

TEXAS



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### **TREC and TALCB Online Services Restored**

*Agency online services are restored as of October 15  
and transactions are processing smoothly.*

IMMEDIATE RELEASE  
October 22, 2010

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The TREC and TALCB licensing database system upgrade took effect on Tuesday, September 7th. The data converted successfully. However, the web-based access system for license holder transactions, especially for license renewals, incurred major problems and access was turned off on September 17th. As of October 15th, after rigorous re-testing, all online services have been restored. In the past week the agency web server has correctly managed a significant number of transactions. All licensees are encouraged to "go online first" when dealing with the agency.

Several additional services are available with the upgraded database system and the agency intends to continue adding capabilities. A current list of all available online services is included below. Beginning November 1st, the agency will resume collecting a \$20 paper filing fee for all transactions that can be accomplished online, but that a licensee elects to do via a paper form.

For those license holders with September 30 expiration dates who filed timely (postmarked by September 30) renewal applications on paper, the agency anticipates that these forms will be fully processed by the end of the October. Anyone needing documentation to continue working should contact the agency to receive an "official" letter of good faith. There will also be a small backlog for licenses expiring October 31<sup>st</sup>, but many have successfully renewed online. The agency will do everything possible to assist licensees who have paid for their renewals and submitted their paperwork timely, but are caught in the backlog.

For our appraiser licensees, all timely September renewals have been processed and an updated list has been sent to the National Registry at ASC.

Due to the sheer number of paper forms, applicants for an initial license of any type should expect a delay of at least 4-6 weeks from receipt to fully process these applications. An applicant can expect a license 10-14 days after passing the exam.

<b>Online Services</b>	<b>Available prior to 09/01/10</b>	<b>Available as of 10/15/10</b>
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**Manage Contact Information**

Update Email Address	<b>Yes</b>	yes, if a license transaction is available, see notes by type
Update Permanent Mailing Address	<b>Yes</b>	yes, same as above
Update Other Addresses	<b>No</b>	yes, same as above
Update Phone Number(s)	<b>No</b>	yes, same as above

**Salesperson License**

manage contact info – yes

Initial Application	<b>Yes</b>	yes
Renewal Application		
SAE	<b>Yes</b>	no
MCE	<b>Yes</b>	yes (active and inactive)
Late Renewal Application		
SAE	<b>No</b>	no
MCE	<b>No</b>	yes (active and inactive) (timely or less than a year)

**Broker License, Individual**

manage contact info – yes

Initial Application	<b>Yes</b>	yes
Renewal Application	<b>Yes</b>	yes (active and inactive)
Late Renewal Application	<b>Yes</b>	yes (active and inactive) (timely or less than a year)

**Broker License, LLC**

manage contact info – yes

Initial Application	<b>No</b>	yes
Renewal Application	<b>Yes</b>	yes (active and inactive)
Late Renewal Application	<b>No</b>	yes (active and inactive) (timely or less than a year)

**Broker License, Corporate**

manage contact info – yes

Initial Application	<b>No</b>	yes
Renewal Application	<b>Yes</b>	yes (active and inactive)
Late Renewal Application	<b>No</b>	yes (active and inactive) (timely or less than a year)

**Professional Inspector License**

manage contact info – yes

Initial Application	<b>No</b>	no
Renewal Application	<b>Yes</b>	yes (active and inactive)
Late Renewal Application	<b>No</b>	no

**Real Estate Inspector License**

manage contact info – yes

Initial Application	<b>No</b>	no
Renewal Application	<b>Yes</b>	yes (active and inactive)
Late Renewal Application	<b>No</b>	no

**Apprentice Inspector License**[manage contact info – yes](#)

Initial Application	No	no
Renewal Application	Yes	yes (active and inactive)
Late Renewal Application	No	no

**Easement Right-of-Way Registration, Individual**[manage contact info – yes](#)

Initial Application	No	no
Renewal Application	Yes	yes
Late Renewal Application	No	no

**Easement Right-of-Way Registration, Business**[manage contact info – yes](#)

Initial Application	No	no
Renewal Application	Yes	yes
Late Renewal Application	No	no

**Appraiser, Certified General**[manage contact info – yes](#)

Initial Application	No	no
Renewal Application	Yes	yes (active and inactive)
Late Renewal Application	No	no

**Appraiser, Certified Residential**[manage contact info – yes](#)

Initial Application	No	no
Renewal Application	Yes	yes (active and inactive)
Late Renewal Application	No	no

**Appraiser, Licensed**[manage contact info – no](#)

Initial Application	No	no
Renewal Application	No	no
Late Renewal Application	No	no

**Appraiser, Provisional**[manage contact info – no](#)

Initial Application	No	no
Renewal Application	No	no
Late Renewal Application	No	no

**Appraiser, Trainee**[manage contact info – no](#)

Initial Application	No	no
Renewal Application	Yes	no
Late Renewal Application	No	no