529.26</u>	<u>\$ 0.00</u>	<u>\$ 1.14</u>	<u>\$ 3,382,896.85</u>

The accompanying notes to the financial statements are an integral part of this financial statement.

6) Trend performance data for Fiscal Years 2019-2023

TREC or TALCB	SDSI	Measure					
	1105.005(c)(5)		FY 2019	FY 2020	FY 2021	FY2022	FY2023
Agency	a	Number of full-time equivalent positions	134.85	145.875	135.88	146.32	166.28
TREC	a	Number of full-time equivalent positions	120.85	127.475	124.88	130.92	148.88
TALCB	a	Number of full-time equivalent positions	14	18.4	11	15.4	17.4
TREC	b	Number of complaints received from the public	1939	2030	2365	2111	2006
TALCB	b	Number of complaints received from the public	99	139	201	253	106
TREC	b	Number of complaints initiated by agency staff	4015	3503	5205	4584	4419
TALCB	b	Number of complaints initiated by agency staff	52	36	47	58	127
TREC	c	Number of Complaints resolved (by action)	577	657	534	574	610
TALCB	c	Number of Complaints resolved (by action)	86	45	9	26	12
TREC	c	Number of complaints dismissed	2032	1779	2182	2039	2070
TALCB	c	Number of complaints dismissed	94	152	202	210	216
TREC	d	Number of enforcement actions by type	Appendix A	Appendix A	Appendix A	Appendix A	Appendix A
TALCB	d	Number of enforcement actions by type	Appendix B	Appendix B	Appendix B	Appendix B	Appendix B
TREC	e	# of enforcement cases closed via voluntary compliance	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
TALCB	e	# of enforcement cases closed via voluntary compliance	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
TREC	f	Amount of administrative penalties assessed	\$654,225	\$678,350	\$322,650	\$363,900	\$496,900
TREC	f	Rate of collection of assessed admin penalties	37%	41%	38%	33%	38%
TALCB	f	Amount of administrative penalties assessed	\$149,500	\$14,250	\$13,500	\$28,750	\$7,400
TALCB	f	Rate of collection of assessed admin penalties	12%	100%	37%	51%	23%
TREC	g	Number of cases alleging...	0	0	0	0	0
TALCB	g	Number of cases alleging...	26	10	0	0	0
TREC	h	Average number days for complaint resolution	194	197	196	219	152
TALCB	h	Average number days for complaint resolution	209	187	118	179	157
TREC	i	Total number of license holders by status	197,151	202,442	218,735	232,957	237,930
TALCB	i	Total number of licenses holders by status	6,526	6,731	6,796	7,477	7,539
		See Appendix C and Appendix D					
TREC	j	Fee Schedule	Appendix E	Appendix E	Appendix E	Appendix E	Appendix E
TALCB	j	Fee Schedule	Appendix F	Appendix F	Appendix F	Appendix F	Appendix F
TREC	k	Average time to issue a license, certificate or registration. 2019 = 3 months data	15.22	Appendix G	Appendix G	Appendix G	Appendix G
TALCB	k	Average time to issue a license, certificate or registration. 2019 = 3 months data	12.53	Appendix G	Appendix G	Appendix G	Appendix G
TREC	l	Litigation costs: administrative hearings costs	\$124,400.00	\$62,128.14	\$79,921.89	\$85,194.39	\$105,892.91
TALCB	l	Litigation costs: administrative hearings costs	\$18,000.00	\$8,231.25	\$6,375.02	\$15,715.88	\$0.00
TREC	l	Litigation costs: judicial proceeding costs	\$81,824.69	\$44,655.78	\$24,111.41	\$51,686.03	\$56,073.45
TALCB	l	Litigation costs: judicial proceeding costs	\$25,042.85	\$1,556.00	\$1,499.29	\$12.25	\$82.62
TREC	m	Reserve Balances - Appendix H	\$8,604,613.49	\$7,342,904.00	\$8,174,002.00	\$9,768,368.00	\$8,955,860.00
TALCB	m	Reserve Balances - Appendix I	\$654,126.88	\$775,552.31	\$690,175.12	\$863,448.48	\$826,615.00

(6) Notes to the 5 Year Trend Performance Data for Fiscal Years 2019-2023

- (a) The number of full-time equivalent positions at the agency has fluctuated over the last five years to accommodate the increased workload responsive to the growing Texas real estate profession. Reporting numbers trend upward with a 23.3% increase from FY 19-FY23 (year-end). See Measures Table (i) for Total Number of License Holders.
- (b) Number of complaints received from public and from agency staff. Trend increases for both measures across TREC and TALCB can be attributed to a number of factors: active real estate market; increase in license holders (see Measures Table (i)), as well as a change in criminal history background check statutes. There is a significant increase in TALCB complaints from staff due to an increase in referrals from government sponsored enterprises.
- (c) Number of complaints dismissed and resolved by enforcement action – data self-explanatory. Changes in numbers may be driven by increase in license holder counts – see (i) and agency approach to managing workload and implementing changes to laws. TALCB resolved 15 cases through contingent dismissals, which require respondents to complete remedial education. These cases are categorized as dismissals in the report.
- (d) Number of enforcement actions by sanction type – see Appendix A – TREC and Appendix B - TALCB
- (e) Number of enforcement cases closed through voluntary compliance. Neither TREC nor TALCB have “voluntary compliance” as a tool within the applicable controlling statute.
- (f) Amount of administrative penalties assessed and rate of collection are relatively consistent across five years for TREC; for TALCB there has been increased penalties which are not always “collectable”. Trends in increased penalties consistent with increased license holder activity and increased complaints.
- (g) The number of enforcement cases that allege a threat to public health, safety, or welfare or a violation of professional standards of care and the disposition of those case. This measure is defined by the agency as only those cases which result in a temporary suspension (Tex. Occ. Code Sec. 1101.662; Tex. Occ. Code Sec. 1103.5511).
- (h) The average time to resolve a complaint. TREC saw a significant increase in license holders in FY22. TALCB had an increase in license holders, but not to the degree of TREC. Despite the increase, complaint resolution times increased slightly. The rate of resolution for TALCB was addressed in FY19 to meet sunset standards by adding increased number of FTEs – see (a). In addition, TALCB implemented process efficiencies to further reduce the complaint processing time. This trend continues.
- (i) The number of license holders or regulated persons broken down by type of license and license status including inactive status or retired status. See Appendix C - TREC and Appendix D - TALCB.
- (j) The fee charged to issue and renew each type of license, certificate, or registration issued by the agency. See Appendix E – TREC and Appendix F - TALCB Fee Schedules.
- (k) The average time to issue a license, certificate or registration. This measure was not tracked accurately until IT vendor programming provided a specific fix in the last quarter of FY 2019 in response to the critique of this measure’s unreliable attribute in our Sunset Review. For FY2019, data reported is for the last calendar quarter of that year. For FY2023, data is provided in Appendix G. TALCB reorganized in 2021 and the licensing and enforcement division were consolidated. Historically, the licensing division processed the license, apart from the

experience audit. The enforcement division processed experience audits. This data does not include the appraisal experience audit to remain consistent with past reporting.

- (l) Litigation costs, broken down by administrative hearings, judicial proceedings, and outside counsel costs. Agency is not billed separately for judicial proceedings; all other costs are from Office of Attorney General and State Office of Administrative Hearings actual costs.
- (m) Reserve Balances in Appendix H shows Reserve Balance for the Commission is for Operations and Contingencies, based on six months of the current budget's operating expenses, excluding all 'pass through' expense items. The Reserve Balance for the Board as shown in Appendix I, is for Operations and Contingencies totaling not less than three months of current budget's estimated operating expenses, excluding all 'pass through' expense items. TALCB also maintains an Education Reserve which was funded by any collected administrative penalties. Sunset legislation redirected all such future penalties received from Appraisers to the general revenue fund effective in FY2020. TALCB continues to deposit administrative penalties collected from Appraisal Management Companies to the Education Reserve and maintains a balance that includes monies collected prior to the Sunset legislation.

Standards & Enforcement Services Division - TREC

Sunset Report on Disciplinary Matters

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Administrative Penalty [FINE]	282	230	130	125	195
Advisory Letter	1780	1766	2366	2254	2208
Application Order	122	96	118	101	96
Cease & Desist Issued	10	8	13	1	6
Complaint Withdrawn	126	113	97	133	117
Discipline Effective on App Approval	0	0	0	0	0
Failure to Go Forward	97	73	44	53	31
Insufficient Evidence	897	1047	1190	1648	1737
Matter Settled	87	86	103	30	57
No Jurisdiction	337	195	130	161	82
No Violation	213	248	213	338	237
Opened In Error	18	43	34	26	14
Other	22	33	26	9	20
Probated Revocation	1	1	2	2	2
Probated Suspension	72	51	45	29	85
Reprimand	124	137	67	74	88
Revocation	52	38	32	34	25
Suspension	47	36	41	19	30
Voluntary Surrender	0	0	1	0	0

Texas Appraiser Licensing and Certification Board

Sanctions by Sanction Type

2019	Count
Penalty	13
Experience Log	2
Mentorship	8
Do Not Return	1
Probated Revocation	4
Revocation	6
Education	1
Suspension	13
Trainee Restriction	1
Surrender	7
Grand Total	56

2020	Count
Penalty	14
Cease & Desist Issued	4
Experience Log Submission	1
Mentorship	9
OAG Reimbursement	1
Other	1
Preventative Policies and Procedures	1
Probated Revocation	6
Remedial Education	4
Revocation	2
Suspension	8
Voluntary Surrender	3
Will not reapply / renew / relicense	1
Grand Total	55

2021	Count
Penalty	2
Experience Log Submission	1
Mentorship	2
Notify of Mentor	2
Monitoring	1
Probated Revocation	1
Temporary Suspension	2
Voluntary Surrender	6
Grand Total	17

2022	Count
Penalty	15
Cease & Desist Issued	1
Experience Log Submission	3
Mentorship	14
Notify of Mentor	4
Probated Revocation	4
Refund	1
Remedial Education	2
Suspension	9
Voluntary Surrender	2
Grand Total	55

2023	Count
Penalty	5
Cease & Desist Issued	1
Mentorship	7
Notify of Mentor	3
Voluntary Surrender	2
Grand Total	18

The data provided for 2017-2019 was collected anecdotally, prior to statutorily required reporting, and has not been audited. Systems are now in place to begin reporting in future years.

Licensing & Registration Services Division

License Holder and Registrant Status

August 2019

Real Estate License Holders

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
Brokers													
Individual (Active)	32,862	32,814	32,802	32,812	32,778	32,796	32,798	32,759	32,759	32,745	32,757	32,770	32,737
Business Entities (Active)	10,718	10,736	10,832	10,901	10,936	10,997	11,053	11,068	11,113	11,192	11,211	11,272	11,268
Total Active Status	43,580	43,550	43,634	43,713	43,714	43,793	43,851	43,827	43,872	43,937	43,968	44,042	44,005
Inactive Status	1,620	1,629	1,625	1,619	1,628	1,665	1,679	1,766	1,763	1,748	1,764	1,749	1,750
Total Brokers	45,200	45,179	45,259	45,332	45,342	45,458	45,530	45,593	45,635	45,685	45,732	45,791	45,755
Sales Agents													
Active Status	108,989	109,580	110,096	110,481	109,823	109,835	110,621	111,576	112,703	113,108	112,928	113,394	114,456
Inactive Status	29,422	29,288	29,263	29,217	30,167	30,752	30,669	30,554	29,997	29,971	30,645	30,651	30,310
Total Sales Agents	138,411	138,868	139,359	139,698	139,990	140,587	141,290	142,130	142,700	143,079	143,573	144,045	144,766
Total Active	152,569	153,130	153,730	154,194	153,537	153,628	154,472	155,403	156,575	157,045	156,896	157,436	158,461
Total Inactive	31,042	30,917	30,888	30,836	31,795	32,417	32,348	32,320	31,760	31,719	32,409	32,400	32,060
Total Brokers/Sales Agents	183,611	184,047	184,618	185,030	185,332	186,045	186,820	187,723	188,335	188,764	189,305	189,836	190,521

Inspector License Holders

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
Inspector License Holders													
Professional Inspectors(active)	3,230	3,230	3,252	3,253	3,243	3,225	3,227	3,257	3,268	3,283	3,292	3,304	3,310
Real Estate Inspectors (active)	143	139	136	136	135	138	138	135	134	133	135	139	139
Apprentice Inspectors(active)	142	138	137	138	137	136	139	145	143	141	136	136	142
Professional Inspectors(inactive)	560	562	552	552	536	542	534	528	524	513	508	545	556
Real Estate Inspectors(inactive)	18	21	21	20	19	16	16	19	16	14	14	13	13
Apprentice Inspectors(inactive)	27	29	33	32	33	33	31	31	30	30	28	26	24
Total Active	3,515	3,507	3,525	3,527	3,515	3,499	3,504	3,537	3,545	3,557	3,563	3,579	3,591
Total Inactive	605	612	606	604	588	591	581	578	570	557	550	584	593
Total Inspectors	4,120	4,119	4,131	4,131	4,103	4,090	4,085	4,115	4,115	4,114	4,113	4,163	4,184

Easement & Right-of-way Registrants

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
ERW Registrants													
Businesses	51	49	53	54	54	53	53	51	50	57	56	57	61
Individuals	2,061	2,097	2,156	2,190	2,215	2,257	2,297	2,327	2,369	2,360	2,377	2,419	2,385
Total Registrants	2,112	2,146	2,209	2,244	2,269	2,310	2,350	2,378	2,419	2,417	2,433	2,476	2,446

Total License Holders and Registrants

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19
License Holders & Registrants	190,312	190,958	191,405	191,704	192,445	193,255	194,216	194,869	195,295	195,851	195,851	196,475	197,151

Licensing Division

License Holder and Registrant Status

August 2020

Real Estate License Holders

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
Brokers													
Individual (Active)	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640	32,715	32,869	32,931	32,521
Business Entities (Active)	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823	11,902	11,998	12,113	11,923
Total Active Status	44,005	43,965	44,060	44,064	44,111	44,192	44,299	44,345	44,463	44,617	44,867	45,044	44,444
Inactive Status	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800	1,819	1,845	1,919	1,724
Total Brokers	45,755	45,732	45,804	45,806	45,870	45,980	46,106	46,128	46,263	46,436	46,712	46,963	46,168
Sales Agents													
Active Status	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436	118,182	118,665	120,233	119,890
Inactive Status	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715	30,800	31,563	33,262	33,861	29,749
Total Sales Agents	144,766	145,004	145,644	145,980	146,269	146,743	147,471	147,834	148,236	149,745	151,927	154,094	149,639
Total Active	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899	162,799	163,532	165,277	164,334
Total Inactive	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600	33,382	35,107	35,780	31,473
Total Brokers/Sales Agents	190,521	190,736	191,448	191,786	192,139	192,723	193,577	193,962	194,499	196,181	198,639	201,057	195,807

Inspector License Holders

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
Inspector License Holders													
Professional Inspectors(active)	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333	3,325	3,362	3,383	3,291
Real Estate Inspectors (active)	139	141	141	140	138	137	137	132	131	128	133	135	127
Apprentice Inspectors(active)	142	138	137	135	132	135	137	141	143	146	150	157	140
Professional Inspectors(inactive)	556	548	550	552	546	568	561	566	600	622	629	653	572
Real Estate Inspectors(inactive)	13	13	14	15	14	14	15	18	19	21	22	22	23
Apprentice Inspectors(inactive)	24	24	24	25	26	26	27	26	27	27	27	27	22
Total Active	3,591	3,603	3,618	3,609	3,609	3,605	3,608	3,608	3,607	3,599	3,645	3,675	3,558
Total Inactive	593	585	588	592	586	608	603	610	646	670	678	702	617
Total Inspectors	4,184	4,188	4,206	4,201	4,195	4,213	4,211	4,218	4,253	4,269	4,323	4,377	4,175

Easement & Right-of-way Registrants

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
ERW Registrants													
Businesses	61	63	63	63	66	69	69	71	73	73	73	74	71
Individuals	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505	2,519	2,546	2,561	2,389
Total Registrants	2,446	2,500	2,515	2,496	2,522	2,504	2,535	2,559	2,578	2,592	2,619	2,635	2,460

Total License Holders and Registrants

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
License Holders & Registrants	197,151	197,424	198,169	198,483	198,856	199,440	200,323	200,739	201,330	203,042	205,581	208,069	202,442

Licensing Division

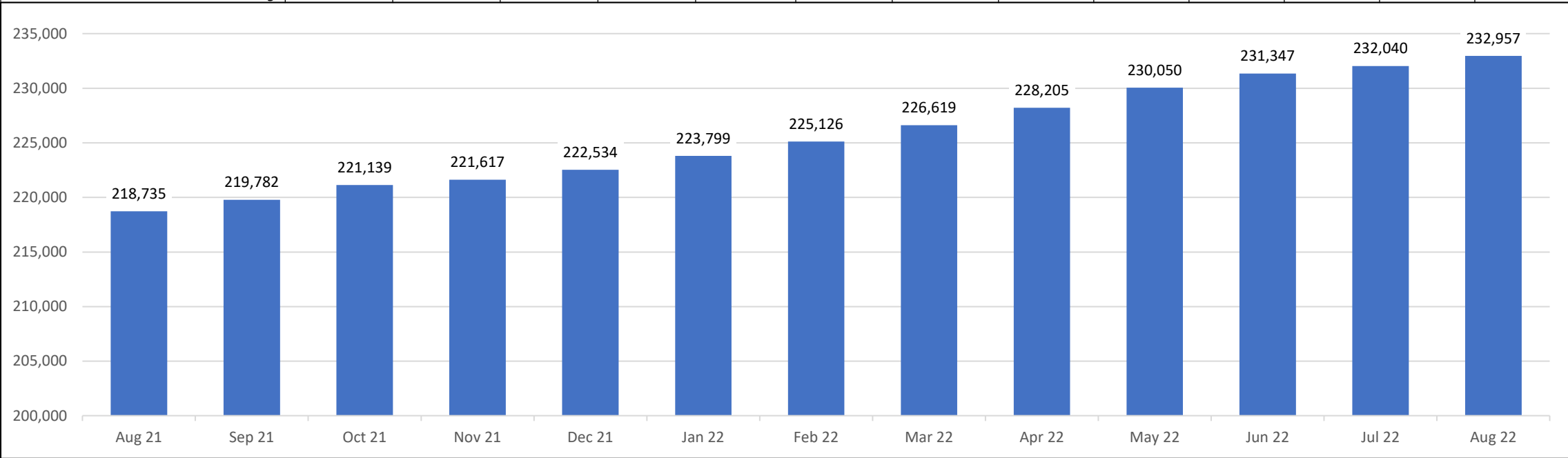
License Holder and Registrant Status

August 2021

Real Estate License Holders													
	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Brokers													
Individual (Active)	32,521	32,514	32,430	32,434	32,442	32,464	32,525	32,512	32,528	32,517	32,621	32,579	32,564
Business Entities (Active)	11,923	12,002	12,003	12,089	12,213	12,310	12,348	12,447	12,517	12,586	12,633	12,668	12,734
Total Active Status	44,444	44,516	44,433	44,523	44,655	44,774	44,873	44,959	45,045	45,103	45,254	45,247	45,298
Inactive Status	1,724	1,710	1,861	1,841	1,817	1,817	1,830	1,831	1,812	1,781	1,767	1,763	1,766
Total Brokers	46,168	46,226	46,294	46,364	46,472	46,591	46,703	46,790	46,857	46,884	47,021	47,010	47,064
Sales Agents													
Active Status	119,890	121,420	122,665	123,717	124,115	125,644	126,653	128,738	130,987	131,679	132,197	132,944	134,498
Inactive Status	29,749	29,625	29,876	29,736	30,883	30,735	30,563	30,158	30,731	29,751	30,486	30,946	30,629
Total Sales Agents	149,639	151,045	152,541	153,453	154,998	156,379	157,216	158,896	161,718	161,430	162,683	163,890	165,127
Total Active	164,334	165,936	167,098	168,240	168,770	170,418	171,526	173,697	176,032	176,782	177,451	178,191	179,796
Total Inactive	31,473	31,335	31,737	31,577	32,700	32,552	32,393	31,989	32,543	31,532	32,253	32,709	32,395
Total Brokers/Sales Agents	195,807	197,271	198,835	199,817	201,470	202,970	203,919	205,686	208,575	208,314	209,704	210,900	212,191
Inspector License Holders													
	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
Inspector License Holders													
Professional Inspectors(active)	3,291	3,292	3,318	3,332	3,361	3,401	3,408	3,485	3,527	3,560	3,600	3,620	3,675
Real Estate Inspectors (active)	127	129	126	126	123	123	127	130	131	134	132	135	135
Apprentice Inspectors(active)	140	135	146	147	154	153	154	150	152	156	165	173	171
Professional Inspectors(inactive)	572	555	540	535	561	554	540	522	528	526	530	531	543
Real Estate Inspectors(inactive)	23	17	17	15	18	18	17	16	15	17	19	20	18
Apprentice Inspectors(inactive)	22	22	22	23	22	23	25	24	25	25	22	21	19
Total Active	3,558	3,556	3,590	3,605	3,638	3,677	3,689	3,765	3,810	3,850	3,897	3,928	3,981
Total Inactive	617	594	579	573	601	595	582	562	568	568	571	572	580
Total Inspectors	4,175	4,150	4,169	4,178	4,239	4,272	4,271	4,327	4,378	4,418	4,468	4,500	4,561
Easement & Right-of-way Registrants													
	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
ERW Registrants													
Businesses	71	73	73	74	72	73	73	75	74	76	71	71	72
Individuals	2,389	2,407	2,341	2,355	2,241	2,199	2,210	2,175	2,042	2,002	1,960	1,884	1,911
Total Registrants	2,460	2,480	2,414	2,429	2,313	2,272	2,283	2,250	2,116	2,078	2,031	1,955	1,983
Total License Holders and Registrants													
	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21
License Holders & Registrants	202,442	203,901	205,418	206,424	208,022	209,514	210,473	212,263	215,069	214,810	216,203	217,355	218,735

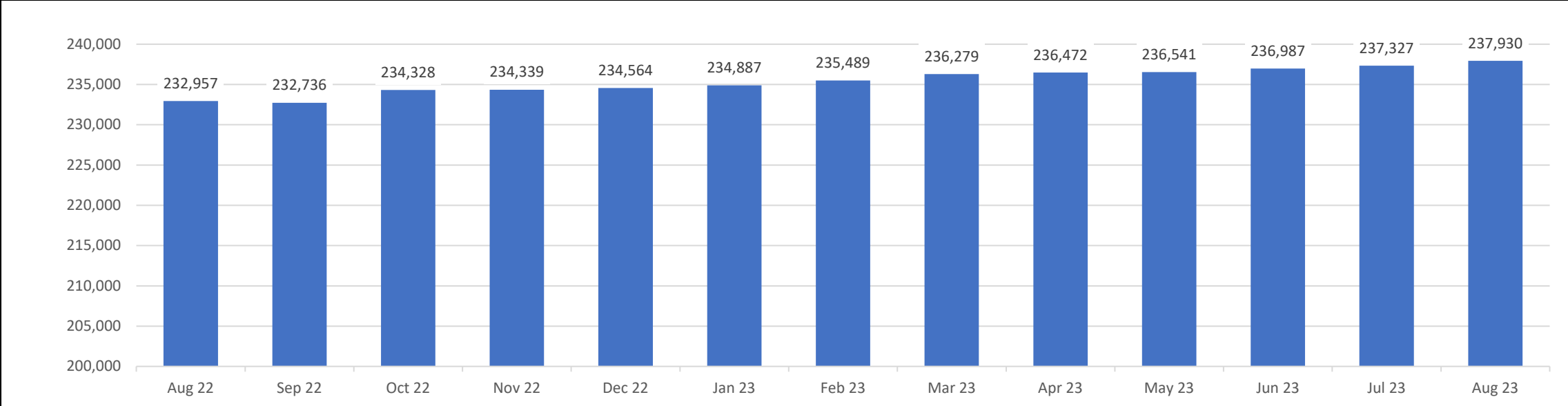
License Holder Counts

Total License Holders and Registrants 13-Month Comparison													
	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Brokers	47,064	47,169	47,207	47,204	47,309	47,471	47,595	47,765	47,775	47,926	47,968	48,013	48,096
<i>Active Brokers</i>	45,298	45,398	45,434	45,448	45,525	45,659	45,771	45,932	45,935	46,083	46,132	46,175	46,270
Sales Agents	165,127	166,121	167,464	167,894	168,767	169,862	170,989	172,314	173,859	175,524	176,719	177,354	178,183
<i>Active Sales Agents</i>	134,498	135,373	136,447	136,986	137,119	137,631	138,858	140,050	141,404	142,673	142,159	142,549	143,687
Brokers & Sales Agents	212,191	213,290	214,671	215,098	216,076	217,333	218,584	220,079	221,634	223,450	224,687	225,367	226,279
Inspectors	4,561	4,614	4,642	4,663	4,699	4,720	4,760	4,817	4,855	4,893	4,938	4,957	4,956
<i>Active Inspectors</i>	3,981	4,039	4,070	4,090	4,120	4,136	4,177	4,217	4,252	4,282	4,326	4,345	4,331
Easement & Right-of-Way Registrants	1,983	1,878	1,826	1,856	1,759	1,746	1,782	1,723	1,716	1,707	1,722	1,716	1,722
All License Holders	218,735	219,782	221,139	221,617	222,534	223,799	225,126	226,619	228,205	230,050	231,347	232,040	232,957
<i>% Change</i>		0.48%	0.62%	0.22%	0.41%	0.57%	0.59%	0.66%	0.70%	0.81%	0.56%	0.30%	0.40%



License Holder Counts

Total License Holders and Registrants 13-Month Comparison													
	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
Brokers	48,096	48,078	48,230	48,301	48,391	48,471	48,628	48,758	48,826	48,888	48,913	48,922	49,014
<i>Active Business Entity Brokers</i>	13,575	13,609	13,672	13,711	13,758	13,822	13,930	14,005	14,072	14,154	14,192	14,214	14,265
<i>Active Individual Brokers</i>	32,695	32,648	32,722	32,733	32,780	32,795	32,857	32,905	32,930	32,919	32,935	32,921	32,963
Sales Agents	178,183	177,971	179,351	179,322	179,462	179,723	180,126	180,892	181,078	181,112	181,563	181,926	182,472
<i>Active Sales Agents</i>	143,687	143,736	144,343	144,243	143,298	142,918	143,501	144,369	144,756	144,948	144,065	144,680	145,590
Brokers & Sales Agents	226,279	226,049	227,581	227,623	227,853	228,194	228,754	229,650	229,904	230,000	230,476	230,848	231,486
Inspectors	4,956	4,945	4,981	4,952	4,929	4,909	4,975	4,874	4,834	4,811	4,801	4,793	4,782
<i>Active Inspectors</i>	4,331	4,313	4,331	4,305	4,263	4,222	4,287	4,192	4,149	4,124	4,108	4,093	4,070
Easement or Right-of-Way Registrants	1,722	1,742	1,766	1,764	1,782	1,784	1,760	1,755	1,734	1,730	1,710	1,686	1,662
All License Holders	232,957	232,736	234,328	234,339	234,564	234,887	235,489	236,279	236,472	236,541	236,987	237,327	237,930
<i>% Change</i>		-0.09%	0.68%	0.00%	0.10%	0.14%	0.26%	0.34%	0.08%	0.03%	0.19%	0.14%	0.25%



TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
 August 2023

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE	
2013	Aug13	2,367	2,371	470	5,208		724		5,932		
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72	
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32	
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20	
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40	
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55	
2019	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86	
2020	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62	
2021	Sep20	2,370	2,443	424	5,237	19	1,090	9	6,327	28	
	Oct20	2,371	2,452	424	5,247	10	1,017	-73	6,264	-63	
	Nov20	2,375	2,459	428	5,262	15	1,022	5	6,284	20	
	Dec20	2,360	2,470	431	5,261	-1	1,051	29	6,312	28	
	Jan21	2,353	2,467	434	5,254	-7	1,074	23	6,328	16	
	Feb21	2,364	2,477	435	5,276	22	1,085	11	6,361	33	
	Mar21	2,368	2,483	438	5,289	13	1,101	16	6,390	29	
	Apr21	2,354	2,489	443	5,286	-3	1,110	9	6,396	6	
	May21	2,339	2,494	448	5,281	-5	1,134	24	6,415	19	
	Jun21	2,336	2,493	462	5,291	10	1,129	-5	6,420	5	
2021	Jul21	2,329	2,500	464	5,293	2	1,152	23	6,445	25	
2021	Aug21	2,324	2,510	470	5,304	11	1,166	14	6,470	25	
2022	Sept21	2,324	2,515	477	5,316	12	1,194	28	6,510	40	
	Oct 21	2,335	2,521	484	5,340	24	1,233	39	6,573	63	
	Nov 21	2,332	2,529	491	5,352	12	1,245	12	6,597	24	
	Dec 21	2,331	2,549	492	5,372	20	1,285	40	6,657	60	
	Jan 22	2,331	2,550	497	5,378	6	1,318	33	6,696	39	
	Feb 22	2,327	2,557	504	5,388	10	1,368	50	6,756	60	
	Mar 22	2,329	2,567	507	5,403	15	1,415	47	6,818	62	
	Apr22	2,325	2,576	518	5,419	16	1,442	27	6,861	43	
	May22	2,335	2,592	534	5,461	42	1,482	40	6,943	82	
	Jun22	2,344	2,600	560	5,504	43	1,493	11	6,997	54	
	Jul22	2,349	2,615	573	5,537	33	1,509	16	7,046	49	
	2022	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
	2023	Sept 22	2,362	2,659	603	5,624	39	1,483	-15	7,107	24
Oct 22		2,367	2,669	616	5,652	28	1,489	6	7,141	34	
Nov 22		2,361	2,680	619	5,660	8	1,475	-14	7,135	-6	
Dec 22		2,368	2,680	626	5,674	14	1,465	-10	7,139	4	
Jan 23		2,365	2,695	635	5,695	21	1,458	-7	7,153	14	
Feb 23		2,370	2,701	650	5,721	26	1,420	-38	7,141	-12	
Mar 23		2,371	2,711	662	5,744	23	1,407	-13	7,151	10	
Apr 23		2,368	2,714	669	5,751	7	1,400	-7	7,151	0	
May 23		2,363	2,719	665	5,747	-4	1,384	-16	7,131	-20	
Jun 23		2,377	2,733	674	5,784	37	1,369	-15	7,153	22	
Jul 23		2,379	2,730	673	5,782	-2	1,350	-19	7,132	-21	
2023		Aug 23	2,388	2,742	675	5,805	23	1,327	-23	7,132	0
August 2023											
Inactive Appraisers		GENERAL 46	RESIDENTIAL 47	LICENSE 17	TOTAL 110		TRAINEE 170		TOTAL 280		
									Out-of-State Temporary Registrations:	127	
									Total All License Holders:	7,539	

**TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS**

August 2023

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2015 - Total				
		16	15	17
2016 - Total				
		10	11	128
2017 - Total				
		16	15	21
2018 - Total				
		12	12	121
2019 - Total				
		8	9	25
2020 - Total				
		14	15	107
2021 - Total				
		14	14	34
2022	Sep 21	2	2	2
	Oct 21	2	2	8
	Nov 21	2	2	4
	Dec 21	3	3	2
	Jan 22	0	0	3
	Feb 22	2	2	4
	Mar 22	1	1	12
	Apr 22	1	1	10
	May 22	3	1	24
	Jun 22	1	1	27
	July 22	3	0	11
	Aug 22	0	3	5
2022 - Total				
		20	18	112
2023	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	1	1	9
	Dec 22	0	2	0
	Jan 23	1	1	3
	Feb 23	1	0	1
	Mar 23	3	2	3
	Apr 23	3	3	1
	May 23	1	3	7
	Jun 23	3	2	2
	Jul 23	0	1	7
	Aug 23	1	1	2
Registrations issued from March 2012 to August 2023			335	
Registrations Expired > 6 months as of August 2023			-92	
Registrations Expired < 6 months as of August 2023			-1	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-17	
Registrations Re-Issued > 6 months after expiration date			-8	
Federally Regulated AMCs			-2	
TOTAL AMC REGISTRATIONS			182	

AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%

Texas Real Estate Commission

Fee Schedule	11/1/2016	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023
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License Fees (All Licenses issue for a two year period.)

Broker Applications						
Individual Broker - Initial <i>(Includes Out of State)</i>	\$305.00	\$305.00	\$305.00	\$305.00	\$235.00	\$235.00
Business Entity Broker - Initial	\$305.00	\$305.00	\$305.00	\$305.00	\$235.00	\$235.00
Branch Office <i>(each location) -- license type retired effective 9/1/2019</i>	\$50.00	\$50.00	\$50.00	n/a	n/a	n/a

Broker Renewals						
Individual Broker	\$217.00	\$217.00	\$217.00	\$217.00	\$217.00	\$217.00
Business Entity Broker	\$215.00	\$215.00	\$217.00	\$217.00	\$217.00	\$217.00
Branch Office <i>-- license type retired effective 9/1/2019</i>	\$50.00	\$50.00	\$50.00	n/a	n/a	n/a

Individual Broker Late Renewals						
Individual Broker, <i>expired 90 days or less</i>	\$253.00	\$253.00	\$253.00	\$253.00	\$253.00	\$253.00
Individual Broker, <i>expired more than 90 days up to 6 months</i>	\$289.00	\$289.00	\$289.00	\$289.00	\$289.00	\$289.00
Broker Reinstatement, <i>expired more than 6 months up to 2 years</i>	\$290.00	\$290.00	\$290.00	\$290.00	\$220.00	\$220.00

Business Entity Broker Late Renewals						
Late Renewal, <i>expired 90 days or less</i>	\$251.00	\$253.00	\$253.00	\$253.00	\$253.00	\$253.00
Late Renewal, <i>expired more than 90 days up to 6 months</i>	\$287.00	\$289.00	\$289.00	\$289.00	\$289.00	\$289.00

Sales Agent Applications						
Sales Agent - Initial	\$205.00	\$205.00	\$205.00	\$205.00	\$185.00	\$185.00
Conversion from Broker to Sales Agent	\$160.00	\$160.00	\$160.00	\$160.00	\$140.00	\$140.00

Sales Agent Renewals						
Sales Agent Renewal	\$116.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00

Sales Agent Late Renewals						
Sales Late Renewal, <i>expired 90 days or less</i>	\$152.00	\$143.00	\$143.00	\$143.00	\$143.00	\$143.00
Sales Late Renewal, <i>expired more than 90 days up to 6 months</i>	\$188.00	\$176.00	\$176.00	\$176.00	\$176.00	\$176.00
Sales Reinstatement, <i>expired more than 6 months up to 2 years</i>	\$190.00	\$190.00	\$190.00	\$190.00	\$170.00	\$170.00

Inspector Applications						
Apprentice Inspector Initial, <i>no exam required</i>	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00
Real Estate Inspector Initial	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
Professional Inspector Initial	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00
Real Estate Inspection Recovery Fund, <i>paid only after exam is passed</i>	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$0.00

Inspector Renewals						
Apprentice Inspector	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
Real Estate Inspector	\$53.00	\$53.00	\$53.00	\$53.00	\$53.00	\$53.00
Professional Inspector	\$63.00	\$63.00	\$63.00	\$63.00	\$63.00	\$63.00

Texas Real Estate Commission

Fee Schedule	11/1/2016	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023
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License Fees (All Licenses issue for a two year period.)

Inspector Late Renewals						
Apprentice Inspector, <i>expired 90 days or less</i>	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00
Apprentice Inspector, <i>expired More than 90 days but less than 6 months</i>	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00	\$62.00
Apprentice Reinstatement, <i>expired More than six months but less than two years</i>	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00
Real Estate Inspector, <i>expired 90 days or less</i>	\$78.00	\$78.00	\$78.00	\$78.00	\$78.00	\$78.00
Real Estate Inspector, <i>expired More than 90 days but less than 6 months</i>	\$103.00	\$103.00	\$103.00	\$103.00	\$103.00	\$103.00
Real Estate Inspector Reinstatement, <i>expired More than 6 months but less than two years</i>	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
Professional Inspector, <i>expired 90 days or less</i>	\$93.00	\$93.00	\$93.00	\$93.00	\$93.00	\$93.00
Professional Inspector, <i>expired More than 90 days but less than 6 months</i>	\$123.00	\$123.00	\$123.00	\$123.00	\$123.00	\$123.00
Professional Reinstatement, <i>expired More than 6 months but less than two years</i>	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00	\$120.00

Easement/Right-of-Way Agent Registration for a Business						
Initial ERW Registration, <i>includes the \$50.00 recovery fund fee</i>	\$290.00	\$290.00	\$290.00	\$290.00	\$275.00	\$278.10
ERW Renewal, <i>includes the \$50.00 recovery fund fee</i>	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00

Easement/Right-of-Way Agent Registration for an Individual						
Initial ERW Registration, <i>includes the \$50.00 recovery fund fee</i>	\$290.00	\$290.00	\$290.00	\$290.00	\$275.00	\$275.00
ERW Renewal, <i>includes the \$50.00 recovery fund fee</i>	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00	\$295.00

Qualifying Education Providers For Real Estate/Inspectors						
Original Application Filing (<i>4 year approval</i>)	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00
Annual Fee	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00
Qualifying Instructor Application/Renewal	\$150.00	\$150.00	\$150.00	n/a	n/a	n/a
Qualifying Course Application (RE = \$50.00 base fee + \$20.00 per hr for content review + \$10.00 per hr for classroom delivery and/or \$20.00 per hr for distance delivery) (INSP \$50.00 base fee + \$5.00 per hr for content review + \$5.00 per hour for classroom delivery and/or \$10.00 per hour for distance delivery)	Varies	Varies	Varies	Varies	Varies	Varies

Original Continuing Education (CE) Providers for Real Estate/Inspectors						
CE Provider Application (<i>2 year approval</i>)	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00
CE Instructor Application/Renewal	\$150.00	\$150.00	\$150.00	n/a	n/a	n/a
CE Course Application (RE \$50.00 base fee + \$5.00 per hour for content review + \$5.00 per hour for classroom delivery and/or \$10.00 hour for distance delivery. INSP \$50.00 base fee + \$2.50 per hour for content review + \$2.50 per hour for classroom delivery and/or \$5.00 hour for distance delivery)	Varies	Varies	Varies	Varies	Varies	Varies
CE Course Application Supplement (\$50.00 base fee + \$5.00 per hour for content review + \$5.00 per hour for classroom delivery and/or \$10.00 hour for distance delivery.)	Varies	Varies	Varies	Varies	Varies	Varies

Inspector – Instructor (ICE & Qualifying)						
Qualifying Application	\$50.00	\$50.00	\$50.00	n/a	n/a	n/a
ICE Application	\$50.00	\$50.00	\$50.00	n/a	n/a	n/a

Texas Real Estate Commission

Fee Schedule	11/1/2016	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023
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License Fees (All Licenses issue for a two year period.)

Residential Service Company Program - This program is licensed by Texas Department of Licensing & Regulation as of FY2021.						
Original Residential Service Company (RSC) Initial Application	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	n/a	n/a
Application for Evidence of Coverage	\$250.00	\$250.00	\$250.00	\$250.00	n/a	n/a
Application for Schedule of Charges	\$250.00	\$250.00	\$250.00	\$250.00	n/a	n/a
Annual RSC Report Filing	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	n/a	n/a
RSC Examinations, <i>fee determined by travel expenses</i>	varies	varies	varies	varies	n/a	n/a

Timeshare Applications						
Original Registration, <i>fee determined by number of interests: \$500-\$3,500</i>	varies	varies	varies	varies	varies	varies
Amendment Application, <i>fee determined by number of interests: \$100-\$2,000</i>	varies	varies	varies	varies	varies	varies

Texas Appraiser Licensing and Certification Board						
Fee Schedule	1/1/2016	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023
Application Fees: Does not include the \$80 Federal Registry Fee for an Active Status						
Certified General	\$405.00	\$405.00	\$405.00	\$465.00	\$565.00	\$565.00
Certified General Reciprocal Application	\$405.00	\$405.00	\$405.00	\$465.00	\$560.00	\$560.00
Certified Residential	\$355.00	\$355.00	\$355.00	\$390.00	\$465.00	\$465.00
Certified Residential Reciprocal Application	\$355.00	\$355.00	\$355.00	\$390.00	\$460.00	\$460.00
Appraiser License	\$330.00	\$330.00	\$330.00	\$350.00	\$405.00	\$405.00
State License Appraisal Reciprocal Application	\$330.00	\$330.00	\$330.00	\$350.00	\$400.00	\$400.00
Appraiser Trainee Approval	\$305.00	\$305.00	\$305.00	\$255.00	\$255.00	\$255.00
Temporary Out-of-State Appraiser Registration (6 mos.)	\$255.00	\$255.00	\$255.00	\$255.00	\$255.00	\$250.00
Renewal Fees: Does not include the \$80 Federal Registry Fee for an Active Status						
Certified General (timely renewal)	\$365.00	\$365.00	\$365.00	\$465.00	\$565.00	\$565.00
Expired 90 days or less	\$545.00	\$545.00	\$545.00	\$695.00	\$845.00	\$845.00
Expired more than 90 days but less than 6 months	\$725.00	\$725.00	\$725.00	\$925.00	\$1,125.00	\$1,125.00
Certified Residential (timely renewal)	\$315.00	\$315.00	\$315.00	\$390.00	\$465.00	\$465.00
Expired 90 days or less	\$470.00	\$470.00	\$470.00	\$587.50	\$695.00	\$695.00
Expired more than 90 days but less than 6 months	\$625.00	\$625.00	\$625.00	\$780.00	\$925.00	\$925.00
Appraiser license (timely renewal)	\$295.00	\$295.00	\$295.00	\$350.00	\$405.00	\$405.00
Expired 90 days or less	\$440.00	\$440.00	\$440.00	\$522.50	\$605.00	\$605.00
Expired more than 90 days but less than 6 months	\$585.00	\$585.00	\$585.00	\$695.00	\$805.00	\$805.00
Appraiser Trainee Approval (timely 2-yr renewal)	\$255.00	\$255.00	\$255.00	\$255.00	\$255.00	\$255.00
Expired 90 days or less	\$380.00	\$380.00	\$405.00	\$380.00	\$380.00	\$380.00
Expired more than 90 days but less than 6 months	\$505.00	\$505.00	\$555.00	\$505.00	\$505.00	\$505.00
Application for Registration as an Appraisal Management Company Fee:						
AMC	\$3,399.00	\$3,399.00	\$3,399.00	\$3,399.00	\$3,399.00	\$3,399.00
AMC Renewal Fee:						
AMC (timely renewal) (Add \$10.30 X number of panelists)--reduced in FY2017 to 5.15	\$3,399.00	\$3,090.00	\$3,090.00	\$3,090.00	\$3,090.00	\$3,090.00
Expired 90 days or less (Add \$10.30 X number of panelists)	\$5,049.00	\$4,635.00	\$4,635.00	\$4,635.00	\$4,635.00	\$4,635.00
Expired more than 90 days but less than 6 months (Add \$10.30 X number of panelists)	\$6,699.00	\$6,180.00	\$6,180.00	\$6,180.00	\$6,180.00	\$6,180.00
ACE Provider						
Original Application	N/A	N/A	\$200.00	\$200.00	\$200.00	\$200.00
Renewal	N/A	N/A	\$200.00	\$200.00	\$200.00	\$200.00
Reinstatement	N/A	N/A	\$200.00	\$200.00	\$200.00	\$200.00
Education						
New CE Class - Appraiser						
ACE Course Initial						
Base Fee	N/A	N/A	\$50.00	\$50.00	\$50.00	\$50.00
Content Review	N/A	N/A	\$5.00	\$5.00	\$5.00	\$5.00
AQB/Other State	N/A	N/A	\$50.00	\$50.00	\$50.00	\$50.00
One-Time	N/A	N/A	\$25.00	\$25.00	\$25.00	\$25.00
CE Class Renewal - Appraiser						
ACE Course Renewal						
Base Fee	N/A	N/A	\$50.00	\$50.00	\$50.00	\$50.00
Content Review	N/A	N/A	\$5.00	\$5.00	\$5.00	\$5.00
AQB/Other State	N/A	N/A	\$50.00	\$50.00	\$50.00	\$50.00
Secondary Approval - ACE						
ACE Secondary Approval						
Base Fee	N/A	N/A	\$50.00	\$50.00	\$50.00	\$50.00
Content Review	N/A	N/A	\$5.00	\$5.00	\$5.00	\$5.00
AQB/Other State	N/A	N/A	\$50.00	\$50.00	\$50.00	\$50.00

Licensing Divisions

Average Number of Calendar Days to Process an Application

Fiscal Year 2023

Sept. 1 2022 - Aug. 31, 2023

TREC

Real Estate Initial License Applications

Individual Broker	9.18
Business Entity Broker	8.19
Sales Agent	3.93

Inspector Initial License Applications

Professional Inspector	6.38
Real Estate Inspector	6.46
Apprentice Inspector	6.38

Easement & Right-of-way (ERW) Initial Registration Applications

ERW Individual	3.48
ERW Business	5.81

TALCB

Real Estate Appraiser Applications

Certified General Appraiser	3.89
Certified Residential Appraiser	4.82
Licensed Residential Appraiser	4.55
Appraiser Trainee	3.11
Temporary Non-Resident Appraiser	1.69

Appraisal Management Company Applications

Appraisal Management Company (AMC)	2.62
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Financial Services Division Texas Real Estate Commission Reserves

		Beginning Reserve Balance	Expenditures	Balance as of 09/01/2023
Reserve for Operations	Approved at August 07, 2023 Commission Meeting	\$ 8,955,860.00	\$ -	\$ 8,955,860.00

Source: FY24 TREC Approved Budget

Financial Services Division

Texas Appraiser and Licensing Board Reserves

		Admin Penalties	Interest	Expenditures	Transfer to GR	Balance as of 8/31/23
Reserve for Educational Development	Actual 8/31/14	49,585				
Reserve for Educational Development	Actual 8/31/15	44,355				
Reserve for Educational Development	Actual 8/31/16	44,800	9.89			
Reserve for Educational Development	Actual 8/31/17	20,450	111.20	(13,118.95)		
Reserve for Educational Development	Actual 8/31/18	18,051	583.56	(35,221.02)		
Balance in Account 3056 reallocated to Operations	February 2019			(80,392.41)		
Reserve for Educational Development	Actual 8/31/19	17,000	1,251.24	(6,113.63)		
Reserve for Educational Development	Actual 8/31/20	19,250	430.76	(26,731.33)	(16,750.00)	
Reserve for Educational Development	Actual 8/31/21	8,000	8.37	(21.56)	(8,000.00)	
Reserve for Educational Development	Actual 8/31/22	22,619	124.98	(74.71)	(37,237.91)	
Reserve for Educational Development	Actual 8/31/23	2,150	802.28	(25,919.62)	-	
Total		246,260.00	3,322.28	(187,593.23)	(61,987.91)	1.14

		Beginning Reserve Balance	Expenditures	Balance as of 09/01/2023
Reserve for Operations	Approved at August 18, 2023 Board Meeting	\$ 830,115.00	\$ -	\$ 830,115.00

Source: TTSTC Holdings in Account 3193 as of 8/31/2023