

TEXAS



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TREC and TALCB Increase Communication Center Hours

The public and our regulated communities are now able to access assistance from TREC and TALCB staff between 7 a.m. and 6 p.m. every day - 2 more hours than were previously available.

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CONTACT: Betsy Bird
512-465-3402

With just 2 months on the job, in the first of many steps implementing a renewed commitment to increase public access and service at the agency, Texas Real Estate Commission (TREC) Administrator and Texas Appraiser Licensing and Certification Board (TALCB) Commissioner Douglas E. Oldmixon has reorganized all parts of the agency's information flow into a new division: "Reception & Communication Services." Effective November 1st he named Ms. Lorie DeAnda as Director of this division and their first change took place immediately; phone access has now been expanded from nine to eleven hours each day.

"The Communications Center was previously open from 8 a.m. to 5 p.m. and by 8:10 all thirteen incoming lines were in use and the cue was full," says Oldmixon. "The new 7 a.m. to 6 p.m. schedule gives callers two extra hours every work day to reach us for assistance and allows our TREC and TALCB staff an opportunity for flex-time; it's a true win-win." The call center answers about 1,200 phone calls a day, which averages to 100 phone calls handled by each employee per day.

"It's a busy place to be," commented DeAnda about the Communications Center, "but it is important work because we are the hub of information flow for TREC and TALCB. Not to mention we can answer most questions, direct phone calls and assist with online license renewals, just to name a few. The first day only a few people called between 7 a.m. and 8 a.m., but news is definitely traveling fast as more calls are coming in each day!"

The Reception & Communication Services Division will also be responsible for managing the agency's reception area and front desk. So, whether you call the agency at 1-800-250-TREC or at 1-877-TALCB-TX, or stop by in person, you will be helped by the same staff. This not only provides efficiency for the agency with the same people providing the same quality of assistance, but it also allows TREC and TALCB's customers continuity in answers and services.

TALCB Chair Clint Sayers remarked "We are very pleased with the job Mr. Oldmixon has done for TALCB in the short time he has been serving as our Commissioner. Along with improving communication center access, he has identified several other efficiencies for our organization which will serve to benefit the public and our licensees." TREC Chair John Eckstrum added "Congratulations on a great start to improved services from TREC. Bravo to all agency staff involved in this very positive direction!"

The mission of TREC is to assist and protect consumers of real estate services and foster economic growth in Texas. Through its programs of education, licensing and industry regulation, the Commission ensures the availability of capable and honest real estate service providers. More information at: www.trec.state.tx.us

The mission of TALCB is to protect the public interest by assuring that consumers of real estate appraisal services are served by real estate appraisers qualified in accordance with federal and state law and in sufficient numbers to facilitate the free flow of commerce and industry. More information at: www.talcb.state.tx.us