

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



TEXAS REAL ESTATE COMMISSION

NOVEMBER 1, 2024

SELF-DIRECTED SEMI-INDEPENDENT AGENCY REPORT

TEXAS REAL ESTATE COMMISSION
Austin, Texas

November 1, 2024

CHELSEA BUCHHOLTZ
EXECUTIVE DIRECTOR



Protecting Texans' Dreams

November 1, 2024

TREC Commissioners

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Mark Woodroof
Vice Chair

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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				
FY2020	FY2021	FY2022	FY2023	FY2024
\$8,724,281.49	\$9,159,322.03	\$9,581,332.36	\$11,374,548.27	\$12,613,896.62

Total Per Diem and Travel Expenses for all Agency Employees				
FY2020	FY2021	FY2022	FY2023	FY2024
\$34,823.83	\$7,761.60	\$49,894.87	\$42,562.258	\$54,944.10



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

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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 2025 – 2029.
- (4) 2024 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 FY2024 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 2020-2024 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

Chelsea Buchholtz
Executive Director

CB/mkh

Enclosures

Total Amount of Per Diem Expenses and Travel Expenses for each Commission, Board, and Advisory Member from FY2020 - FY2024

Texas Real Estate Commission members:	Travel					Per Diem
	FY2020	FY2021	FY2022	FY2023	FY2024	
Bernstein, Stuart						225.00
Brown, Chance				425.32	1,114.66	675.00
Hartgraves, Jason	2,028.41	1,286.29	3,497.00	5,520.88	1,530.33	375.00
Harvey Lowe, Renee				1,322.43	1,684.36	825.00
Kesner, R. Scott	5,807.46	2,249.85	2,727.00	9,147.03	6,068.53	375.00
Leonard, Bob	2,329.17					3,300.00
Lerner, Leslie			5,873.00	6,976.89	6,140.19	1,350.00
Miller, Jan Fite	437.18	2,030.66	1,523.00	2,041.36		225.00
Pen, Benjamin		1,689.52	2,877.00	3,643.10	3,356.86	900.00
Russell, Barbara	2,190.97	1,340.03	1,288.00	3,093.02	2,112.90	1,275.00
Stephens, Rayito						750.00
Turner, Thomas (T.J.)						525.00
Wilkinson, De Lora	1,876.88	609.38	1,408.00	1,788.76		1,050.00
Williams, Michael		754.77	281.00	1,140.14		1,500.00
Woodroof, Mark		850.18	2,657.00	2,048.12	1,502.87	825.00
Total Travel and Per Diem	14,670.07	10,810.68	22,131.00	37,147.05	23,510.70	10,425.00

Texas Appraiser Licensing & Certification Board members:	Travel					Per Diem
	FY2020	FY2021	FY2022	FY2023	FY2024	
Black, Clayton P	2,343.96	893.06	2,630.00	1,704.40		750.00
Bolton, Chance						600.00
Castro, Rolando			1,830.00	1,727.79	2,537.69	825.00
Eichelberger III, John				451.95	2,336.52	675.00
Escalante-Castillo, Paola		767.34	3,235.00	6,575.46	3,145.54	900.00
Jeffries, James J						1,050.00
McAnally, Mark			604.00			900.00
Oates, Sara Jones	1,387.00		1,066.00	692.49		1,125.00
Pen, Tony F	697.74					1,050.00
Reid, Martha Gayle	3,992.47	1,074.83	952.00	1,949.46	4,316.42	750.00
Robinson, Stephanie	1,328.78	906.14	1,906.00	3,611.38	4,124.17	1,050.00
Sostre-Odio, Alejandro						225.00
Sprinkle, Lisa		669.85	66.00	3,082.04	3,744.16	375.00
Wickliffe, Jamie						900.00
Yannuzzi, Joyce A						900.00
Total Travel and Per Diem	9,749.95	4,311.22	12,289.00	19,794.97	20,204.50	6,450.00

Texas Real Estate Commission Broker Responsibility and Broker/Lawyer Committee Travel:					
	FY2020	FY2021	FY2022	FY2023	FY2024
Conlon, Ashley					150.02
Hailey, Melissa					2,081.12
Jolly, Marvin					932.70
Keebaugh, Lori	1,145.99	767.86			
McCoy, Dianne			404.00	727.24	755.68
Napoleon, Marion					534.47
Sales, Brian					553.76
Scoggin, Samuel					561.18
Williams, Ty Reed		150.93		657.33	711.03
York, Bonnie Leigh			357.00	155.12	363.74
Total	1,145.99	918.79	761.00	1,539.69	6,643.70

Texas Real Estate Commission Education Standards Advisory Committee Travel:					
	FY2020	FY2021	FY2022	FY2023	FY2024
Baas, Cynthia					306.91
Bang, Kara					141.67
Hilton, Jeffry Scott	454.68				
Leatherman, Thomas Carl					601.05
Locke, Kassie (Locke & Key Property Group)			274.00	170.63	-
Napoleon, Marion	233.22				
Nichols, Amanda					165.90
Peters, Felicia Tornabene	320.10				
Stokes, Kellie	323.18				
Underwood, Byron				625.36	536.82
Total	1,331.18	-	274.00	795.99	1,752.35

Texas Real Estate Inspector Committee Travel:					
	FY2020	FY2021	FY2022	FY2023	FY2024
Carpenter, Bruce D				145.41	
Morgan, Michael Ray	1,143.98				
Motley, David	228.24	117.00	70.00		160.65
Moulton, Keisha			302.00	785.99	
Total	1,372.22	117.00	372.00	931.40	160.65
Total Advisory Members Travel	3,849.39	1,035.79	1,407.00	3,267.08	8,556.70

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

The agency is transitioning to a new regulatory database to improve its performance and the services it provides to stakeholders. The database's planned launch is in early FY 2025. As part of the transition to the new database, staff is examining current system processes for redundancies and limitations that can be improved upon. Expected outcomes of the new database system on the agency's processes and procedures are noted throughout the strategic plan.

GOAL I ENSURE STANDARDS – TREC LICENSING
The Texas Real Estate Commission (TREC) Licensing Division safeguards the public interest by ensuring license holders satisfy the requirements of Chapters 1101 and 1102 of the Texas Occupations Code and TREC rules when providing real estate services.
SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL
<p>The TREC Licensing Division ensures initial applications and renewals for real estate brokers, sales agents, inspectors, and easement or right-of-way agents comply with state law.</p> <p>It does this by ensuring applicants</p> <ul style="list-style-type: none"> • Satisfy the experience requirements • Pass the licensing examination • Satisfy TREC's honesty, trustworthiness, and integrity standards • Satisfy continuing education and criminal history check requirements for renewal of their license. <p>The TREC Licensing Division also reviews and processes information required for certain business entity registrations and processes informational changes and histories for real estate brokers, sales agents, inspectors, and easement or right-of-way agents.</p>
DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE
<p>1. Accountable to tax and fee payers of Texas.</p> <p>Through the efficient use of personnel, TREC has been successful in simplifying application and renewal fees and providing prompt service to prospective and current license holders.</p> <p>2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.</p> <p>During FY 2023, the TREC Licensing Division processed 38,810 initial applications. As of February 2024, the TREC Licensing Division has already processed 18,577 initial real estate applications. The agency maintains a high quantity and quality of processing thanks to consistent training techniques.</p> <p>As the agency continues to receive 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 and current license holders' application payments. All documents are forwarded to a dedicated email address at documents@trec.texas.gov to allow immediate access to staff for processing.</p>

While applications can currently be completed and submitted online, all documentation is submitted by email because the current database does not allow applicants to upload documents concurrently with application submission. As a result, staff must review any documents emailed to ensure they correspond to the proper application.

The agency's forthcoming database system will allow applicants to upload all documents online and create a workflow that allows staff to maximize efficiency and ensure applications and documents are processed in the order received. The new database will also automate status report data, replacing the currently required manual and time-consuming process involved in retrieving that data.

Currently, staff must communicate by using templates that are housed in a separate letter system. Additionally, when communications include information not contained in one of the preset templates, staff must send it by separate email through an outside email system. When the new database is in place, communications to applicants and license holders will be done entirely through the new database system, streamlining the communication process, and improving the accuracy of the information provided and the ability for staff to easily retrieve and view communications.

In the future, the agency will require email addresses for all applicants and license holders to facilitate the move toward electronic-only correspondence. This will eliminate the current need to print and mail notices and licenses for those who have not provided the agency with a valid email address, further streamlining communications, and reducing agency costs.

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

From the date documents are received from an applicant, the agency measures and reports the average number of days it takes staff to process the application. The agency uses this data to identify potential complications so it can respond with prompt action if issues arise. The TREC Licensing Division consistently processes applications under the 14-day metric set by the Commission.

4. Attentive to providing excellent customer service.

All TREC Licensing Division staff are trained to respond to emails and telephone calls specific to processing TREC licensing applications and renewals. A daily, rotating schedule dedicates two 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.

To remove the need for prospective and current license holders to contact the agency by email or phone, the agency website provides on-demand access to the most sought-after information. For example, 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 education courses or how many continuing education course hours they need for a license renewal. Sales agents and brokers can also access an online relationship management tool that allows them to modify their sponsorship relationship without having to engage staff to do so.

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

The TREC Licensing Division regularly communicates with the agency's stakeholders through updated content on the TREC website. TREC's website includes monthly licensing reports, licensing-related articles, licensing self-service tools, and an application status tracker. The application status tracker and renewal education information pages are open and viewable by the public.

GOAL I ENSURE STANDARDS – TALCB LICENSING

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

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

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

TALCB Licensing does this by ensuring applicants

- Complete the qualifying education requirements promulgated by the Appraiser Qualifications Board
- Satisfy appraisal experience requirements by conducting appraisal experience audits
- Pass the National Uniform Licensing and Certification Examination
- Satisfy TALCB's honesty, trustworthiness, and integrity standards
- Satisfy continuing education and criminal history check requirements prior to renewal.

Additionally, the TALCB Licensing Division is required to accurately report data, collect, and transmit registry fees to the ASC 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.

During FY 2023, the TALCB Licensing Division processed 1,482 initial applications. To promote efficiency and reduce costs, the TALCB Licensing Division continually looks for ways to maximize resources to maintain a high quality of processing while finding ways to reduce redundancies.

Over the last two fiscal years, the TALCB Licensing Division has streamlined the application process by removing unnecessary steps. As a result, the TALCB Licensing Division routinely meets and often exceeds the processing goals set by the Board.

2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.

TALCB changed the experience audit process and no longer automatically requests a copy of an applicant's work files at the start of the audit process. TALCB only requests a copy of work files

after the initial review to complete the audit, if necessary. This reduces documents reviewed and managed by staff and reduces the burden on the applicant in producing unnecessary files.

TALCB has taken advantage of the ASC State Appraiser Regulatory Agencies Support Grant, a grant program established by federal law to provide funds to state appraiser regulatory agencies. TALCB has used ASC grant funds to hire additional staff and to develop and improve technologies to reduce application processing times by automating document processing, reducing manual review, and promoting self-service. Specifically, TALCB used grant funding to develop and launch the online TALCB Notebook, which is a web-based platform for appraiser trainees to submit documentation and log and track their experience hours. This online tool also allows a trainee's supervisor to digitally approve those experience entries.

Like TREC, while an applicant can apply online, the current database does not allow applicants to upload documents related to their application, resulting in a multi-step, manual process requiring daily staff oversight.

The agency's forthcoming database system will allow applicants to upload all documents online and create a workflow that allows staff to maximize efficiency and ensure applications and documents are processed in the order received. The new database will also automate status report data, replacing the currently required manual and time-consuming process involved in retrieving that data.

The new database will also add improved self-service for established license holders, thereby reducing call and email volume.

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

As demonstrated below, the TALCB Licensing Division continuously meets and exceeds performance measures for processing times set by the Board or ASC. Staff processes:

- Applications that require experience auditing (certified general appraisers, certified residential appraisers, and licensed residential appraisers) within 40 days, versus the 75-day standard.
- Reciprocity applications in fewer than two days, versus the five-day standard.
- All other application types in fewer than five days, versus the 14-day standard.

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

4. Attentive to providing excellent customer service.

The TALCB Licensing Division has expanded online self-service options, including an online application portal and application status tracker. AMCs and appraisers can manage their relationships online through the Panel Management Tool. The TALCB Licensing Division has significantly reduced experience audit processing times over the past four fiscal years. In FY 2019, commercial experience audits took an average of 218 days to process. In FY 2023, commercial experience audits were processed in an average of 41 days. The TALCB Licensing Division has also reduced application processing times for all appraiser application types.

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

The TALCB Licensing Division regularly communicates with agency stakeholders through email newsletters and a continuously updated website. TALCB's website includes monthly licensing

<p>reports, articles, licensing self-service tools, and an application status tracker. The application status tracker and renewal education information pages are open and viewable by the public.</p>
GOAL I ENSURE STANDARDS – EDUCATION (TREC AND TALCB)
<p>The TREC and TALCB Education and Examinations Division safeguards the public trust by ensuring educational courses required for licensure offered in Texas meet criteria set by the Texas Occupations Code, the ASC, and TREC and TALCB rules.</p>
SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL
<p>The Education and Examinations Division ensures accurate and relevant content is provided in pre-licensing and continuing education courses.</p> <p>The Education and Examinations Division does this by</p> <ul style="list-style-type: none"> • Developing several non-elective continuing education (CE) courses for real estate sales agents, brokers, and inspectors that focus on recent industry trends, ethics, case studies, laws, and court cases as they relate to Texas license holders and ensuring those courses are updated every two years • Ensuring course design and delivery supports adult and active learning theories • Regularly reviewing performance of license examination test items and establishing minimum required passing scores • Monitoring performance of first-time examination pass rate data for real estate and inspector providers to assess their performance • Conducting administrative audits of education providers • Supporting 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 to industry related education.
DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE
<p>1. Accountable to tax and fee payers of Texas.</p> <p>Through the efficient use of personnel, TREC and TALCB have been successful in maintaining reasonable fees for the review of education provider and course applications.</p> <p>2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.</p> <p>During FY 2023, the Education and Examinations Division processed 251 qualifying real estate and inspector courses, 3,058 real estate and inspector CE courses, 322 appraiser courses, 330 CE provider applications, and 20 qualifying education provider applications. Continuing education providers can electronically submit course completion records to the agency 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.</p> <p>The new regulatory database will allow for all education-related applications, supporting documents, and payments to be submitted online, eliminating the current process requiring</p>

education providers to submit initial paper applications and then separately submit supporting documents later.

The new system will house the education-related application and all required documents in one place and will provide the ability to send specific communications. This will remove the need for Education and Examinations Division staff to manually draft communications to request additional documents that weren't included with the original or subsequent application, which can lead to multiple emails or phone calls with providers, impacting the processing time.

The new database will establish work queues and a dashboard from which managers can assign applications to appropriate staff, replacing the current antiquated system of receiving batches from the mailroom and then dispersing them amongst team members to process. Finally, reporting measures that are unavailable in our current system will be available in the new system, allowing for more accurate performance expectations and the ability to better gauge employee performance.

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

The agency continues to streamline processes and improve functionality based on business user feedback and staff recommendations. Further success is anticipated as the agency transitions to a new database system in the coming fiscal year and moves more complex education applications to an online format that allows for document upload features.

4. Attentive to providing excellent customer service.

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 and Examinations Division 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 or delivery method, or search for a specific provider or course by name.

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

The Education and Examinations Division routinely sends an email newsletter to education providers with updates on processes and any rules that may impact them. The Education and Examinations Division also updates both the TREC and TALCB websites with information relating to education license requirements and availability of qualifying and continuing education courses, as well as monthly Education and Examinations Division reports.

GOAL II ENFORCE REGULATIONS – TREC ENFORCEMENT

The TREC Enforcement Division safeguards the public interest by enforcing the laws under the agency's jurisdiction (Chapters 1101 and 1102, Occupations Code, and Chapter 221, Property Code) and TREC rules, in a fair and consistent manner.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

The TREC Enforcement Division 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 real estate 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, as well as easement or right-of-way certificate holders. In addition, the agency has regulatory authority over timeshare developers.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

TREC is committed to the protection of the citizens of Texas. The TREC Enforcement Division accomplishes this through timely, fair, and consistent enforcement of The Real Estate License Act (Chapter 1101, Occupations Code), Chapter 1102 of the Texas Occupations Code governing real estate inspectors, the Texas Timeshare Act (Chapter 221, Property Code), and TREC rules. In addition, the TREC Enforcement Division oversees the sanctions of license holders and unlicensed persons who have violated these requirements.

2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.

The TREC Enforcement Division has seen an increase in complaints over the last five fiscal years. Over that period, staff opened an average of 6,278 cases per fiscal year, with a peak of 7,332 cases opened in FY 2021. This increase in open cases required the TREC Enforcement Division to hire additional staff to continue to respond to cases in a timely manner.

As of March 2024, 99% of cases are less than a year old and of that percentage, 94% of cases are fewer than six months old. There are no cases more than two years old.

Implementation of the new database will make filing a complaint easier and greatly streamline the process. Currently, someone who wants to file a complaint must download the TREC complaint form, fill it out, and email it back to TREC Enforcement Division staff. Complaint files are then created manually by staff, with parts of the file housed in the current database and other parts kept in common drives on the TREC server. Any documents related to a complaint, whether from the complainant or the respondent, must be emailed to TREC Enforcement Division staff, who then must sort through the emails and connect the documents to the appropriate complaint file.

With the new database, a complainant will be able to file a complaint online. Once the complaint is submitted, the complainant will receive the complaint number and the complaint will be created by and housed within the new database. The new system will allow complaint documents to be uploaded electronically by both the complainant and the respondent.

Communications between TREC Enforcement Division staff and the parties to a complaint will also be greatly improved by the new system. Rather than communications being manually sent and managed via email, they will be sent and managed by the new database system, allowing for more automated processes.

Finally, the new system will allow for administrative penalties to be paid through an online invoicing system, removing the need for the manual processing of checks.

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

During FY 2023, the TREC Enforcement Division opened 6,307 cases and closed 6,670 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 a complaint is within the agency's jurisdiction, the agency notifies the license holder or other respondent, gives the respondent an opportunity to respond, and investigates the complaint. The TREC Enforcement Division staff completes almost all investigations within four months of receipt of a complaint.

The TREC Enforcement Division 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 2023, the TREC Enforcement Division reviewed and closed 3,459 application investigation cases and fitness determination cases. Most involved an applicant's criminal history.

The TREC Enforcement Division also administers the Texas Timeshare Act, which 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 TREC Enforcement Division reviews the registration, and any amendment application, to ensure that it meets the requirements of the Texas Timeshare Act. TREC will not register a timeshare plan until the plan fully complies with the Texas Timeshare Act.

4. Attentive to providing excellent customer service.

The TREC Enforcement Division has a dedicated email address and phone number. Each day, a division attorney is assigned 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 2023, TREC Enforcement Division attorneys handled approximately 3,200 emails from the public and license holders. Further, the TREC Enforcement Division has an email address dedicated only to standards issues (i.e., application and fitness determinations).

In addition, as described above, the TREC Enforcement Division resolves thousands of cases, almost all of which are resolved within a year. The TREC Enforcement Division also provides a great deal of information for the agency's website and in the materials at quarterly Commission meetings and expanded its outreach to the agency's stakeholders by attending meetings and conferences to speak on a variety of issues and answer questions concerning the TREC complaint process.

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

The TREC Enforcement Division maintains information on the TREC website regarding complaints. 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 TREC rules. Furthermore, the TREC Enforcement Division staff contributes articles that discuss various enforcement-related issues and participates frequently in public speaking engagements to educate license holders and provide transparency about the complaint process.

GOAL II ENFORCE REGULATIONS – TALCB ENFORCEMENT

The TALCB Enforcement Division safeguards the public interest by enforcing federal and state regulations relating to real property appraisal services, including the ASC Policy Statements, Texas Appraiser Licensing and Certification Act (Chapter 1103, Occupations Code), the Texas Appraisal

Management Company Registration and Regulation Act (Chapter 1104, Occupations Code), and TALCB rules.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

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

The TALCB Enforcement Division does this by

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

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Over the last five fiscal years, the TALCB Enforcement Division has prioritized efficiently investigating and resolving complaints, reducing the average complaint resolution time from 192 days in FY 2019 to 135 days in FY 2023.

2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.

TALCB partnered with the Texas Workforce Commission Civil Rights Division (TWC) to jointly investigate cases alleging appraisal bias. TALCB investigators are experts in appraisal investigations while TWC investigators are experts in fair housing investigations, and the partnership capitalizes on each agency's respective areas of expertise and reduces redundancies.

The TALCB Enforcement Division streamlined its investigations by eliminating an overly burdensome standard checklist. Under the new process, investigators can identify relevant issues and tailor the investigation to the specific facts of each case. This has improved the quality of investigations and reduced complaint turnaround time.

TALCB has been awarded funds through the ASC State Appraiser Regulatory Agencies Support Grant, a grant program established by federal law to provide funds to state appraiser regulatory agencies.

TALCB has used ASC grant funds to hire additional staff and to develop and improve technologies to reduce complaint processing times by automating document processing, reducing manual review, and promoting self-service. Specifically, the TALCB Enforcement Division developed a web-based complaint platform that allows users to submit complaints and related documents through an end-user interface. The system also sends complainant an acknowledgment and displays status, enhancing self-service. This system has replaced paper complaint forms and email submissions.

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

The TALCB Enforcement Division continuously exceeds case resolution deadlines set by the Texas Sunset Commission (average 180 days) and ASC (one-year, absent special documented circumstances) resolving open cases in in FY 2022 and FY 2023 in 135 days on average.

The TALCB Enforcement Division leverages Volunteer Appraisal Reviewers that are appointed by the Board to assist in appraisal-related case review. Additionally, legislation that passed during the 2023 Texas legislative session gave TALCB the authority to appoint an investigative committee for complaints filed against an Appraisal Management Company (AMC), and the Board established rules for such a committee. In instances when a complaint warrants disciplinary action against an AMC, the Investigative Committee will assess the complaint and findings and may make a recommendation to staff for further action.

4. Attentive to providing excellent customer service.

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

The TALCB Enforcement Division has expanded online self-service options, including the development of the online web-based complaint platform and online case status tracker.

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

TALCB's website includes monthly enforcement reports, consumer information on how to file a complaint, a comprehensive complaint-processing handbook which outlines the complaint process in easily understandable terms, articles, and enforcement self-service tools.

GOAL III COMMUNICATE EFFECTIVELY

The agency engages with a variety of stakeholders, such as prospective and current license holders, consumers, legislative offices, and the news media. All divisions within the agency are committed to providing timely, transparent, and accurate information and do so in a variety of ways. The Communications Department sets the brand and tone for the agency and collaborates across divisions to support the overarching goal to communicate effectively.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

TREC and TALCB provide transparent, clear explanations of rules, laws, and practices to equip license holders, consumers, and other stakeholders with meaningful information. This includes:

- Maintaining TREC and TALCB websites that
 - Reflect current rules and law
 - Provide information about public meetings (e.g., how to attend or provide comments, when they occur, and recapping the outcomes)
 - Give details on how to become licensed or renew a license, including continuing education providers, application processing dates, and application status
 - Explain through articles and FAQs how license holders can abide by rules and law
 - Walk through why and how to file a complaint with the agency
 - Displays disciplinary actions that result from complaints, which can be used as teaching tools and help consumers when vetting license holders.

- Staffing, training, and retaining a robust Customer Relations Division, which is responsible for
 - Answering incoming phone calls from license holders and the public and providing high-quality customer service
 - Maintaining low hold times by offering courtesy callbacks, precision call queuing, and call recording for training purposes
 - Responding timely to emails received at information@trec.texas.gov and ensuring queries make it to the appropriate divisions.
- Providing subject-matter expertise through
 - Presentations at industry events (e.g., executive director, deputy executive director, TALCB director, enforcement director, and general and deputy general counsels speaking at trade association events, brokerage trainings, and ancillary industry events)
 - Videos that clarify rules, laws, or practices
 - Educational course materials that are continuously updated to reflect current rules and laws, industry standards, and trends
 - Accessible and responsive contact channels, including staff from each division on rotating duty prepared to respond to emails and phone calls
 - Government relations staff available to support legislative inquiries, specifically constituent concerns or queries
 - Media relations staff available to support news inquiries, as well as disseminate important consumer information to the public.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

Information and services are provided to license holders and the public through free and accessible online communications channels, such as the agency's websites, email newsletters, videos, and social media posts. Licensing and other fees are kept updated and accessible on the website, and communications with license holders about costs are clear, frequent, and early enough in advance that they can plan for these costs.

By maximizing the agency's existing tools, plus its work toward an updated database with more self-service options, the agency is moving paperless, which is both a time and cost savings.

Those who are interested in becoming a license holder but have a criminal history can save time and money by requesting a fitness determination from the agency, which reviews the history provided by applicants to assess whether they are eligible for licensure. The agency recommends pursuing the fitness determination before taking courses and applying for a license. After clarifying the process on the website, and actively pushing the information out to the agency's audiences, more people requested fitness determinations in 2023.

2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.

The Communications Department handles inquiries it receives through the public on social media, legislative staffers assisting constituents, and news media looking for industry information.

To ensure subject-matter experts remain available to the public, whenever a request for a speaker is made, staff works with requestors on economical ways to present information to agency stakeholders, such as having staff make a virtual presentation.

The Office of the General Counsel examines rules and looks for opportunities to streamline and clarify requirements with an eye toward reducing unnecessary barriers to entry.

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

Utilizing Voice Over Internet Protocol (VOIP) phone services has increased the availability of the contact center staff. All customer service representatives are expected to handle calls with professionalism and patience. At the completion of every call, the customer's record will be updated with a summary of the conversation, so staff has context and continuity on interactions with that individual in the future. Software is utilized to track and monitor calls, resulting in improved contact center metrics, more effective customer interactions, and the ability to better monitor trends. Also, those who contact the agency through the Customer Relations Division receive a survey. Staff follows up on any low-scoring interactions to further investigate the issue and try to provide a resolution.

Divisions track trends, questions, and issues and share that information. Building cross-division communication has improved the quality of communications, ensuring it is timely and accurate.

4. Attentive to providing excellent customer service.

The Customer Relations Division requires a four-week, hands-on training before newly hired staff can assist agency 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.

Every division designates subject-matter experts to handle daily calls or emails that relate to their function. The divisions all assign staff for this duty so any incoming correspondence can be reviewed timely and responded to efficiently or routed appropriately.

When individuals express frustration or ask questions on social media, the Communications Department works with staff to troubleshoot issues and timely respond or provide clarification.

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

Communications are adapted based on the agency's stakeholders' needs, which are identified by staff who observe trends in questions or concerns the agency receives through its many contact touchpoints.

The agency routinely promotes participation in public meetings—from the larger TREC and TALCB meetings to advisory committee meetings and subcommittee meetings. The chairs of these committees also extend frequent invitations for participation.

All Commission and Board meetings are livestreamed so those who may not be able to attend in person can follow the process. All open meetings are recorded and accessible on demand after a meeting ends. In addition, the Communications Department writes recaps of each meeting, providing high-level takeaways and publicizing opportunities to provide public comment on prospective rule changes or other decision-making points.

These reminders and recaps are pushed out to targeted audiences composed primarily of license holders, though anyone who is interested in the content can sign up for these messages. The agency also posts information on social media, and is adding more creative audiovisual components, particularly video, to try and reach more people in new ways.

The Communications Department also disseminates information to the media to help reach more consumers across the state, including Spanish-speaking Texans, through targeted press releases and other timely information related to industry issues.

GOAL IV WORK WITH HUBS

The agency implements purchasing policies that encourage the use of historically underutilized businesses (HUBs) in accordance with section 2161.123, Government Code.

SPECIFIC ACTION ITEMS TO ACHIEVE YOUR GOAL

The agency's Financial Services Division ensures compliance with the state goal to increase procurement opportunities for HUBs by

- Utilizing HUB vendors for non-competitive spot purchases of \$10,000 or less, whenever possible
- Attending HUB-related meetings and forums to network with vendors and gain new knowledge of HUB vendors
- Exceeding the bid advertisement requirement of obtaining more than two HUB bids from the Centralized Master Bidders List (CMBL) for purchases over \$10,000
- Tracking HUB quarterly performance measures.

DESCRIBE HOW YOUR GOAL OR ACTION ITEMS SUPPORTS EACH STATEWIDE OBJECTIVE

1. Accountable to tax and fee payers of Texas.

The agency maintains a robust HUB program, ensuring that investments in HUBs adhere to the highest standards for quality and service. The tax and fee payers have direct access to reports regarding HUB utilization through the agency website.

2. Efficient by producing maximum results with no waste of taxpayer funds and by identifying any function or provision considered redundant or not cost-effective.

The Financial Services Division optimizes the State of Texas HUB vendor network by leveraging established relationships, ensuring their inclusion in procurement processes whenever feasible. This approach minimizes waste and maximizes the value from taxpayer funds.

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

The Financial Services Division ensures that daily purchasing operations are aligned with achieving the agency's HUB goals, surpassing the agency target of 30%, which exceeds the state average.

4. Attentive to providing excellent customer service.

The agency prioritizes exceptional customer service through our strong relationships with HUB vendors. The agency will continue to actively engage HUBs when purchasing, surpassing state bidding requirements, and utilizing HUBs in non-competitive spot purchases.

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

The agency is committed to transparency in achieving our HUB goals. A clear overview of the agency's efforts is readily accessible to all Texans through our agency website, ensuring that our actions remain easily understandable and accountable to the public.

TREC Agency Operating Budget for FY2025 - includes 2 year projection and preceding 5 year trend data

	Actual 2020	Actual 2021	Actual 2022	Actual 2023	Actual 2024	Budget FY2025	Projected Budget 2026	Projected Budget 2027
Beginning Balance		\$19,732,109.00	\$22,428,430	22,509,890	20,970,584	17,012,035	9,620,251	4,907,283
Operating Reserves		-\$7,432,904.00	(\$7,432,904)	(9,768,368)	(8,955,860)	(5,124,836)	(4,389,302)	(4,530,017)
Statutory GR Payment Reserves					(527,500)	(727,500)	(727,500)	(727,500)
Available fund balance within TTSTC		\$12,299,205	\$14,995,526	\$ 12,741,522	11,487,224	11,159,699	4,503,449	(350,234)
Revenues								
License Fees	11,377,398	14,360,595	13,648,973	14,257,092	13,006,662	12,637,910	12,354,649	12,609,037
Education Fees	378,105	400,461			499,021	498,110	522,548	496,480
Examination Fees	334,325	604,856	555,965	475,846	421,513	441,640	442,950	451,330
Other Miscellaneous Revenue	248,340	309,261	352,822	291,880	177,826	257,401	251,592	246,304
Total Revenues	\$12,338,168	\$15,675,173	\$14,557,760	\$15,024,818	\$14,105,022	13,835,061	\$13,571,739	\$13,803,151
Reallocation from Fund Balance	\$3,750,000							
Expenditures								
Salaries & Wages (1001)	7,876,258	7,671,801	8,446,677	9,898,705	11,074,003	11,242,038	11,173,858	11,710,313
Other Personnel Costs (1002)	3,258,785	3,093,269	2,950,669	3,271,339	3,618,048	3,996,132	3,982,631	4,042,530
Professional Fees & Services (2001)	605,199	320,515	667,271	611,139	966,619	756,768	503,018	502,018
Consumables (2003)	11,361	5,454	7,882	8,200	6,231	7,500	7,500	7,500
Utilities (2004)	4,923	11,491	9,274	9,897	9,414	12,025	11,225	10,725
Travel (2005)	33,939	18,719	58,397	60,425	74,002	80,725	80,725	80,225
Office and Space Rent (2006)	148,638	185,878	175,532	168,129	175,279	197,694	197,694	197,694
Equipment Rental (2007)	99,089	76,236	117,439	82,021	63,067	57,686	34,708	14,186
Other Operating Expenses (2009)	1,119,628	613,639	1,035,102	845,166	841,382	882,911	890,490	812,570
Capital Expenditures (5000)	-	8,250	23,102	620,758	395,017	2,952,858	362,350	429,300
Statewide Cost Allocation Plan-SWCAP (9999)	215,993	164,769	255,108	260,844	313,008	313,008	313,008	313,008
Total Expenditures	13,373,813	12,170,021	13,746,453	15,836,622	17,536,070	20,499,345	17,557,207	18,120,069
Contribution to General Revenue (1105.003 (f))	727,500	726,240	727,500	727,500	527,500	727,500	727,500	727,500
Total Expenditures and GR Contribution	\$14,101,313	\$12,896,261	\$14,473,953	\$16,564,122	\$18,063,570	21,226,845	\$18,284,707	\$18,847,569
Operational Loss/Gain	\$1,986,855	\$2,778,912	\$83,808	(\$1,539,305)	(3,958,548)	(7,391,784)	(4,712,968)	(5,044,418)
FTEs	134.48	127.48	134.48	148.88	151.88	150.68	145.68	145.68

TALCB Agency Operating Budget for FY2025 - includes 2 year projections and preceding 5 year trend data								
	FY 2020 Actuals	FY 2021 Actuals	FY 2022 Actuals	FY 2023 Actuals	FY 2024 Actuals	Approved Budget FY2025	Projected Budget 2026	Projected Budget 2027
Beginning Balance		\$2,259,588	2,373,564	3,465,390	3,591,965	4,001,703	3,694,674	3,818,147
Operating Reserves		(\$738,002)	(652,638)	(889,252)	(889,252)	(1,261,475)	(1,290,072)	(1,294,527)
Statutory GR Payment Reserves						-	-	-
Available fund balance within TTSTC		\$1,521,586	\$ 1,720,926	2,576,138	2,702,713	2,740,228	2,404,602	2,523,620
Revenues								
License Fees	1,274,713	1,540,308	1,824,920	1,784,895	1,692,735	1,783,120	1,729,650	1,778,485
AMC Fees	809,106	288,005	941,575	354,988	753,454	358,715	900,160	356,415
ACE Program Revenue	0	15,370	19,190	20,825	18,185	20,780	18,265	20,315
Administrative Penalties	3,000	0	0	0	0	0	0	0
Examination Fees	2,806	4,710	5,480	7,050	6,600	7,070	7,070	7,080
Other Miscellaneous Revenue	51,595	30,586	51,101	57,847	68,254	46,236	48,472	45,309
ASC Grant	0	80,784	236,055	144,801	-	0	0	0
AMC Revenue Carryforward	(247,626)	0	0	0	0	0	0	0
Total Revenues	\$1,893,594	\$1,959,763	\$3,078,322	2,370,406	2,539,228	2,215,921	\$2,703,617	\$2,207,604
Restricted Education Reserve	\$42,000	\$37,537	\$22,914	\$22,914.00	\$0.00	\$0.00	\$0	\$0
Reallocation from Fund Balance	\$425,000							
Expenditures								
Salaries & Wages (1001)	1,261,936	1,133,209	1,086,532	1,343,227	1,493,767	1,562,370	1,610,591	1,660,259
Other Personnel Costs (1002)	469,845	462,625	390,063	454,185	481,969	511,782	520,052	528,570
Professional Fees & Services (2001)	159,392	126,418	247,169	165,314	13,335	204,600	204,600	154,600
Consumables (2003)	80	1,426	193	402	159	2,000	2,000	2,000
Utilities (2004)	408	86	-	285	60	190	190	190
Travel (2005)	27,964	5,261	24,456	27,024	33,187	42,000	42,000	42,000
Office and Space Rent (2006)	20,316	26,694	21,323	19,741	19,227	20,072	20,072	20,072
Equipment Rental (2007)	14,228	2,890	6,679	1,834	1,211	854	854	854
Other Operating Expenses (2009)	72,320	48,658	70,091	82,151	82,106	121,803	122,506	123,229
Capital Expenditures (5000)	-	-	-	-	-	-	0	0
Statewide Cost Allocation Plan-SWCAP (9999)	34,579	23,754	31,209	30,928	34,779	34,779	34,779	34,779
Total Expenditures	2,061,068	1,831,021	1,877,715	2,125,091	2,159,800	2,500,450	2,557,644	2,566,553
Contribution to General Revenue (1105.003 (f))	22,500	23,760	22,500	22,500	22,500	22,500	22,500	22,500
Total Expenditures and GR Contribution	\$2,083,568	\$1,854,781	\$1,900,215	\$2,147,591	\$2,182,300	2,522,950	\$2,580,144	\$2,589,053
Operational Loss/Gain	(\$189,974)	\$104,982	\$1,178,107	222,815	356,928	(307,029)	123,473	(381,449)
Estimated Carryover Balance	\$235,026	\$1,664,105	\$2,921,947	2,821,867	3,059,641	2,433,199	2,528,075	\$2,142,171

FTEs 11.4 11.40 15.4 17.40 17.60 17.60 17.60 17.60

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)

EXHIBIT A-1

COMBINING BALANCE SHEET -

ALL GENERAL AND CONSOLIDATED FUNDS

For the Year Ended August 31, 2024

	TAMU FUND 0889	TAMU FUND 9993	TOTAL FUND 0889	TREC Local FUND 0889	TREC Local FUND 1005	TREC Local FUND 1005
ASSETS	U/F (4057)	U/F (7057)	U/F (3055)	U/F (3055)	U/F (4054)	U/F (4055)
Current Assets						
Cash and Cash Equivalents	\$	\$	\$	\$	\$	\$
Cash in Bank			0.00			
Cash Equivalents - Misc. Investments		604,323.66	604,323.66			
Cash In State Treasury			0.00			1,227,187.13
Interfund Receivable	0.00		0.00			0.00
Due From Other Funds (Note 12)	645,310.00		645,310.00			
Consumable Inventories			0.00	10,177.09		
Total Current Assets	\$ 645,310.00	\$ 604,323.66	\$ 1,249,633.66	\$ 10,177.09	\$ 0.00	\$ 1,227,187.13
Non-Current Assets:						
Investments - NonCurrent	\$	\$	\$	\$	\$	\$
Total Non-Current Assets	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL ASSETS	\$ 645,310.00	\$ 604,323.66	\$ 1,249,633.66	\$ 10,177.09	\$ 0.00	\$ 1,227,187.13
LIABILITIES						
Current Liabilities:						
Payables from :	\$	\$	\$	\$	\$	\$
Accounts Payable					47,201.00	261,954.04
Payroll Payable						1,217,599.33
Interfund Payable	0.00		0.00			0.00
Due to Other Funds/Agencies (Note 12)	645,310.00	645,310.00	1,290,620.00			
Deferred Revenue						
Total Current Liabilities	645,310.00	645,310.00	1,290,620.00	0.00	47,201.00	1,479,553.37
TOTAL LIABILITIES	\$ 645,310.00	\$ 645,310.00	\$ 1,290,620.00	\$ 0.00	\$ 47,201.00	\$ 1,479,553.37
FUND BALANCES (DEFICITS):						
NonSpendable - Consumable Inventory	\$ 0.00	\$ 0.00	\$ 0.00	\$ 10,177.09	\$ 0.00	\$ 0.00
Committed	0.00	0.00	0.00			
Unassigned	0.00	(40,986.34)	(40,986.34)	0.00	(47,201.00)	(252,366.24)
TOTAL FUND BALANCES	0.00	(40,986.34)	(40,986.34)	10,177.09	(47,201.00)	(252,366.24)
TOTAL LIABILITIES AND FUND BALANCES	\$ 645,310.00	\$ 604,323.66	\$ 1,249,633.66	\$ 10,177.09	\$ 0.00	\$ 1,227,187.13

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

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TREC Local	TREC Local	Loc Oper	Loc Oper	Loc Oper	Loc Oper	TOTAL	TOTALS
FUND 9999	FUND 9999	FUND 0889	FUND 9993	FUND 0980	FUND 0807	FUND 1005	(EXHIBIT I)
FUND 1005	FUND 1005	FUND 1005	FUND 1005	FUND 1005	FUND 1005	FUND 1005	2023
U/F (7054)	U/F (7055)	U/F (4060)	U/F (7060)	U/F (0980)	U/F (8070)		
\$ 26,687.00						\$ 26,687.00	\$ 26,687.00
1,547,747.44	3,098,253.68		25,077.54	0.00	575.00	4,671,078.66	5,275,402.32
						1,227,762.13	1,227,762.13
						0.00	0.00
						0.00	645,310.00
						10,177.09	10,177.09
\$ 1,574,434.44	\$ 3,098,253.68	\$ 0.00	\$ 25,077.54	\$ 0.00	\$ 575.00	\$ 5,935,704.88	\$ 7,185,338.54
\$ 0.00	\$ 14,166,147.69	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 14,166,147.69	\$ 14,166,147.69
\$ 1,574,434.44	\$ 17,264,401.37	\$ 0.00	\$ 25,077.54	\$ 0.00	\$ 575.00	\$ 20,101,852.57	\$ 21,351,486.23
\$ 0.00	\$ 18,600.00	\$ 32,289.60	\$ 0.00	\$ 575.00	\$ 327,755.04	\$ 327,755.04	
0.00					1,250,463.93	1,250,463.93	
					0.00	0.00	
					0.00	1,290,620.00	
					0.00	0.00	
0.00	0.00	18,600.00	32,289.60	0.00	575.00	1,578,218.97	2,868,838.97
\$ 0.00	\$ 0.00	\$ 18,600.00	\$ 32,289.60	\$ 0.00	\$ 575.00	\$ 1,578,218.97	\$ 2,868,838.97
\$ 1,574,434.44	\$ 17,264,401.37	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 10,177.09	\$ 10,177.09
0.00	0.00	(18,600.00)	(7,212.06)	0.00	0.00	18,838,835.81	18,838,835.81
\$ 1,574,434.44	\$ 17,264,401.37	(18,600.00)	(7,212.06)	0.00	0.00	(325,379.30)	(366,365.64)
\$ 1,574,434.44	\$ 17,264,401.37	\$ 0.00	\$ 25,077.54	\$ 0.00	\$ 575.00	\$ 18,523,633.60	\$ 18,482,647.26
\$ 1,574,434.44	\$ 17,264,401.37	\$ 0.00	\$ 25,077.54	\$ 0.00	\$ 575.00	\$ 20,101,852.57	\$ 21,351,486.23

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, 2024

	TAMU FUND 0889	TAMU FUND 9993	TOTAL FUND 0889	Loc Oper FUND 0889	Loc Oper FUND 1005
	FUND 0889 U/F (4057)	FUND 0889 U/F (7057)		FUND 1005 U/F (3055)	FUND 1005 U/F (4054)
REVENUES:					
Legislative Appropriations	\$	\$	\$	0.00	\$
Additional Appropriations				0.00	
Licenses, Fees and Permits		7,070,337.00	7,070,337.00		
Sales of Goods and Services			0.00		
Administrative Penalties					
Interest and Investment Income		11,205.64	11,205.64		
Other Revenue			0.00		
Total Revenues	0.00	7,081,542.64	7,081,542.64	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	2,480.80	
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	(16,980.00)	171.53	(16,808.47)		601,816.30
Personal Prop-Computer Equip-Capitalized Interest on Govt and Fiduciary L-T Debt					
Total Expenditures	(16,980.00)	171.53	(16,808.47)	2,480.80	601,816.30
EXCESS OF REVENUES OVER EXPENDITURES	16,980.00	7,081,371.11	7,098,351.11	(2,480.80)	(601,816.30)
OTHER FINANCING SOURCES (USES):					
Operating Transfers In (Note 1.G.)	7,051,785.00	0.00	7,051,785.00		602,939.15
Increase In Obligations Under Capital Lease					
Operating Transfers Out (Note 1.G.)	(7,068,765.00)	(7,051,785.00)	(14,120,550.00)		
Total Other Financing Sources (Uses)	(16,980.00)	(7,051,785.00)	(7,068,765.00)	0.00	602,939.15
EXCESS OF REVENUE & OTHER FINANCING SOURCES OVER EXPENDITURES & OTHER FINANCING USES	0.00	29,586.11	29,586.11	(2,480.80)	1,122.85
FUND BALANCES - Beginning September 1, 2023	0.00	(70,572.45)	(70,572.45)	12,657.89	(48,323.85)
Restatements	0.00		0.00		
FUND BALANCES - Ending August 31, 2024	\$ 0.00	\$ (40,986.34)	\$ (40,986.34)	\$ 10,177.09	\$ (47,201.00)

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 9999 FUND 1005 U/F (7054)	Loc Oper FUND 9999 FUND 1005 U/F (7055)	Loc Oper FUND 0889 FUND 1005 U/F (4060)	Loc Oper FUND 9993 FUND 1005 U/F (7060)	TOTAL FUND 1005	TOTALS EXHIBIT II 2023
\$	\$	\$	\$	\$	0.00	\$ 0.00
575,814.56		13,512,369.59		228,320.00	14,316,504.15	21,386,841.15
	0.00				0.00	0.00
146,124.78		167,611.26		818.36	314,554.40	325,760.04
	425,040.94				425,040.94	425,040.94
0.00	721,939.34	14,105,021.79	0.00	229,138.36	15,056,099.49	22,137,642.13
11,074,003.43					11,074,003.43	11,074,003.43
3,773,539.10					3,773,539.10	3,773,539.10
842,796.57					842,796.57	842,796.57
74,001.89					74,001.89	74,001.89
164,160.67					166,641.47	166,641.47
212,014.77					212,014.77	212,014.77
93,941.13					93,941.13	93,941.13
238,346.59					238,346.59	238,346.59
1,950.08					1,950.08	1,950.08
0.00					0.00	0.00
537,900.25	2,456.99	4,576.77	228,680.00	123.85	1,375,554.16	1,358,745.69
518,839.14					518,839.14	518,839.14
0.00					0.00	0.00
17,531,493.62	2,456.99	4,576.77	228,680.00	123.85	18,371,628.33	18,354,819.86
(17,531,493.62)	719,482.35	14,100,445.02	(228,680.00)	229,014.51	(3,315,528.84)	3,782,822.27
17,947,222.72			227,680.00		18,777,841.87	25,829,626.87
(527,500.00)	(602,939.15)	(17,947,222.72)		(227,680.00)	(19,305,341.87)	(33,425,891.87)
17,419,722.72	(602,939.15)	(17,947,222.72)	227,680.00	(227,680.00)	(527,500.00)	(7,596,265.00)
(111,770.90)	116,543.20	(3,846,777.70)	(1,000.00)	1,334.51	(3,843,028.84)	(3,813,442.73)
(140,595.34)	1,457,891.24	21,111,179.07	(17,600.00)	(8,546.57)	22,366,662.44	22,296,089.99
					0.00	0.00
\$ (252,366.24)	\$ 1,574,434.44	\$ 17,264,401.37	\$ (18,600.00)	\$ (7,212.06)	\$ 18,523,633.60	\$ 18,482,647.26

Texas Real Estate Commission (329)
 Exhibit B-1 — Combining Balance Sheet — Special Revenue Funds
 August 31, 2024

	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
Combining Balance Sheet						
ASSETS						
Current Assets:						
Cash Equivalents - Misc. Investments (Note 3)	\$ -	\$ -	\$ 607,068.05	\$ -	\$ 99,008.64	\$ 706,076.69
Cash in State Treasury						-
Total Current Assets			\$ 607,068.05		\$ 99,008.64	\$ 706,076.69
Non-Current Assets:						
Investments - NonCurrent (Note 3)			\$ 3,411,389.22		\$ 369,109.73	\$ 3,780,498.95
Total Non-Current Assets			\$ 3,411,389.22		\$ 369,109.73	\$ 3,780,498.95
Total Assets	\$ -	\$ -	\$ 4,018,457.27	\$ -	\$ 468,118.37	\$ 4,486,575.64
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						
4,018,457.27					\$ 468,118.37	\$ 4,486,575.64
Committed						
Assigned						
Unassigned						
Total Fund Balances			-			
Total Liabilities, Deferred Inflows of Resources and Fund Balances	\$ -	\$ -	\$ 4,018,457.27	\$ -	\$ 468,118.37	\$ 4,486,575.64

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, 2024

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	\$ 456,700.00	\$ -	\$ 464,665.27	\$ -	\$ 20,247.07	\$ 941,612.34
Interest and Other Investment Income			36,676.15		6,621.33	43,297.48
Settlement of Claims			387,882.54		13,150.00	401,032.54
Sales of Goods and Services						-
Total Revenues	\$ 456,700.00	\$ -	\$ 889,223.96	\$ -	\$ 40,018.40	\$ 1,385,942.36
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		277,113.00				277,113.00
Other Expenditures	\$ 456,700.00	106.00	1,102.64	-	320.40	458,229.04
Total Expenditures	\$ 456,700.00	\$ 277,219.00	\$ 1,102.64	\$ -	\$ 320.40	\$ 735,342.04
Excess (Deficiency) of Revenues over (under) Expenditures	-	(277,219.00)	888,121.32	-	39,698.00	650,600.32
OTHER FINANCING SOURCES (USES)						
Transfer In		712,196.92		200,000.00		912,196.92
Transfer Out		(434,977.92)	(712,196.92)	(200,000.00)	(200,000.00)	(1,547,174.84)
Total Other Financing Sources (Uses)	-	\$ 277,219.00	\$ (712,196.92)	\$ -	\$ (200,000.00)	\$ (634,977.92)
SPECIAL ITEMS						
Proceeds from Sale of Park Land						-
EXTRAORDINARY ITEMS						
Natural Disaster-Hurricane						-
Net Change in Fund Balances	-	0.00	175,924.40	-	(160,302.00)	15,622.40
Fund Financial Statement - Fund Balances						
Fund Balances, September 1, 2023	-	-	3,842,532.87	-	628,420.37	4,470,953.24
Restatements						-
Fund Balances, September 1, 2023, as Restated	-	-	3,842,532.87	-	628,420.37	4,470,953.24
Appropriations Lapsed						
Fund Balances, August 31, 2024	\$ -	\$ 0.00	\$ 4,018,457.27	\$ -	\$ 468,118.37	\$ 4,486,575.64

UNAUDITED

TEXAS REAL ESTATE COMMISSION (329)

EXHIBIT K-1

COMBINING STATEMENT OF NET POSITION -
DISCRETELY PRESENTED COMPONENT UNIT

For the Year Ended August 31, 2024

	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	\$ 163,365.39	\$	\$	\$ 163,365.39
Cash in Bank				0.00
Interfund Receivable				0.00
Cash Equivalents - Misc. Investments		1,802,404.56	0.00	1,802,404.56
Federal Receivables		0.00		0.00
Consumable Inventories		1,499.72		1,499.72
Current Assets:	<u>163,365.39</u>	<u>1,803,904.28</u>	<u>0.00</u>	<u>1,967,269.67</u>
Non-Current Assets:				
Investments - Non-Current (Note 3)	\$	2,245,766.49		2,245,766.49
Furniture & Equipment, Net		0.00		0.00
Computer Software, Intangible, Net (Note 2)		0.00		0.00
Right to Use Asset-Buildings		0.00		
Non-Current Assets	<u>0.00</u>	<u>2,245,766.49</u>	<u>0.00</u>	<u>2,245,766.49</u>
Total Assets:	<u>163,365.39</u>	<u>4,049,670.77</u>	<u>0.00</u>	<u>4,213,036.16</u>
LIABILITIES				
Current Liabilities:				
Accounts Payable	\$ 33,947.08			33,947.08
Payroll Payable	163,307.90			163,307.90
Interfund Payable				0.00
Funds Held for Others	(80.00)			
Employee Compensable Leave (Note 5)		92,307.00		92,307.00
Current Liabilities	<u>197,174.98</u>	<u>92,307.00</u>	<u>0.00</u>	<u>289,561.98</u>
Non-Current Liabilities:				
Employee Compensable Leave (Note 5)	\$ 113,203.88			113,203.88
Right to Use Lease Obligation	0.00			0.00
Non-Current Liabilities	<u>0.00</u>	<u>113,203.88</u>	<u>0.00</u>	<u>113,203.88</u>
Total Liabilities	<u>197,174.98</u>	<u>205,510.88</u>	<u>0.00</u>	<u>402,685.86</u>
NET POSITION				
Unrestricted Net Position	(33,809.59)	-	0.00	(33,809.59)
Net Assets Restricted for Other		3,844,159.89	0.00	3,844,159.89
Total Net Position	<u>\$ (33,809.59)</u>	<u>3,844,159.89</u>	<u>-</u>	<u>3,810,350.30</u>
Total Liabilities, Other CR, Def Inflows and FD Bal/Net Position	<u>\$ 163,365.39</u>	<u>4,049,670.77</u>	<u>0.00</u>	<u>4,213,036.16</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, 2024

	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 IX 2023 GAAP Fund 1005
OPERATING REVENUES				
Professional Fees	\$ 2,591,185.40	\$ -	\$ -	\$ 2,591,185.40
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>2,591,185.40</u>	<u>-</u>	<u>2,591,185.40</u>
OPERATING EXPENSES				
Salaries and Wages	\$ 1,532,362.64	\$ 7,530.55		1,539,893.19
Payroll Related Costs	470,070.78			470,070.78
Professional Fees and Services	38,255.49			38,255.49
Travel	33,214.11			33,214.11
Materials and Supplies	3,496.12	3,044.76		6,540.88
Communication and Utilities	35,462.46			35,462.46
Repairs and Maintenance	0.00			0.00
Rentals & Leases	20,450.15			20,450.15
Printing and Reproduction	168.21			168.21
Depreciation and Amortization Expense (Note 2)				0.00
Interest	6.45			6.45
Other Expenditures	56,625.43	968.73	-	57,594.16
Operating Expenses	<u>2,190,111.84</u>	<u>11,544.04</u>	<u>0.00</u>	<u>2,201,655.88</u>
Operating Income (Loss)	<u>(2,190,111.84)</u>	<u>2,579,641.36</u>	<u>0.00</u>	<u>389,529.52</u>
NON-OPERATING REVENUE (EXPENSES)				
Investment Income (Non-Pledged)	\$ 8,277.51	\$ -	\$ -	\$ 8,277.51
Interest On Local Deposits	52,146.42			52,146.42
Federal Receipts Not Matched - Other	-			0.00
Total Other Non-operating Revenues (Expenses)	<u>0.00</u>	<u>60,423.93</u>	<u>-</u>	<u>60,423.93</u>
Income Before Other Revenues, Expenses, Gains, Losses and Transfers				
	<u>(2,190,111.84)</u>	<u>2,640,065.29</u>	<u>0.00</u>	<u>449,953.45</u>
OTHER REVENUES, EXPENSES, GAINS/LOSSES AND TRANSFERS				
Transfer In-Note 1.G.	\$ 2,194,435.80	\$ 1.14	0.00	2,194,436.94
Transfer Out-Note 1.G.	(22,500.00)	(2,194,435.80)	(1.14)	(2,216,936.94)
Cap Contrib/Endow/Special/Extra/Transfers	<u>2,171,935.80</u>	<u>(2,194,434.66)</u>	<u>(1.14)</u>	<u>(22,500.00)</u>
Increase/(Decrease) in Net Assets	<u>(18,176.04)</u>	<u>445,630.63</u>	<u>(1.14)</u>	<u>427,453.45</u>
Net Position, September 1, 2023	(15,633.55)	3,398,529.26	1.14	3,382,896.85
Restatements				0.00
Net Position, September 1, 2023, as Restated	<u>(15,633.55)</u>	<u>3,398,529.26</u>	<u>1.14</u>	<u>3,382,896.85</u>
Net Position, August 31, 2024	<u>\$ (33,809.59)</u>	<u>\$ 3,844,159.89</u>	<u>\$ 0.00</u>	<u>\$ 3,810,350.30</u>

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

6) Trend performance data for Fiscal Years 2020-2024

TREC or TALCB	SDSI	Measure	FY 2020	FY 2021	FY2022	FY2023	FY2024
		1105.005(c)(5)					
Agency	a	Number of full-time equivalent positions	145.875	135.88	146.32	166.28	169.28
TREC	a	Number of full-time equivalent positions	127.475	124.88	130.92	148.88	151.88
TALCB	a	Number of full-time equivalent positions	18.4	11	15.4	17.4	17.4
TREC	b	Number of complaints received from the public	2030	2365	2111	2006	2331
TALCB	b	Number of complaints received from the public	139	201	253	106	114
TREC	b	Number of complaints initiated by agency staff	3503	5205	4584	4419	3665
TALCB	b	Number of complaints initiated by agency staff	36	47	58	127	100
TREC	c	Number of Complaints resolved (by action)	657	534	574	610	642
TALCB	c	Number of Complaints resolved (by action)	45	9	26	12	12
TREC	c	Number of complaints dismissed	1779	2182	2039	2070	2007
TALCB	c	Number of complaints dismissed	152	202	210	216	233
TREC	d	Number of enforcement actions by type	Appendix A				
TALCB	d	Number of enforcement actions by type	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	\$678,350	\$322,650	\$363,900	\$496,900	\$680,500
TREC	f	Rate of collection of assessed admin penalties	41%	38%	33%	38%	26%
TALCB	f	Amount of administrative penalties assessed	\$14,250	\$13,500	\$28,750	\$7,400	\$11,500
TALCB	f	Rate of collection of assessed admin penalties	100%	37%	51%	23%	9%
TREC	g	Number of cases alleging...	0	0	0	0	0
TALCB	g	Number of cases alleging...	10	0	0	0	6
TREC	h	Average number days for complaint resolution	197	196	219	152	92
TALCB	h	Average number days for complaint resolution	187	118	179	157	151
TREC	i	Total number of license holders by status	202,442	218,735	232,957	237,930	239,998
TALCB	i	Total number of licenses holders by status	6,731	6,796	7,477	7,539	7,155
		See Appendix C and Appendix D					
TREC	j	Fee Schedule	Appendix E				
TALCB	j	Fee Schedule	Appendix F				
TREC	k	Average time to issue a license, certificate or registration.	Appendix G				
TALCB	k	Average time to issue a license, certificate or registration.	Appendix G				
TREC	l	Litigation costs: administrative hearings costs	\$62,128.14	\$79,921.89	\$85,194.39	\$105,892.91	\$93,658.97
TALCB	l	Litigation costs: administrative hearings costs	\$8,231.25	\$6,375.02	\$15,715.88	\$0.00	\$1,559.25
TREC	l	Litigation costs: judicial proceeding costs	\$44,655.78	\$24,111.41	\$51,686.03	\$56,073.45	\$55,499.72
TALCB	l	Litigation costs: judicial proceeding costs	\$1,556.00	\$1,499.29	\$12.25	\$82.62	\$324.74
TREC	m	Reserve Balances - Appendix H	\$7,342,904.00	\$8,174,002.00	\$9,768,368.00	\$8,955,860.00	\$5,124,836.00
TALCB	m	Reserve Balances - Appendix I	\$775,552.31	\$690,175.12	\$863,448.48	\$826,615.00	\$1,261,475.00

Standards & Enforcement Services Division - TREC

Sunset Report on Disciplinary Matters

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Administrative Penalty [FINE]	230	130	124	192	177
Advisory Letter	1768	2375	2265	2290	1868
Application Order	96	118	101	96	106
Cease & Desist Issued	8	13	1	6	1
Complaint Withdrawn	113	97	133	117	84
Discipline Effective on App Approval	0	0	0	0	0
Failure to Go Forward	73	44	53	31	17
Insufficient Evidence	1047	1190	1648	1726	1329
Matter Settled	86	103	30	57	43
No Jurisdiction	195	130	161	82	30
No Violation	248	213	338	237	177
Opened In Error	43	34	26	14	25
Other	33	26	9	20	7
Probated Revocation	1	2	2	2	5
Probated Suspension	51	45	28	85	49
Reprimand	137	67	74	87	111
Revocation	38	33	34	23	51
Suspension	36	41	19	39	32
Voluntary Surrender	0	1	0	0	0

Texas Appraiser Licensing and Certification Board

Sanctions by Sanction Type

2017	Count
Penalty	13
Experience Logs	6
Mentorship	19
Probated Revo	5
Revocation	1
Education	6
Suspension	1
Trainee Restriction	3
Voluntary Surrender	2
Grand Total	56

2018	Count
Penalty	21
Experience Log	1
Mentorship	28
NRRR	1
Preventive Policies	1
Probated Revocation	10
Revocation	3
Education	10
Suspension	3
Trainee Restriction	1
Surrender	3
Grand Total	82

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

2024	Count
Penalty	5
Cease & Desist Issued	3
Mentorship	3
Revocation	2
Voluntary Surrender	1
Probated Revocation	1
Suspension	1
Grand Total	16

Licensing Division

License and Registration Counts

Total License Holders and Registrants

13-Month Comparison

	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Brokers	49,110	49,217	49,246	49,343	49,452	49,545	49,586	49,556	49,588	49,573	49,618	49,612	49,566
Active Business Entity Brokers	14,313	14,357	14,360	14,385	14,430	14,456	14,488	14,510	14,557	14,544	14,568	14,592	14,577
Active Individual Brokers	33,010	33,041	33,029	33,032	33,067	33,107	33,121	33,088	33,088	33,064	33,077	33,062	33,001
Sales Agents	182,818	182,903	182,581	182,727	182,883	183,172	183,345	183,274	183,310	183,122	182,949	182,949	182,124
Active Sales Agents	146,145	145,924	145,672	144,537	143,722	144,412	144,541	143,000	143,480	143,854	143,613	143,613	144,217
Brokers & Sales Agents	231,928	232,120	231,827	232,070	232,335	232,717	232,931	232,830	232,898	232,695	232,567	232,561	231,690
Registered Business Entities (NEW)	0	0	0	0	245	508	707	887	1,053	1,173	1,293	1,383	1,481
Inspectors	4,765	4,744	4,731	4,714	4,689	4,679	4,674	4,673	4,644	4,627	4,585	4,562	4,558
Active Inspectors	4,044	4,021	4,005	3,985	3,954	3,929	3,910	3,914	3,886	3,873	3,836	3,822	3,803
Easement or Right-of-Way Registrants	1,647	1,629	1,615	1,586	1,583	1,575	1,555	1,528	1,513	1,492	1,489	1,492	1,493
All License Holders	238,340	238,493	238,173	238,370	238,852	239,479	239,867	239,918	240,108	239,987	239,934	239,998	239,222
% Change		0.06%	-0.13%	0.08%	0.20%	0.26%	0.16%	0.02%	0.08%	-0.05%	-0.02%	0.03%	-0.32%
	238,340	238,493	238,173	238,370	238,852	239,479	239,867	239,918	240,108	239,987	239,934	239,998	239,222
	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24

Bar chart showing the total number of license holders and registrants for each month from Sep 23 to Sep 24. The y-axis ranges from 200,000 to 250,000. The x-axis lists the months. Each bar is labeled with its corresponding value.

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
August 2024

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
August 2024

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 - Total		20	18	112
2023	Sept 22	2	3	3
	Oct 22	3	2	5
	Nov 22	2	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
2023 - Total		20	21	43
2024	Sept 23	0	0	1
	Oct 23	0	0	8
	Nov 23	1	0	5
	Dec 23	2	3	2
	Jan 24	0	1	2
	Feb 24	2	1	2
	Mar 24	2	0	7
	Apr 24	4	5	14
	May 24	0	2	15
	Jun 24	2	1	24
	Jul 24	2	3	11
	Aug 24	1	1	3
2024 - Total		16	17	94
Registrations issued from March 2012 to August 2024				352
Registrations Expired > 6 months as of August 2024				-98
Registrations Expired < 6 months as of August 2024				-10
Registrations Surrendered				-30
Registrations Revoked				-3
Registrations Relinquished				-33
Registrations Re-issued > 6 months after expiration date				-9
Federally Regulated AMCs				-3
TOTAL AMC REGISTRATIONS				166

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%
Fiscal Year 23	182	8	5%

Texas Real Estate Commission

Fee Schedule	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023	9/1/2024
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	\$235.00	\$235.00	\$235.00
Business Entity Broker - Initial	\$305.00	\$305.00	\$305.00	\$235.00	\$235.00	\$235.00
Branch Office (<i>each location</i>) -- <i>license type retired effective 9/1/2019</i>	\$50.00	\$50.00	n/a	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	\$217.00	\$217.00	\$217.00	\$217.00	\$217.00
Branch Office -- <i>license type retired effective 9/1/2019</i>	\$50.00	\$50.00	n/a	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	\$220.00	\$220.00	\$220.00
Business Entity Broker Late Renewals						
Late Renewal, <i>expired 90 days or less</i>	\$253.00	\$253.00	\$253.00	\$253.00	\$253.00	\$253.00
Late Renewal, <i>expired more than 90 days up to 6 months</i>	\$289.00	\$289.00	\$289.00	\$289.00	\$289.00	\$289.00
Sales Agent Applications						
Sales Agent - Initial	\$205.00	\$205.00	\$205.00	\$185.00	\$185.00	\$185.00
Conversion from Broker to Sales Agent	\$160.00	\$160.00	\$160.00	\$140.00	\$140.00	\$140.00
Sales Agent Renewals						
Sales Agent Renewal	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00	\$110.00
Sales Agent Late Renewals						
Sales Late Renewal, <i>expired 90 days or less</i>	\$143.00	\$143.00	\$143.00	\$143.00	\$143.00	\$143.00
Sales Late Renewal, <i>expired more than 90 days up to 6 months</i>	\$176.00	\$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	\$170.00	\$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	\$0.00	\$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	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023	9/1/2024
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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 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 or an Individual

Initial ERW Registration, <i>includes the \$50.00 recovery fund fee</i>	\$290.00	\$290.00	\$290.00	\$275.00	\$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/ERW

Original Application Filing (4 year approval)	\$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	n/a	n/a	n/a	n/a
Qualifying Course Application (RE and ERW = \$50.00 base fee + \$10.00 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/ERW

CE Provider Application (2 year approval)	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00
CE Instructor Application/Renewal	\$150.00	\$150.00	n/a	n/a	n/a	n/a
CE Course Application (RE and ERW = \$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	n/a	n/a	n/a	n/a
ICE Application	\$50.00	\$50.00	n/a	n/a	n/a	n/a

Residential Service Company Program

Original Residential Service Company (RSC) Initial Application	\$3,500.00	\$3,500.00	\$3,500.00	n/a	n/a	n/a
Application for Evidence of Coverage	\$250.00	\$250.00	\$250.00	n/a	n/a	n/a
Application for Schedule of Charges	\$250.00	\$250.00	\$250.00	n/a	n/a	n/a
Annual RSC Report Filing	\$3,500.00	\$3,500.00	\$3,500.00	n/a	n/a	n/a

Texas Real Estate Commission

Fee Schedule	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023	9/1/2024
License Fees (All Licenses issue for a two year period.)						
RSC Examinations, <i>fee determined by travel expenses</i>	varies	varies	varies	n/a	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							Notes
Fee Schedule	1/1/2017	6/1/2019	1/1/2020	1/1/2022	9/1/2023	9/1/2024	
Application Fees: Does not include the \$80 Federal Registry Fee for an Active Status							
Certified General	\$405.00	\$405.00	\$465.00	\$565.00	\$565.00	\$565.00	
Certified General Reciprocal Application	\$405.00	\$405.00	\$465.00	\$560.00	\$560.00	\$560.00	Removed \$5 TxOnline fee
Certified Residential	\$355.00	\$355.00	\$390.00	\$465.00	\$465.00	\$465.00	
Certified Residential Reciprocal Application	\$355.00	\$355.00	\$390.00	\$460.00	\$460.00	\$460.00	Removed \$5 TxOnline fee
Appraiser License	\$330.00	\$330.00	\$350.00	\$405.00	\$405.00	\$405.00	
State License Appraisal Reciprocal Application	\$330.00	\$330.00	\$350.00	\$400.00	\$400.00	\$400.00	Removed \$5 TxOnline fee
Appraiser Trainee Approval	\$305.00	\$305.00	\$255.00	\$255.00	\$255.00	\$255.00	
Temporary Out-of-State Appraiser Registration (6 mos.)	\$255.00	\$255.00	\$255.00	\$255.00	\$250.00	\$250.00	
Renewal Fees: Does not include the \$80 Federal Registry Fee for an Active Status							
Certified General (timely renewal)	\$365.00	\$365.00	\$465.00	\$565.00	\$565.00	\$565.00	
Expired 90 days or less	\$545.00	\$545.00	\$695.00	\$845.00	\$845.00	\$845.00	
Expired more than 90 days but less than 6 months	\$725.00	\$725.00	\$925.00	\$1,125.00	\$1,125.00	\$1,125.00	
Certified Residential (timely renewal)	\$315.00	\$315.00	\$390.00	\$465.00	\$465.00	\$465.00	
Expired 90 days or less	\$470.00	\$470.00	\$587.50	\$695.00	\$695.00	\$695.00	
Expired more than 90 days but less than 6 months	\$625.00	\$625.00	\$780.00	\$925.00	\$925.00	\$925.00	
Appraiser license (timely renewal)	\$295.00	\$295.00	\$350.00	\$405.00	\$405.00	\$405.00	
Expired 90 days or less	\$440.00	\$440.00	\$522.50	\$605.00	\$605.00	\$605.00	
Expired more than 90 days but less than 6 months	\$585.00	\$585.00	\$695.00	\$805.00	\$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	\$405.00	\$380.00	\$380.00	\$380.00	\$380.00	
Expired more than 90 days but less than 6 months	\$505.00	\$555.00	\$505.00	\$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	\$3,090.00	\$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)	\$4,635.00	\$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)	\$6,180.00	\$6,180.00	\$6,180.00	\$6,180.00	\$6,180.00	\$6,180.00	
ACE Provider							
Original Application	N/A	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	
Renewal	N/A	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	
Reinstatement	N/A	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	
Education							
New CE Class - Appraiser							
ACE Course Initial							
Base Fee	N/A	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	
Content Review	N/A	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	
AQB/Other State	N/A	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	
One-Time	N/A	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00	
CE Class Renewal - Appraiser							
ACE Course Renewal							
Base Fee	N/A	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	
Content Review	N/A	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	
AQB/Other State	N/A	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	
Secondary Approval - ACE							
ACE Secondary Approval							
Base Fee	N/A	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	
Content Review	N/A	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	
AQB/Other State	N/A	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	

Licensing Divisions

Average Number of Calendar Days to Process an Application

Fiscal Year 2024

Sept. 1 2023 - Aug. 31, 2024

TREC

Real Estate Initial License Applications

Individual Broker	9.72
Business Entity Broker	7.81
Sales Agent	3.81

Inspector Initial License Applications

Professional Inspector	5.73
Real Estate Inspector	5.79
Apprentice Inspector	5.82

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

ERW Individual	3.99
ERW Business	4.06

TALCB

Real Estate Appraiser Applications

Certified General Appraiser	3.49
Certified Residential Appraiser	4.83
Licensed Residential Appraiser	4.86
Appraiser Trainee	2.94
Temporary Non-Resident Appraiser	1.61

Appraisal Management Company Applications

Appraisal Management Company (AMC)	5.72
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**Financial Services Division
Texas Real Estate Commission Reserves**

	Beginning Reserve Balance	Expenditures	Balance as of 09/01/2024
Reserve for Operations	Approved at August 19, 2024 Commission Meeting	\$ 5,124,836.00	\$ 5,124,836.00

Source: FY25 TREC Approved Budget

Financial Services Division
Texas Appraiser and Licensing Board Reserves

		Beginning Reserve Balance	Expenditures	Balance as of 09/01/2024
Reserve for Operations	Approved at August 16, 2024 Board Meeting	\$ 1,261,475.00	\$ -	\$ 1,261,475.00