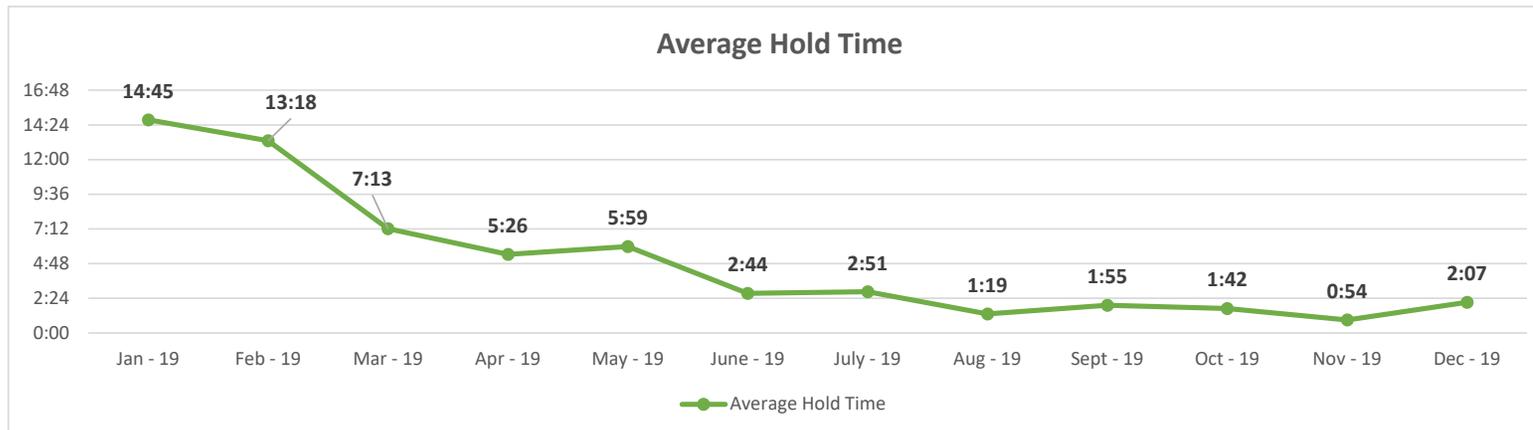
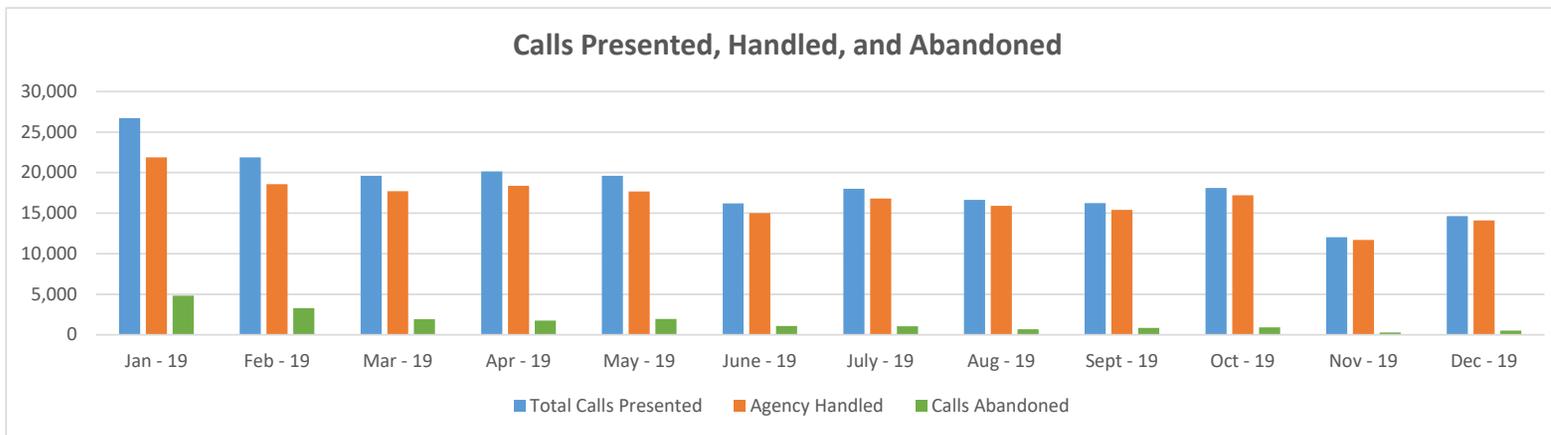




Staff Reports for December 2019

Reception and Communication Services Division

Incoming Calls													
	Jan - 19	Feb - 19	Mar - 19	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Total
Total Calls Presented	26,713	21,867	19,614	20,142	19,618	16,196	18,004	16,646	16,256	18,101	12,042	14,632	219,831
Agency Handled	21,882	18,569	17,696	18,390	17,662	15,007	16,822	15,914	15,397	17,194	11,708	14,107	200,348
Calls Handled Initially	13,792	12,493	14,612	15,726	14,716	14,074	15,688	15,555	14,675	16,563	11,805	13,421	173,120
Calls Handled by Courtesy Callback	5,332	4,695	2,686	2,337	2,051	933	1,134	330	630	580	195	622	21,525
% of Calls handled by Courtesy Callback	30.00%	25.00%	15.00%	13.00%	15.00%	6.00%	7.00%	2.00%	4.09%	3.37%	1.62%	4.25%	10.53%
Calls Re-Directed for Assistance	2,750	1,381	367	327	295	181	122	29	92	51	42	64	5,701
Calls Abandoned	4,829	3,278	1,918	1,752	1,957	1,087	1,060	700	859	907	289	524	19,160
% of Abandoned Calls	18.08%	14.99%	9.78%	8.70%	9.98%	6.71%	5.89%	4.21%	5.28%	5.01%	2.40%	4%	7.88%
Average Handle Time	5:48	5:06	6:11	5:46	5:49	5:36	5:33	5:26	5:55	5:45	5:35	5:39	5:40
Average Hold Time	14:45	13:18	7:13	5:26	5:59	2:44	2:51	1:19	1:55	1:42	0:54	2:07	5:01



Walk Ins													
	Jan - 19	Feb - 19	Mar - 19	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Total
Licensing	210	190	133	108	122	134	118	130	64	75	71	103	1,458
Education	21	19	1	3	4	5	3	0	2	0	4	0	62
Inspector	21	22	3	24	6	3	7	5	1	3	1	3	99
Enforcement	15	16	6	10	16	12	8	2	1	0	1	1	88
TALCB Lic	19	13	2	4	1	0	4	0	1	2	4	1	51
TALCB Enf	2	1	0	0	0	0	2	0	0	0	0	0	5
Total	288	261	145	149	149	154	142	137	69	80	81	108	1,763

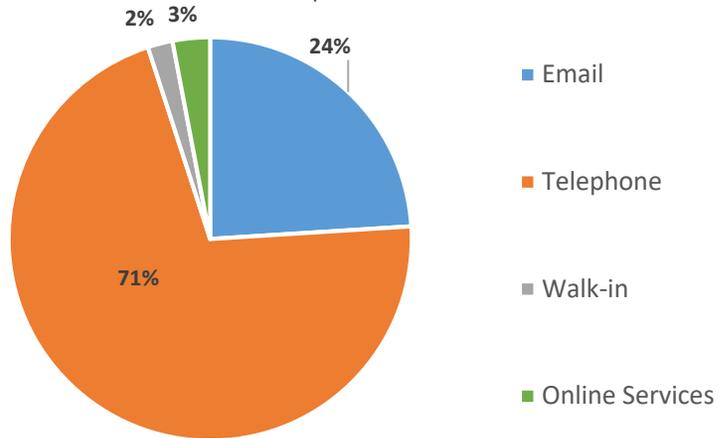
Emails													
	Jan - 19	Feb - 19	Mar - 19	Apr - 19	May - 19	June - 19	July - 19	Aug - 19	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Total
Licensing	4,421	2,447	3,292	4,255	3,447	2,959	3,404	3,481	2,916	3,090	2,118	3,004	38,834
Education	309	115	189	51	41	46	38	18	44	29	48	33	961
Inspector	164	160	95	67	92	75	95	71	38	51	30	41	979
Enforcement	215	182	180	176	166	156	114	74	87	78	86	76	1,590
TALCB Lic	259	175	156	108	122	142	112	100	141	84	75	112	1,586
TALCB Enf	7	11	25	18	22	9	13	8	11	11	7	21	163
Total	5,375	3,090	3,937	4,669	3,890	3,387	3,776	3,752	3,237	3,343	2,364	3,287	44,107
Respond in 2 bus days	3,789	2,771	1,440	3,711	3,890	3,385	3,772	3,751	3,220	3,341	2,364	3,287	38,721
% handled in 2 days	70%	90%	37%	79%	100%	99.94%	99.89%	99.97%	99.47%	99.94%	100%	100%	87.79%

TALCB and TREC Call Comparisons						
	October, 2019		November, 2019		December, 2019	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,685	16,416	1,210	10,832	1,377	13,255
Agency Handled	1,549	15,643	1,172	10,577	1,297	12,809
Calls Handled Initially	1,491	15,070	1,153	10,401	1235	12,249
Calls Handled by Courtesy Callback	53	527	19	176	62	560
Calls Re-Directed for Assistance	5	46	6	36	3	61
Calls Abandoned	134	773	36	253	79	443
Hold Times	1:42	1:42	0:54	0:54	2:00	2:08
% of Abandoned Calls	7.95%	4.71%	2.98%	2.34%	5.74%	3.34%
% of Callbacks	3.15%	3.21%	1.57%	1.62%	4.50%	4.22%
% of all calls	8.73%	91.27%	10.05%	89.95%	9.41%	90.59%

RCS December, 2019 Customer Satisfaction Report

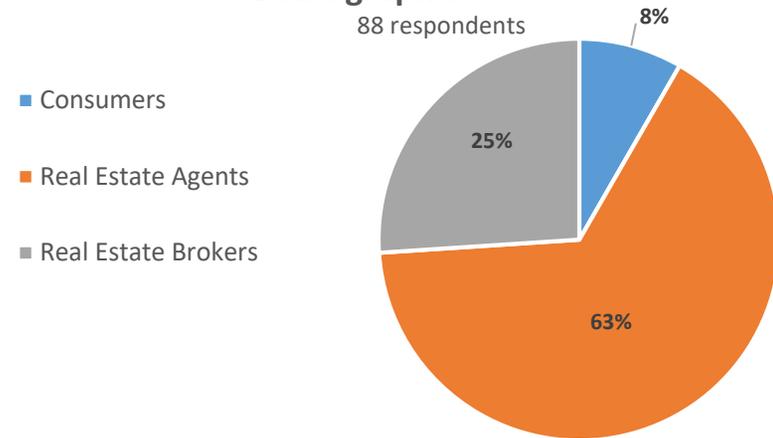
How Customers Contact TREC/TALCB?

89 respondents



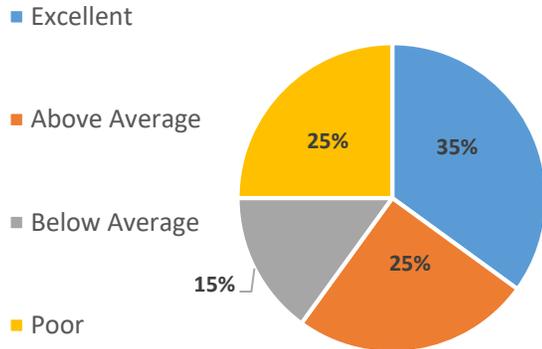
Customer Demographics

88 respondents



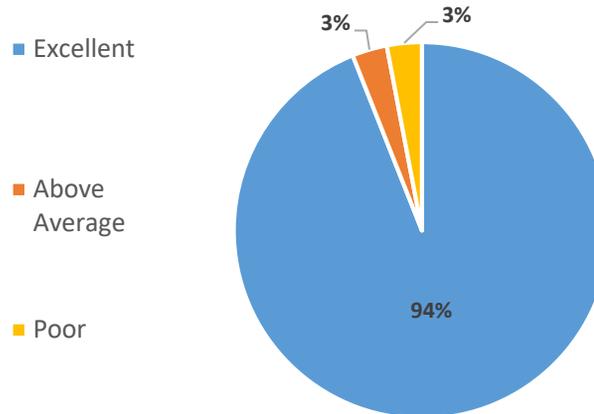
Customer Email Experience Rating

20 respondents



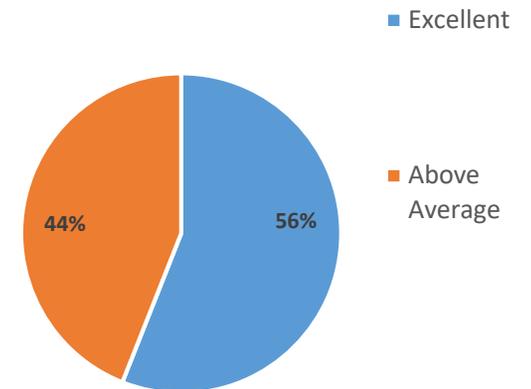
Telephone Service Rating

62 respondents



Experience with Customer Service Representative

12 respondents



Licensing & Registration Services Division

Applications Received and Renewal Activity

Fiscal Year 2020 - Year-to-Date Comparison

December

Real Estate Brokers & Sales Agents

<i>Applications Received</i>	Sep 2018 - Dec 2018		Sep 2019 - Dec 2019		Variance	Percent
Broker Original Applications Received	943		808		-135	-14.32%
<i>Broker Business Entity</i>	-		319		-	-
<i>Broker Individual</i>	-		489		-	-
Sales Agent Original Applications Received	6,988		6,716		-272	-3.89%
Total Original Applications	7,931		7,524		-407	-5.13%

<i>Renewal Activity</i>	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Broker Renewals and Percentage	6,143	93.50%	4,812	90.54%	5,327	86.12%
Broker Business Entity	-	-	958	82.73%		
Broker Individual	-	-	3,854	92.71%		
Sales Agent Renewals and Percentage	14,288	83.90%	13,574	78.88%	12,707	75.05%
Total Renewals from Brokers & Sales Agents	20,431	86.58%	18,386	81.63%	18,034	78.01%

Real Estate Inspectors

<i>Applications Received</i>	Sep 2018 - Dec 2018		Sep 2019 - Dec 2019		Variance	Percent
Professional Inspector Original Applications Received	149		187		38	25.50%
Real Estate Inspector Original Applications Received	1		9		8	800.00%
Apprentice Inspector Original Applications Received	24		17		-7	-29.17%
Total Original Applications	174		213		39	22.41%

<i>Renewal Activity</i>	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Professional Inspector Renewals and Percentage	498	68.50%	279	71.72%	219	68.44%
Real Estate Inspector Renewals and Percentage	13	59.09%	9	81.82%	5	50.00%
Apprentice Inspector Renewals and Percentage	8	33.33%	2	11.76%	2	25.00%
Total Renewals from Inspectors	519	67.14%	290	69.54%	226	66.86%

Licensing & Registration Services Division

License Holder and Registrant Status

December 2019

Real Estate License Holders

	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
Brokers													
Individual (Active)	32,778	32,796	32,798	32,759	32,759	32,745	32,757	32,770	32,737	32,668	32,665	32,638	32,636
Business Entities (Active)	10,936	10,997	11,053	11,068	11,113	11,192	11,211	11,272	11,268	11,297	11,395	11,426	11,475
Total Active Status	43,714	43,793	43,851	43,827	43,872	43,937	43,968	44,042	44,005	43,965	44,060	44,064	44,111
Inactive Status	1,628	1,665	1,679	1,766	1,763	1,748	1,764	1,749	1,750	1,767	1,744	1,742	1,759
Total Brokers	45,342	45,458	45,530	45,593	45,635	45,685	45,732	45,791	45,755	45,732	45,804	45,806	45,870
Sales Agents													
Active Status	109,823	109,835	110,621	111,576	112,703	113,108	112,928	113,394	114,456	115,084	115,614	115,892	115,321
Inactive Status	30,167	30,752	30,669	30,554	29,997	29,971	30,645	30,651	30,310	29,920	30,030	30,088	30,948
Total Sales Agents	139,990	140,587	141,290	142,130	142,700	143,079	143,573	144,045	144,766	145,004	145,644	145,980	146,269
Total Active	153,537	153,628	154,472	155,403	156,575	157,045	156,896	157,436	158,461	159,049	159,674	159,956	159,432
Total Inactive	31,795	32,417	32,348	32,320	31,760	31,719	32,409	32,400	32,060	31,687	31,774	31,830	32,707
Total Brokers/Sales Agents	185,332	186,045	186,820	187,723	188,335	188,764	189,305	189,836	190,521	190,736	191,448	191,786	192,139

Inspector License Holders

	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
Inspector License Holders													
Professional Inspectors(active)	3,243	3,225	3,227	3,257	3,268	3,283	3,292	3,304	3,310	3,324	3,340	3,334	3,339
Real Estate Inspectors (active)	135	138	138	135	134	133	135	139	139	141	141	140	138
Apprentice Inspectors(active)	137	136	139	145	143	141	136	136	142	138	137	135	132
Professional Inspectors(inactive)	536	542	534	528	524	513	508	545	556	548	550	552	546
Real Estate Inspectors(inactive)	19	16	16	19	16	14	14	13	13	13	14	15	14
Apprentice Inspectors(inactive)	33	33	31	31	30	30	28	26	24	24	24	25	26
Total Active	3,515	3,499	3,504	3,537	3,545	3,557	3,563	3,579	3,591	3,603	3,618	3,609	3,609
Total Inactive	588	591	581	578	570	557	550	584	593	585	588	592	586
Total Inspectors	4,103	4,090	4,085	4,115	4,115	4,114	4,113	4,163	4,184	4,188	4,206	4,201	4,195

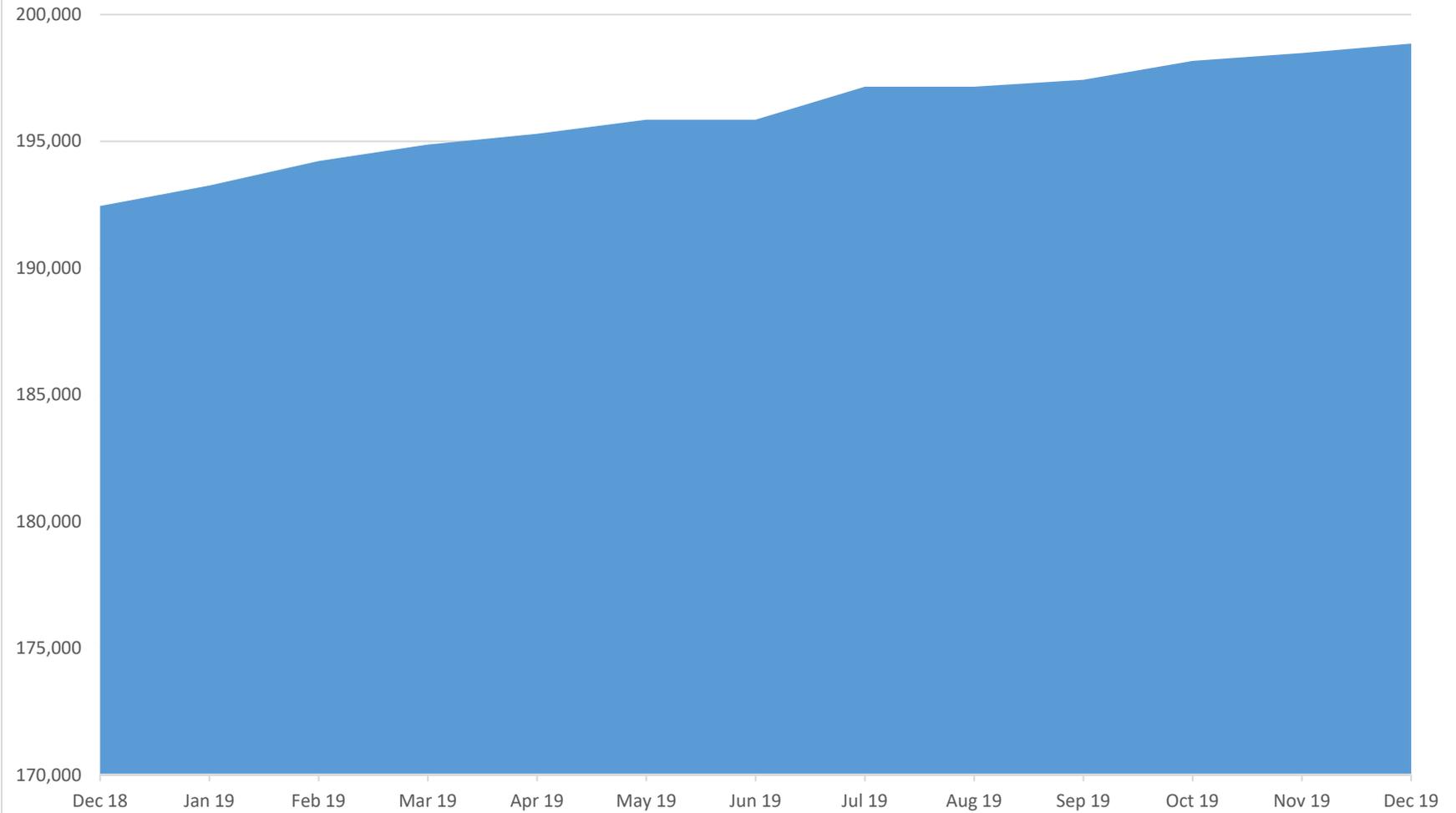
Easement & Right-of-way Registrants

	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
ERW Registrants													
Businesses	54	53	53	51	50	57	56	57	61	63	63	63	66
Individuals	2,215	2,257	2,297	2,327	2,369	2,360	2,377	2,419	2,385	2,437	2,452	2,433	2,456
Total Registrants	2,269	2,310	2,350	2,378	2,419	2,417	2,433	2,476	2,446	2,500	2,515	2,496	2,522

Total License Holders and Registrants

	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
License Holders & Registrants	192,445	193,255	194,216	194,869	195,295	195,851	195,851	197,151	197,151	197,424	198,169	198,483	198,856

Total License Holders & Registrants December 2018 through December 2019



LRS Division

Fiscal Year Comparison

L2 Report - Graph

Standards & Enforcement Services Division - TREC: E1 Report

Case Status

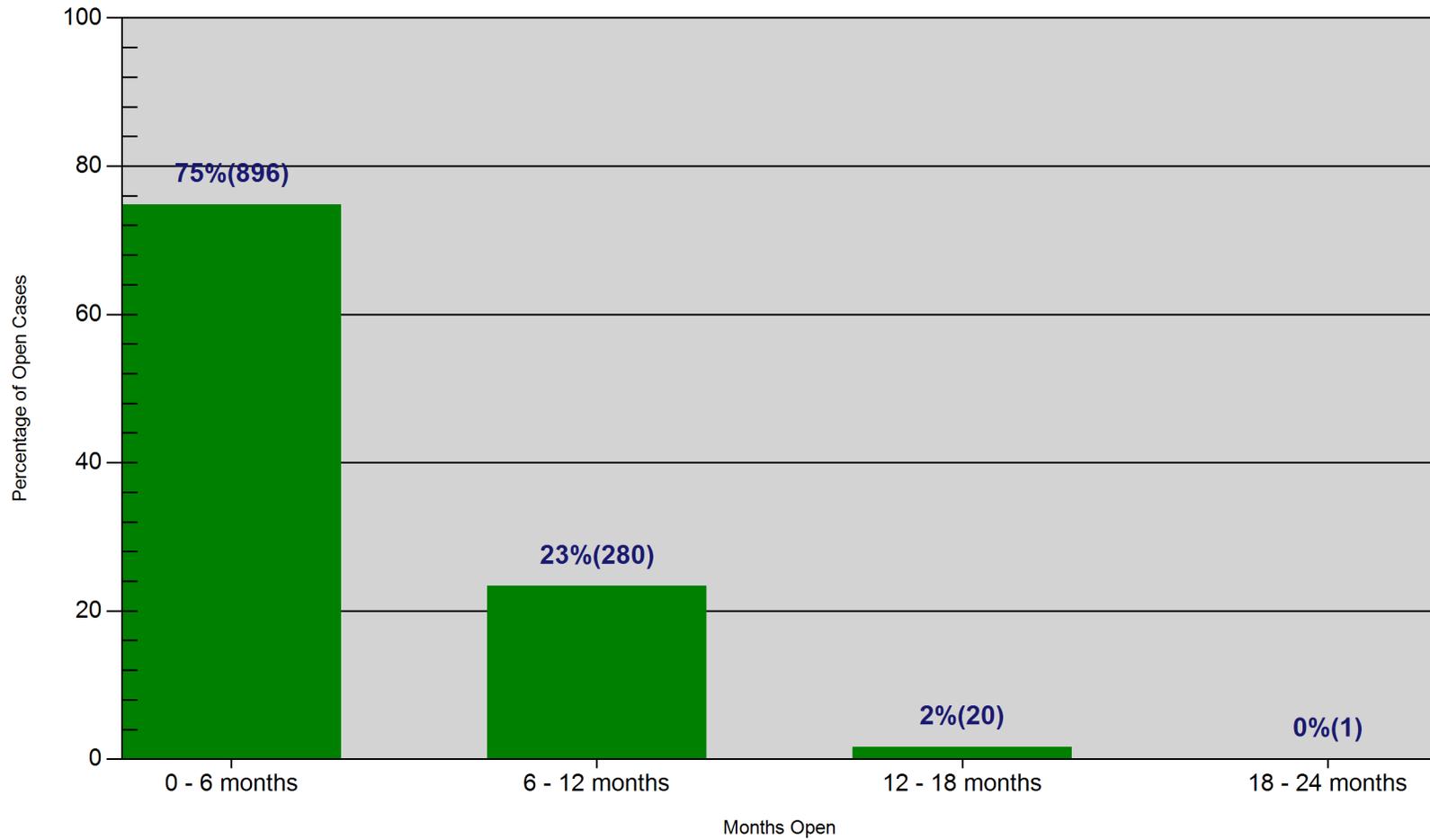
FY 2020

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	YTD
Received During Month	471	507	376	367									1721
Broker/Sales	140	140	100	108									488
Inspector	10	7	9	7									33
Timeshare	4	4	3	1									12
Unlicensed Activity	8	5	0	3									16
Residential Service Company	22	13	12	2									49
No Jurisdiction	11	11	18	19									59
Application Investigation	205	210	153	157									725
Fitness Inquiry	69	114	79	68									330
Education Related	2	2	1	1									6
Easement ROW	0	1	0	0									1
	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	YTD
Closed During Month	522	542	376	449									1889
Complaint Withdrawn	14	6	4	7									31
Cease & Desist Issued	0	1	0	1									2
Disciplinary Action	37	51	69	43									200
Failure to Go Forward	31	45	41	54									171
Insufficient Evidence	39	47	35	49									170
Matter Settled	23	11	10	21									65
No Jurisdiction	56	45	24	36									161
No Violation	7	6	7	13									33
Application Investigation	192	213	120	155									680
Fitness Inquiries	118	111	60	62									351
Other	5	6	4	6									21
Open at Beginning of Month				1278									
Received During Month				367									
Closed During Month				449									
Open at End of Month				1196									
Received During Fiscal Year				1721									
Closed During Fiscal Year				1889									

Standards & Enforcement Services Division - TREC: E2 Report

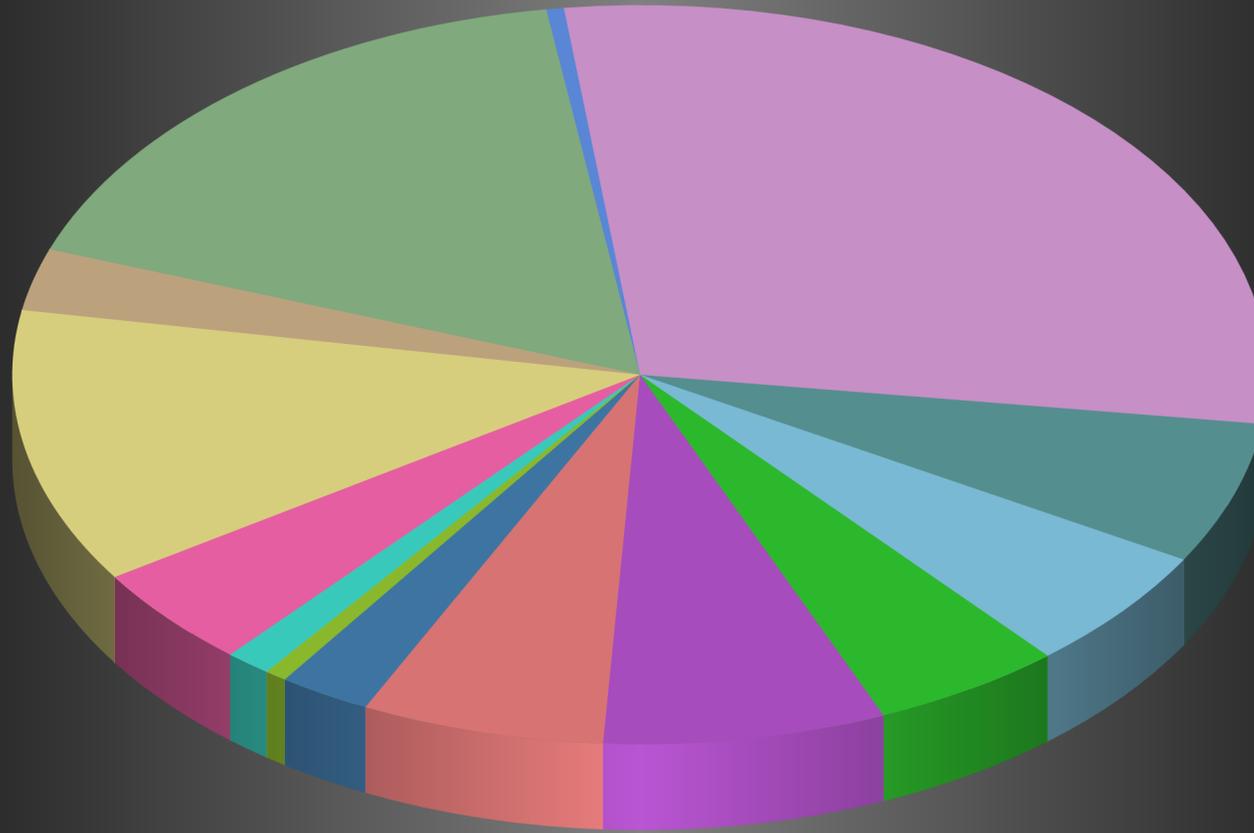
Open Case Aging Report

as of 12/31/2019



Complaint Subject Categories for December 2018 through December 2019

1772 Total Allegations



Administrative 5.42 % (96)	Leasing/Property Management - Misappropriation 4.46 % (79)
Advertising 4.91 % (87)	Leasing/Property Management - Other 12.02 % (213)
Breach of Fiduciary Duties 7.28 % (129)	License Holder Acting as Principal 2.71 % (48)
Broker Supervision 6.26 % (111)	Licensure Issues 17.10 % (303)
Failure to Disclose 2.37 % (42)	Sales Misappropriation 0.45 % (8)
Improper Contract/Seller Disclosure form usage 0.56 % (10)	Sales Other 29.06 % (515)
Intermediary/IABS 1.19 % (21)	Unlicensed Activity 6.21 % (110)

Complaint Subject Categories by Month

Subject Matter Categories	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	4	3	10	5	3	2	5	7	12	7	10	11	17	96	5.42%
Advertising <i>Includes misleading & dba</i>	4	5	5	11	5	8	8	4	9	6	5	8	9	87	4.91%
Breach of Fiduciary Duty <i>Including false promise</i>	3	23	5	3	1	39	10	7	4	5	9	15	5	129	7.28%
Broker Supervision	3	21	4	4	10	5	5	8	13	3	11	14	10	111	6.26%
Failure to Disclose	1	3	2	4	4	0	5	6	2	1	4	3	7	42	2.37%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	0	0	0	0	0	0	2	0	1	2	4	1	10	0.56%
Intermediary/IABS	1	1	0	0	1	1	3	3	0	3	0	3	5	21	1.19%
Leasing/Property Management - Misappropriation	2	1	4	0	12	38	9	0	2	1	4	6	0	79	4.46%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	7	24	12	14	6	45	16	20	8	6	16	18	21	213	12.02%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	15	20	24	30	25	25	20	26	36	33	15	19	15	303	17.10%
License Holder Acting as Principal	3	3	2	2	2	3	6	3	5	5	6	3	5	48	2.71%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	0	0	0	0	0	0	0	0	1	0	1	6	0	8	0.45%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	27	28	37	36	48	37	41	34	53	41	49	41	43	515	29.06%
Unlicensed Activity	1	23	3	1	12	25	5	5	13	1	5	11	5	110	6.21%
Total	71	155	108	110	129	228	133	125	158	113	137	162	143	1772	

Information & Technology Services Division

Electronic Information Outlet Statistics

December 2019

Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,469,514	6,347,281	5,470,895
Total Monthly Sessions	444,212	1,903,979	1,522,843

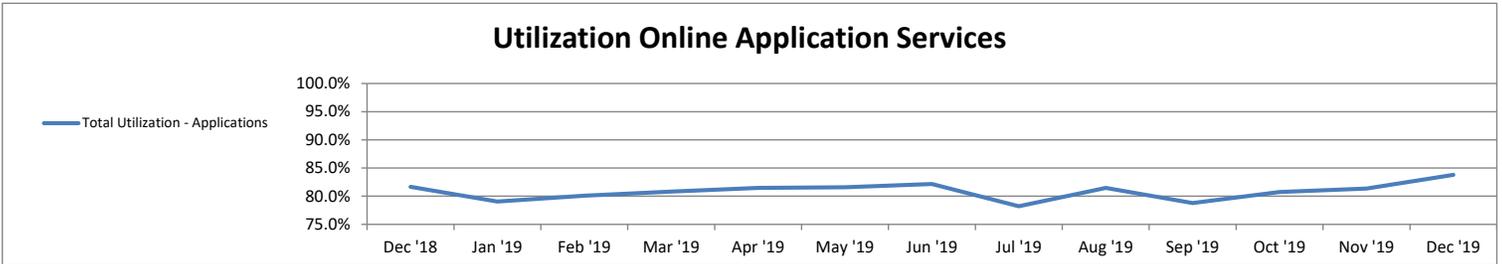
Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	1499	1256	83.8%	81.1%	80.5%
Broker Application	109	95	87.2%	80.7%	78.8%
Sales Agent Application	1302	1090	83.7%	81.9%	81.6%
Corporate Broker Application	88	71	80.7%	69.0%	66.6%
Renewals	5306	5223	98.4%	97.9%	97.5%
Broker Renewals	1093	1059	96.9%	97.2%	97.8%
Sales Agent Renewal	3750	3719	99.2%	98.8%	98.7%
Corporate Broker Renewals	335	324	96.7%	89.3%	83.0%
Professional Inspector Renewals	96	92	95.8%	97.8%	97.5%
Real Estate Inspector Renewals	5	5	100.0%	100.0%	92.9%
Apprentice Inspector Renewals	1	1	100.0%	100.0%	83.3%
Easement ROW Business Renewals	1	1	100.0%	100.0%	75.0%
Easement ROW Individual Renewals	25	22	88.0%	94.3%	92.6%
Sponsorship Transactions	8729	8124	93.1%	93.0%	95.6%
Additions	4386	4368	99.6%	99.7%	99.6%
Removals	4343	3756	86.5%	85.2%	91.2%

Information & Technology Services Division
Electronic Information Outlet Statistics

December 2019

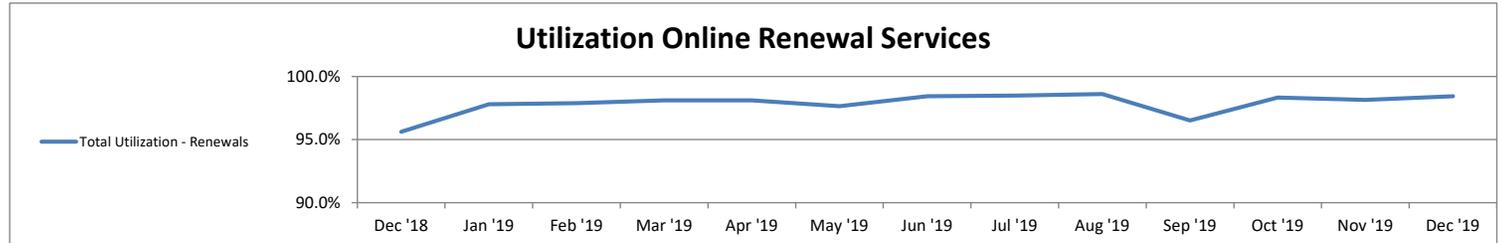
Applications	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19
Broker Application	78.7%	68.8%	67.4%	74.8%	73.6%	72.2%	72.1%	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%
Sales Agent Application	82.5%	80.7%	81.6%	81.9%	82.7%	82.0%	83.9%	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%
Broker Organization Applications	71.1%	65.8%	70.6%	66.7%	61.4%	86.7%	65.9%	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%
Total Utilization - Applications	81.7%	79.1%	80.1%	80.8%	81.5%	81.6%	82.2%	78.2%	81.5%	78.8%	80.7%	81.4%	83.8%

Utilization Online Application Services



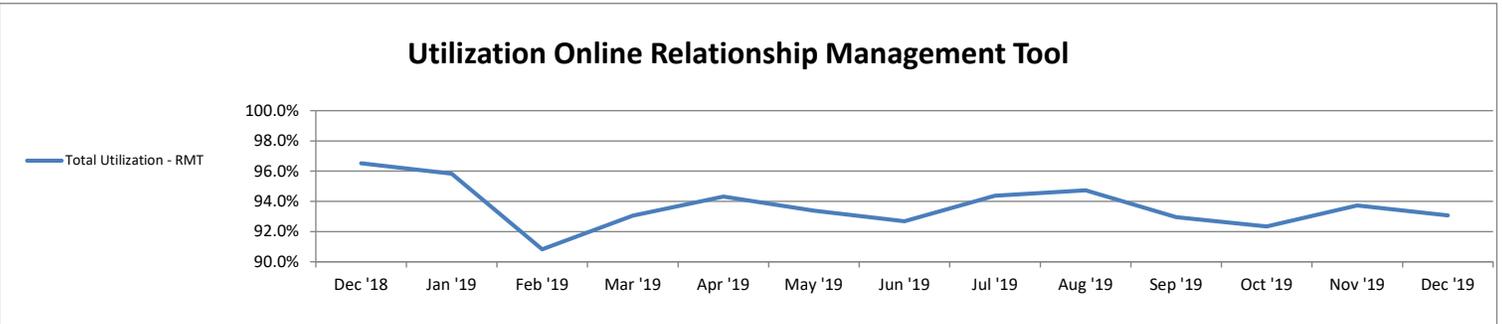
Renewals	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19
Broker Renewals	98.9%	97.7%	97.6%	97.7%	97.2%	97.2%	97.6%	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%
Sales Agent Renewal	99.0%	98.4%	98.3%	98.5%	98.9%	99.2%	99.2%	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%
Broker Organization Renewal	32.9%	93.2%	94.9%	95.2%	93.8%	82.5%	95.3%	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%
Professional Inspector Renewals	98.5%	95.1%	98.1%	96.0%	96.6%	96.9%	93.4%	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%
Real Estate Inspector Renewals	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	0.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	N/A	100.0%
Easement ROW Business Renewals	100.0%	100.0%	100.0%	N/A	50.0%	0.0%	N/A	N/A	50.0%	N/A	100.0%	N/A	100.0%
Easement ROW Individual Renewals	92.9%	93.2%	89.7%	94.1%	94.2%	92.3%	91.1%	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%
Total Utilization - Renewals	95.6%	97.8%	97.9%	98.1%	98.1%	97.6%	98.4%	98.5%	98.6%	96.5%	98.3%	98.1%	98.4%

Utilization Online Renewal Services



RMT	Dec '18	Jan '19	Feb '19	Mar '19	Apr '19	May '19	Jun '19	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19
Sponsorship Invitations	99.6%	99.6%	99.7%	99.7%	99.6%	99.4%	99.7%	99.6%	99.8%	99.9%	99.5%	99.8%	99.6%
Sponsorship Removals	93.7%	91.9%	79.8%	84.1%	86.9%	86.4%	85.5%	88.3%	87.7%	84.5%	83.4%	86.3%	86.5%
Total Utilization - RMT	96.5%	95.8%	90.8%	93.1%	94.3%	93.4%	92.7%	94.4%	94.7%	93.0%	92.3%	93.7%	93.1%

Utilization Online Relationship Management Tool



Staff & Support Services Division

TREC Budget Status Report

December 2019

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining
Salaries & Wages	7,186,666	2,312,906	\$4,873,760	67.8%
Employee Benefits	2,120,963	700,886	\$1,420,077	67.0%
Retiree Insurance	710,042	145,973	\$564,069	79.4%
Other Personnel Costs	290,418	46,460	\$243,958	84.0%
Professional Fees & Services	1,661,398	118,628	\$1,542,770	92.9%
Consumables	14,000	2,328	\$11,672	83.4%
Utilities	14,579	789	\$13,790	94.6%
Travel	57,000	19,069	\$37,931	66.5%
Office and Space Rent	175,178	169,927	\$5,251	3.0%
Equipment Rental	76,284	5,262	\$71,022	93.1%
Registration & Membership	88,565	13,239	\$75,326	85.1%
Maintenance & Repairs	286,757	133,963	\$152,795	53.3%
Reproduction & Printing	4,600	813	\$3,788	82.3%
Contract Services	46,847	25,040	\$21,807	46.5%
Postage	23,600	8,000	\$15,600	66.1%
Supplies & Equipment	633,739	77,195	\$556,544	87.8%
Communication Services	192,111	52,123	\$139,988	72.9%
Other Operating Expenses	30,180	50,092	(\$19,912)	-66.0%
Subtotal -Operations Expenditures	13,612,927	3,882,692	9,730,235	71.5%
DPS Criminal History Background Checks	19,716	178	19,538	99.1%
Statewide Cost Allocation Plan (SWCAP)	188,582	0	188,582	100.0%
Contribution to General Revenue	727,500	242,500	485,000	66.7%
Subtotal - Nonoperational Expenditures	935,798	242,678	693,120	74.1%
Total Expenditures	\$14,548,725	\$4,125,370	\$10,423,355	71.6%

Revenue	FY2019 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected
License Fees	\$9,911,294	3,636,974	\$6,274,320	63.3%
Education Fees	\$338,742	146,387	\$192,355	56.8%
Examination Fees	\$354,938	98,620	\$256,318	72.2%
Other Miscellaneous Revenue	\$200,000	119,029	\$80,971	40.5%
Total Revenue	\$10,804,974	\$4,001,010	\$6,803,964	63.0%
Reallocation from Prior Year Reserves and Carryforward	\$3,750,000	1,250,000	\$2,500,000	66.7%
Revenue Over/(Under) Expenditures & Transfers	\$6,249	\$1,125,640	(\$1,119,391)	

Staff Services Division

Texas Real Estate Commission Operating Account No. 3055 Investments

Holdings Report

December 2019

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2020	2,359,700.00	2,365,593.21	0.00	2,366,060.12	2,366,060.12	1,934.18	U.S. T-Notes, 1.875%	12/15/2020
03/19/2019	4,033,000.00	3,998,896.22	4,033,787.69	1,102.78	4,034,890.47	19,264.78	U.S. T-Notes, 1.625%	03/15/2020
09/16/2019	5,775,000.00	5,749,268.33	5,763,720.73	3,383.75	5,767,104.48	23,341.95	U.S. T-Notes, 1.380%	09/15/2020
06/18/2019	3,165,000.00	3,148,945.98	3,163,392.78	1,607.22	3,165,000.00	2,075.41	U.S. T-Notes, 1.5%	06/15/2020
12/18/2018	2,454,000.00	2,422,644.51	2,454,191.73	(2,454,191.73)	0.00		U.S. T-Notes, 1.380%	12/15/2019
Totals	\$ 17,786,700.00	\$ 17,685,348.25	\$ 15,415,092.93	\$ (82,037.86)	\$ 15,333,055.07	\$ 46,616.32		

Monthly Activity

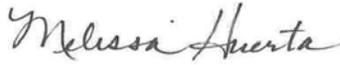
Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance	\$	4,299,368.67	
Current Month Receipts	\$	3,399,448.03	
Current Month Disbursements	\$	(3,398,813.96)	
Total Cash	\$	<u>4,300,002.74</u>	
Investment Ending Market Value			<u>15,333,055.07</u>
Total Account Balance			<u>19,633,057.81</u>
Strategic Projects Reserve			(7,728,424.00)
Reserve for Technology Development			(683,866.36)
Ending Balance Available for Operations	\$		<u>11,220,767.45</u>

Investment Compliance: These investments have been made in compliance with the Commission's Investment Policy.



Priscilla Pihlo, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretta Trice, Alternate Investment Officer

Staff Services Division

Real Estate Recovery Trust Account No. 3058 Investments Current Securities December 2019

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	593,400.00	594,835.62	0.00	594,999.40	594,999.40	486.39	U.S. T-Notes, 1.875	12/15/2020
03/19/2019	478,000.00	473,939.27	478,093.36	130.70	478,224.06	2,283.30	U.S. T-Notes, 1.625%	03/15/2020
09/16/2019	948,000.00	943,590.84	946,148.44	555.46	946,703.90	3,831.72	U.S. T-Notes 1.38%	09/15/2020
12/18/2018	713,000.00	703,889.78	713,055.71	(713,055.71)	0.00	0.00	U.S. T-Notes 1.38%	12/15/2019
06/18/2019	577,000.00	574,028.17	576,706.99	293.01	577,000.00	378.36	U.S. T-Notes 1.5%	6/15/2020
Totals	\$ 3,309,400.00	\$ 3,290,283.68	\$ 2,714,004.50	\$ (117,077.14)	\$ 2,596,927.36	\$ 6,979.77		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 22,430.00	
Interest Realized		10,011.01	
Repayments to Recovery Fund (Principal and Interest)		0.00	
Administrative Penalties		29,145.00	
Investments Matured		713,000.00	
Total Received	\$ 475,677.25	\$ 774,586.01	\$ 1,250,263.26
Disbursements:			
Investments Purchased		\$ 594,835.62	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		152.68	
Total Disbursed		\$ 594,988.30	(594,988.30)
Cash Balance			655,274.96
Investment Ending Market Value			2,596,927.36
Total Portfolio			3,252,202.32
Treasury Cash Balance			8.00
Reserved for Potential Payments Within 90 Days			(705,599.07)
Balance			\$ 2,546,611.25

Investment Position: The Fund is capable of meeting all known obligations.
Investment Compliance: The Investment Policy of the Commission has been followed.



Priscilla Pipho, Investment Officer



Melissa Huerta, Alternate Investment Officer



Oretta Trice, Alternate Investment Officer

Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of the amount necessary to obtain a balance in the trust account of \$1.7 million.

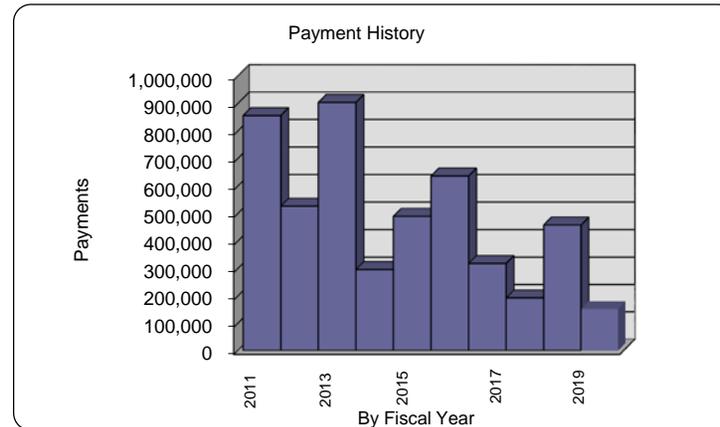
Staff Services Division

Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments December 2019

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
December 2018	30,790.15	840.00	23,690.00	71.76		
January 2019	50,921.64	14,542.61	13,000.00	73.91		
February 2019	40,474.63	0.00	26,603.27	75.10		
March 2019	25,821.85	0.00	36,403.27	68.61		
April 2019	41,955.36	0.00	22,040.00	75.98		
May 2019	3,961.88	0.00	10,190.00	73.60		
June 2019	40,000.00	0.00	17,665.00	77.03		
July 2019	96,865.31	3,972.19	10,440.00	212.60		
August 2019	9,771.07	0.00	16,980.00	76.63		
September 2019	102,468.37	0.00	34,898.93	77.13	102,468.37	2
October 2019	10,164.70	714.51	4,725.00	75.16	10,164.70	1
November 2019	40,000.00	0.00	24,925.00	118.00	40,000.00	1
December 2019	0.00	0.00	29,145.00	152.68	0.00	0
	493,194.96	20,069.31	270,705.47	1,228.19	152,633.07	4

**Potential Payments*
Next 3 Months (705,599.07)**

Payment History		
Fiscal Year	# of Payments	Total Payments
thru 2011	673	11,351,089.34
2011	20	856,843.03
2012	21	527,323.23
2013	18	904,295.08
2014	13	297,028.02
2015	15	490,540.91
2016	20	636,691.80
2017	14	319,142.23
2018	7	193,671.65
2019	22	458,766.76
2020	4	152,633.07
Total	827	\$16,188,025.12



*Potential Payments: Payments could be made in the time periods indicated. Several time/work variables can affect the actual payment dates.

Staff Services Division

Real Estate Inspection Recovery Fund No. 0889 (3059)

December 2019

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/18/2018	226,000.00	223,103.50	226,017.66	(226,017.66)	0.00	0.00	U.S. T-Notes 1.380%	12/15/2019
12/15/2019	498,600.00	499,806.27	0.00	499,943.88	499,943.88	408.69	U.S. T-Notes 1.875%	12/15/2020
Totals	\$ 724,600.00	\$ 722,909.77	\$ 226,017.66	\$ 273,926.22	\$499,943.88	\$408.69		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Payment History		
Fiscal Year	Number of Payments	Total Payments

Beginning Balance	\$ 417,451.46	\$	\$ 417,451.46
Receipts:			
Licenses' Remittances to Recovery Fund	\$ 280.00		
Interest Realized (includes accruals)	403.97		
Treasury Note Semi-Annual Interest	1,553.75		
Repayments	0.00		
Administrative Penalties	0.00		
Investments Matured	226,000.00		
Total Received in Current Month		\$	228,237.72
Disbursements:			
Investments Purchased	\$ 499,806.27		
Payments from Recovery Fund	0.00		
* Cash Transfer Trust to Treasury (GR)	0.00		
Administrative Costs	46.76		
Total Disbursed in Current Month		\$	(499,853.03)
Total Cash		\$	145,836.15
Reserved for Potential Payment within 90 Days			0.00
Unobligated Fund Balance		\$	145,836.15
Investment Ending Market Value			499,943.88
Balance		\$	645,780.03

1991 - 2008	45	\$ 319,879.95
2009	1	12,500.00
2011	2	16,205.00
2012	2	25,000.00
2013	1	12,500.00
2014	0	0.00
2015	0	0.00
2016	0	0.00
2017	1	2,275.23
2018	2	25,000.00
2019	0	0.00
2019	0	0.00
2020	0	0.00
Total	54	\$ 413,360.18

Investment Position: The Fund is capable of meeting all known obligations.

Investment Compliance: The Investment Policy of the Commission has been followed.

* Per Occupation Code, Sec. 1102.353(d) If the balance in the fund on December 31 of a year is more than \$600,000, the commission shall transfer the amount in excess of \$600,000 to the credit of the general revenue fund.



Priscilla Pipo, Investment Officer



Melissa Huerta, Alternat



Oretha Trice, Alternate Investment Officer