



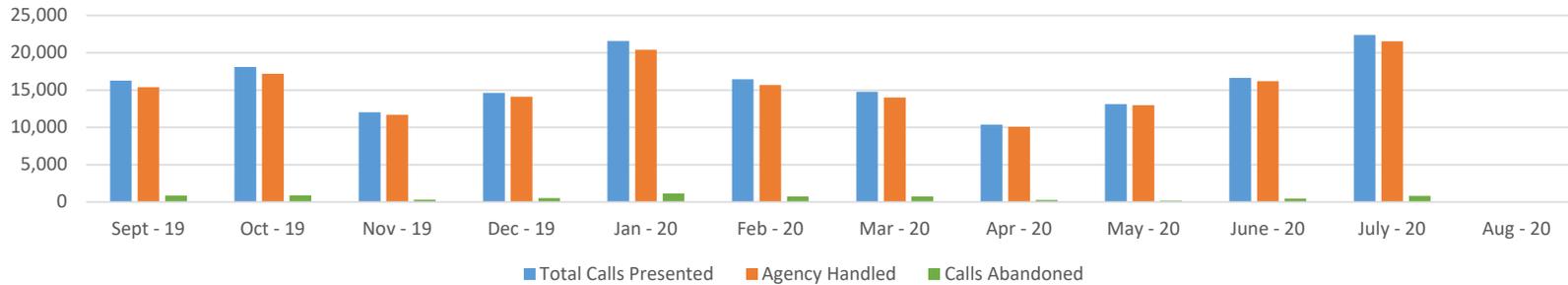
## **Staff Reports for July 2020**

## Customer Relations Division

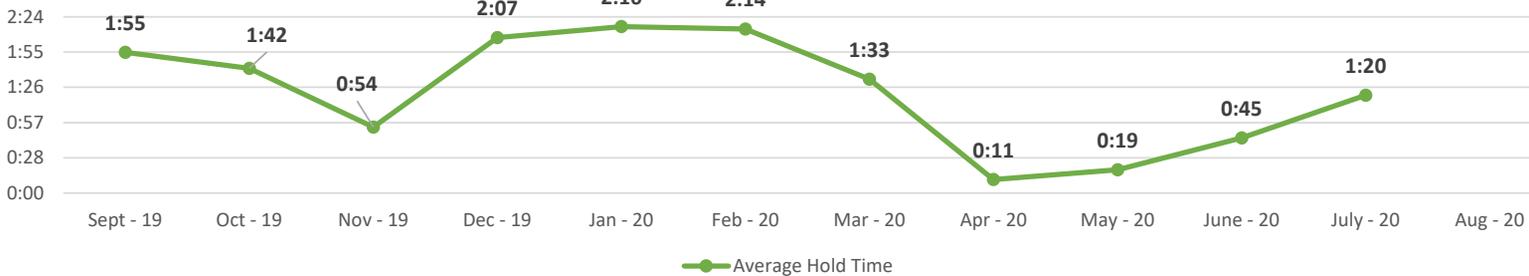
### Incoming Calls

	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	Totals
Total Calls Presented	16,256	18,101	12,042	14,632	21,593	16,457	14,774	10,389	13,141	16,653	22,386		176,424
Agency Handled	15,397	17,194	11,708	14,107	20,428	15,705	13,996	10,101	12,984	16,197	21,552		169,369
Calls Handled Initially	14,675	16,563	11,805	13,421	19,347	15,246	13,504	10,086	12,929	16,003	21,019		164,598
Calls Handled by Courtesy Callback	630	580	195	622	973	422	451	11	50	180	466		4,580
% of Calls handled by Courtesy Callback	4.09%	3.37%	1.62%	4.25%	4.51%	2.56%	3.05%	0.11%	0.38%	1.08%	2.08%		2.46%
Calls Re-Directed for Assistance	92	51	42	64	108	37	41	4	5	14	67		525
Calls Abandoned	859	907	289	524	1,165	752	747	284	157	456	834		6,974
% of Abandoned Calls	5.28%	5.01%	2.40%	3.58%	5.40%	4.57%	5.06%	2.73%	1.19%	2.74%	3.73%		3.79%
Average Handle Time	5:55	5:45	5:35	5:39	5:12	5:36	5:32	6:11	5:54	5:58	5:52		5:44
Average Hold Time	1:55	1:42	0:54	2:07	2:16	2:14	1:33	0:11	0:19	0:45	1:20		1:23

### Calls Presented, Handled, and Abandoned



### Average Hold Time



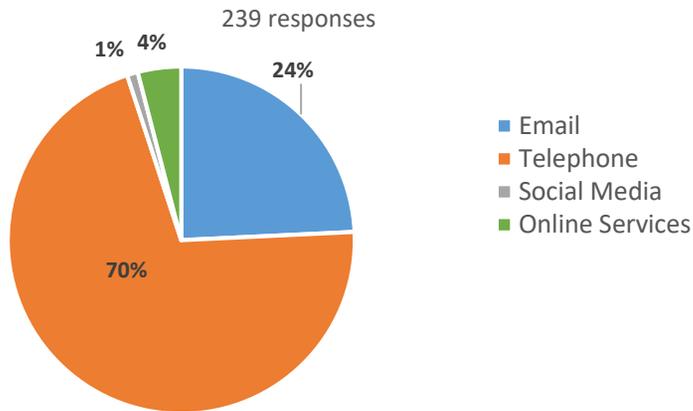
Walk Ins													
	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	FYID Total 2019
Licensing	64	75	71	103	95	109	34	0	0	0	0		551
Education	2	0	4	0	2	1	5	0	0	0	0		14
Inspector	1	3	1	3	7	3	1	0	0	0	0		19
Enforcement	1	0	1	1	3	0	0	0	0	0	0		6
<b>TALCB Lic</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>12</b>
<b>TALCB Enf</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>1</b>
<b>Total</b>	<b>69</b>	<b>80</b>	<b>81</b>	<b>108</b>	<b>109</b>	<b>115</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>603</b>

Emails													
	Sept - 19	Oct - 19	Nov - 19	Dec - 19	Jan - 20	Feb - 20	Mar - 20	Apr - 20	May - 20	June - 20	July - 20	Aug - 20	FYID Total 2019
Licensing	2,916	3,090	2,118	3,004	4,255	3,556	3,369	3,463	3,181	3,796	5,560		<b>38,308</b>
Education	44	29	48	33	49	27	57	56	57	37	43		<b>480</b>
Inspector	38	51	30	41	103	69	57	62	44	79	104		<b>678</b>
Enforcement	87	78	86	76	91	86	139	102	118	146	161		<b>1,170</b>
<b>TALCB Lic</b>	<b>141</b>	<b>84</b>	<b>75</b>	<b>112</b>	<b>196</b>	<b>179</b>	<b>153</b>	<b>120</b>	<b>91</b>	<b>170</b>	<b>214</b>		<b>1,535</b>
<b>TALCB Enf</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>21</b>	<b>16</b>	<b>9</b>	<b>6</b>	<b>14</b>	<b>7</b>	<b>14</b>	<b>23</b>		<b>139</b>
<b>Total</b>	<b>3,237</b>	<b>3,343</b>	<b>2,364</b>	<b>3,287</b>	<b>4,710</b>	<b>3,926</b>	<b>3,781</b>	<b>3,817</b>	<b>3,498</b>	<b>4,242</b>	<b>6,105</b>		<b>42,310</b>
<b>Respond in 2 bus days</b>	<b>3,220</b>	<b>3,341</b>	<b>2,364</b>	<b>3,287</b>	<b>4,709</b>	<b>3,926</b>	<b>3,781</b>	<b>3,817</b>	<b>3,498</b>	<b>4,242</b>	<b>6,105</b>		<b>42,290</b>
<b>% handled in 2 days</b>	<b>99.47%</b>	<b>99.94%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>99.98%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>		<b>99.95%</b>
<b>% handled in 1 day</b>					<b>82.60%</b>	<b>84.36%</b>	<b>93.63%</b>	<b>99.97%</b>	<b>100.00%</b>	<b>98.89%</b>	<b>98.60%</b>		<b>94.01%</b>

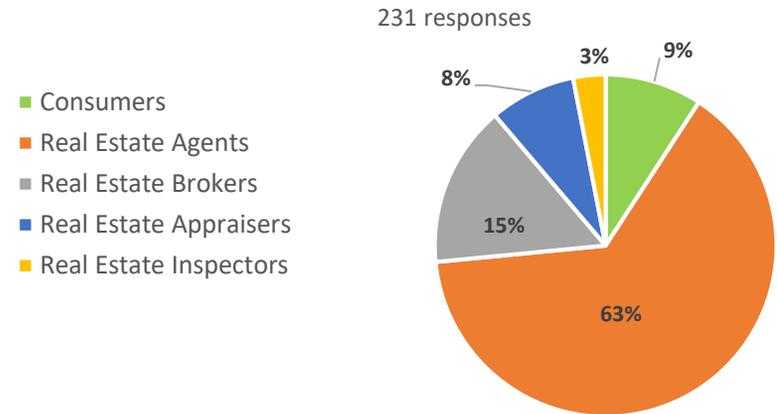
TALCB and TREC Call Comparisons						
	June, 2020		July, 2020		August, 2020	
	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)	TALCB Calls (Option 1)	TREC Calls (Options 2,3,5,&6)
Total Calls Presented	1,235	15,418	1,682	20,704		
Agency Handled	1,179	15,018	1,590	19,961		
Calls Handled Initially	1,168	14,835	1,551	19,468		
Calls Handled by Courtesy Callback	11	169	33	433		
Calls Re-Directed for Assistance	0	14	6	60		
Calls Abandoned	56	400	91	743		
Hold Times	0:44	0:46	1:21	1:20		
% of Abandoned Calls	4.53%	2.59%	5.41%	3.59%		
% of Callbacks	0.89%	1.10%	1.96%	2.09%		
<b>% of all calls</b>	<b>7.42%</b>	<b>92.58%</b>	<b>7.51%</b>	<b>92.49%</b>		

# Customer Relations Division July 2020 Customer Satisfaction Report

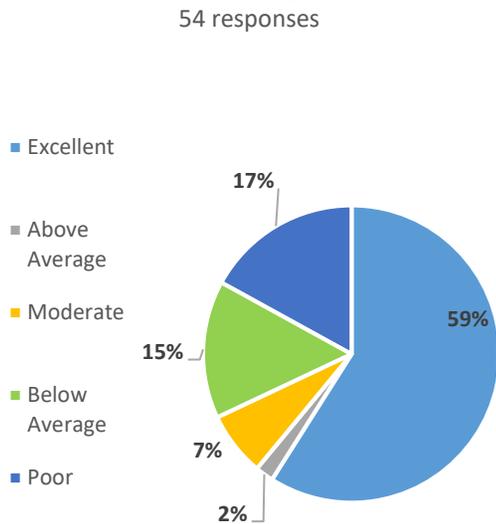
## How Customers Contact TREC/TALCB?



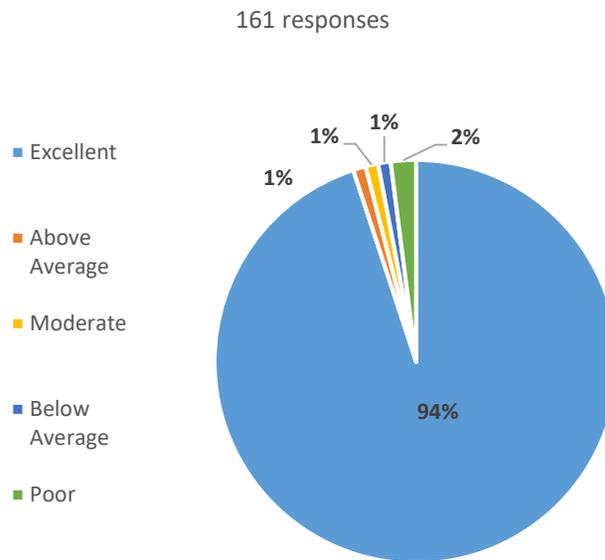
## Customer Demographics



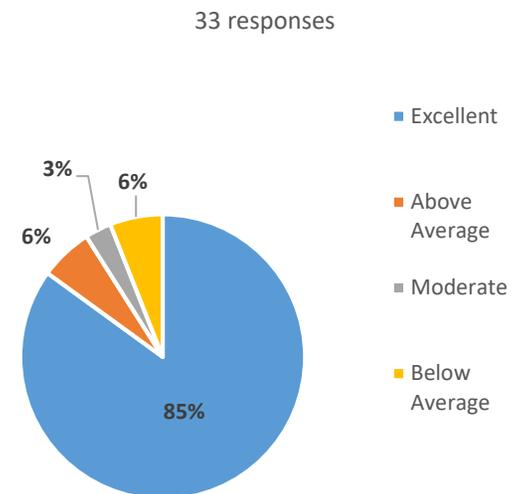
## Customer Email Experience Rating



## Telephone Service Rating



## Experience with Customer Service Representative



**Education & Examination Services**

**TREC Qualifying Education Provider and Course Applications**

**Fiscal Year 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
<b>Applications Received</b>													
<b><u>Providers</u></b>													
Initial Provider	0	1	0	0	0	0	0	0	1	0	0		2
4-year Renewal Provider	0	2	1	0	0	1	0	0	0	0	0		4
Annual Fee for Provider	0	2	5	5	2	2	3	1	1	2	2		25
<b><u>Real Estate Courses</u></b>													
Initial	0	16	5	7	8	8	4	0	0	1	4		53
Renewal	0	2	0	7	0	0	0	0	5	6	1		21
<b><u>Inspector Courses</u></b>													
Initial	0	0	0	14	0	0	0	0	29	10	0		53
Renewal	0	0	0	0	0	0	0	0	0	0	0		0
<b>Total Applications Received</b>	<b>0</b>	<b>23</b>	<b>11</b>	<b>33</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>1</b>	<b>36</b>	<b>19</b>	<b>7</b>	<b>0</b>	<b>158</b>
	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
<b>Applications Approved</b>													
<b><u>Providers</u></b>													
Initial Provider	0	1	0	0	0	0	1	0	0	0	0		2
4-year Renewal Provider	1	3	0	0	3	0	0	0	2	0	0		9
Annual Fee for Provider	1	1	2	4	6	2	1	1	1	2	5		26
<b><u>Real Estate Courses</u></b>													
Initial	13	7	1	9	28	6	6	9	2	2	3		86
Renewal	0	0	2	1	6	0	0	0	0	0	10		19
<b><u>Inspector Courses</u></b>													
Initial	0	0	0	7	7	0	0	0	12	19	13		58
Renewal	0	0	0	0	0	0	0	0	0	0	0		0
<b>Total Applications Approved</b>	<b>15</b>	<b>12</b>	<b>5</b>	<b>21</b>	<b>50</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>17</b>	<b>23</b>	<b>31</b>	<b>0</b>	<b>200</b>

**Education & Examination Services**

**TREC Continuing Education Provider and Course Applications**

**Fiscal Year 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
<b>Applications Received</b>													
<u><b>Providers</b></u>													
Initial Provider	16	25	6	10	9	9	15	14	5	6	8		123
Renewal Provider	14	9	11	7	7	15	21	2	6	14	16		122
<u><b>Real Estate CE Courses</b></u>	157	214	276	271	302	222	152	97	148	220	127		2186
<u><b>Inspector CE (ICE) Courses</b></u>	29	4	23	8	2	19	4	19	19	30	19		176
<b>Total Applications Received</b>	<b>216</b>	<b>252</b>	<b>316</b>	<b>296</b>	<b>320</b>	<b>265</b>	<b>192</b>	<b>132</b>	<b>178</b>	<b>270</b>	<b>170</b>	<b>0</b>	<b>2607</b>
	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
<b>Applications Approved</b>													
<u><b>Providers</b></u>													
Initial Provider	5	17	19	8	7	10	6	9	15	11	7		114
Renewal Provider	10	17	9	6	10	11	9	7	7	9	7		102
<u><b>Real Estate CE Courses</b></u>	114	159	201	249	305	262	176	117	125	174	156		2038
<u><b>Inspector CE (ICE) Courses</b></u>	13	31	13	13	9	9	10	6	19	40	6		169
<b>Total Applications Approved</b>	<b>142</b>	<b>224</b>	<b>242</b>	<b>276</b>	<b>331</b>	<b>292</b>	<b>201</b>	<b>139</b>	<b>166</b>	<b>234</b>	<b>176</b>	<b>0</b>	<b>2423</b>

## Licensing Division

### Applications Received and Renewal Activity

#### Fiscal Year 2020 - Year-to-Date Comparison

July

#### Real Estate Brokers & Sales Agents

<b>Applications Received</b>	<b>Sep 2018 - Jul 2019</b>	<b>Sep 2019 - Jul 2020</b>	<b>Variance</b>	<b>Percent</b>
Broker Original Applications Received	2,926	3,111	185	6.32%
<i>Broker Business Entity</i>	-	1,326	-	-
<i>Broker Individual</i>	-	1,785	-	-
Sales Agent Original Applications Received	23,235	26,337	3,102	13.35%
<b>Total Original Applications</b>	<b>26,161</b>	<b>29,448</b>	<b>3,287</b>	<b>12.56%</b>

<b>Renewal Activity</b>	<b>% Renewed FY19</b>		<b>% Renewed FY20</b>		<b>% Renewed FY18</b>	
Broker Renewals and Percentage	16,215	90.09%	14,789	81.65%	19,200	91.32%
<i>Broker Business Entity</i>	-	-	3,128	75.21%		
<i>Broker Individual</i>	-	-	11,661	83.57%		
Sales Agent Renewals and Percentage	39,330	78.24%	39,221	68.76%	43,718	81.75%
<b>Total Renewals from Brokers &amp; Sales Agents</b>	<b>55,545</b>	<b>81.36%</b>	<b>54,010</b>	<b>71.86%</b>	<b>62,918</b>	<b>84.45%</b>

#### Real Estate Inspectors

<b>Applications Received</b>	<b>Sep 2018 - Jul 2019</b>	<b>Sep 2019 - Jul 2020</b>	<b>Variance</b>	<b>Percent</b>
Professional Inspector Original Applications Received	505	515	10	1.98%
Real Estate Inspector Original Applications Received	9	23	14	155.56%
Apprentice Inspector Original Applications Received	74	70	-4	-5.41%
<b>Total Original Applications</b>	<b>588</b>	<b>608</b>	<b>20</b>	<b>3.40%</b>

<b>Renewal Activity</b>	<b>% Renewed FY19</b>		<b>% Renewed FY20</b>		<b>% Renewed FY18</b>	
Professional Inspector Renewals and Percentage	1,080	80.84%	888	60.61%	1,029	76.22%
Real Estate Inspector Renewals and Percentage	50	86.21%	32	52.46%	53	82.81%
Apprentice Inspector Renewals and Percentage	10	25.64%	6	12.50%	9	22.50%
<b>Total Renewals from Inspectors</b>	<b>1,140</b>	<b>79.55%</b>	<b>926</b>	<b>58.83%</b>	<b>1,091</b>	<b>75.05%</b>

## Licensing Division

### License Holder and Registrant Status

July 2020

#### Real Estate License Holders

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
<b>Brokers</b>													
Individual (Active)	32,770	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640	32,715	32,869	32,931
Business Entities (Active)	11,272	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823	11,902	11,998	12,113
<b>Total Active Status</b>	<b>44,042</b>	<b>44,005</b>	<b>43,965</b>	<b>44,060</b>	<b>44,064</b>	<b>44,111</b>	<b>44,192</b>	<b>44,299</b>	<b>44,345</b>	<b>44,463</b>	<b>44,617</b>	<b>44,867</b>	<b>45,044</b>
Inactive Status	1,749	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800	1,819	1,845	1,919
<b>Total Brokers</b>	<b>45,791</b>	<b>45,755</b>	<b>45,732</b>	<b>45,804</b>	<b>45,806</b>	<b>45,870</b>	<b>45,980</b>	<b>46,106</b>	<b>46,128</b>	<b>46,263</b>	<b>46,436</b>	<b>46,712</b>	<b>46,963</b>
<b>Sales Agents</b>													
Active Status	113,394	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436	118,182	118,665	120,233
Inactive Status	30,651	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715	30,800	31,563	33,262	33,861
<b>Total Sales Agents</b>	<b>144,045</b>	<b>144,766</b>	<b>145,004</b>	<b>145,644</b>	<b>145,980</b>	<b>146,269</b>	<b>146,743</b>	<b>147,471</b>	<b>147,834</b>	<b>148,236</b>	<b>149,745</b>	<b>151,927</b>	<b>154,094</b>
Total Active	157,436	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899	162,799	163,532	165,277
Total Inactive	32,400	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600	33,382	35,107	35,780
<b>Total Brokers/Sales Agents</b>	<b>189,836</b>	<b>190,521</b>	<b>190,736</b>	<b>191,448</b>	<b>191,786</b>	<b>192,139</b>	<b>192,723</b>	<b>193,577</b>	<b>193,962</b>	<b>194,499</b>	<b>196,181</b>	<b>198,639</b>	<b>201,057</b>

#### Inspector License Holders

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
<b>Inspector License Holders</b>													
Professional Inspectors(active)	3,304	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333	3,325	3,362	3,383
Real Estate Inspectors (active)	139	139	141	141	140	138	137	137	132	131	128	133	135
Apprentice Inspectors(active)	136	142	138	137	135	132	135	137	141	143	146	150	157
Professional Inspectors(inactive)	545	556	548	550	552	546	568	561	566	600	622	629	653
Real Estate Inspectors(inactive)	13	13	13	14	15	14	14	15	18	19	21	22	22
Apprentice Inspectors(inactive)	26	24	24	24	25	26	26	27	26	27	27	27	27
<b>Total Active</b>	<b>3,579</b>	<b>3,591</b>	<b>3,603</b>	<b>3,618</b>	<b>3,609</b>	<b>3,609</b>	<b>3,605</b>	<b>3,608</b>	<b>3,608</b>	<b>3,607</b>	<b>3,599</b>	<b>3,645</b>	<b>3,675</b>
<b>Total Inactive</b>	<b>584</b>	<b>593</b>	<b>585</b>	<b>588</b>	<b>592</b>	<b>586</b>	<b>608</b>	<b>603</b>	<b>610</b>	<b>646</b>	<b>670</b>	<b>678</b>	<b>702</b>
<b>Total Inspectors</b>	<b>4,163</b>	<b>4,184</b>	<b>4,188</b>	<b>4,206</b>	<b>4,201</b>	<b>4,195</b>	<b>4,213</b>	<b>4,211</b>	<b>4,218</b>	<b>4,253</b>	<b>4,269</b>	<b>4,323</b>	<b>4,377</b>

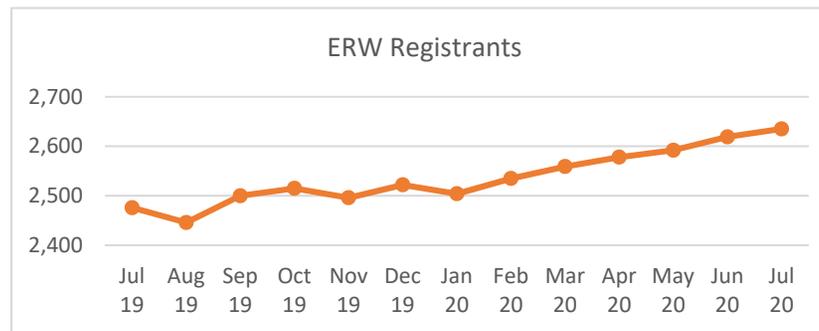
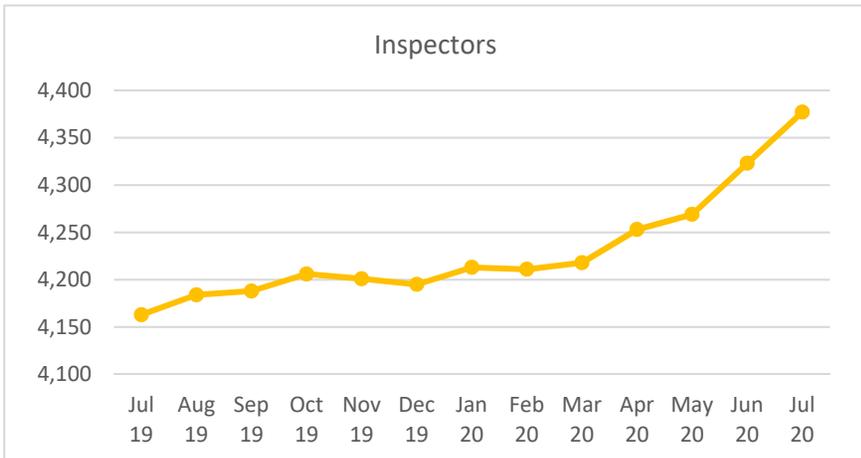
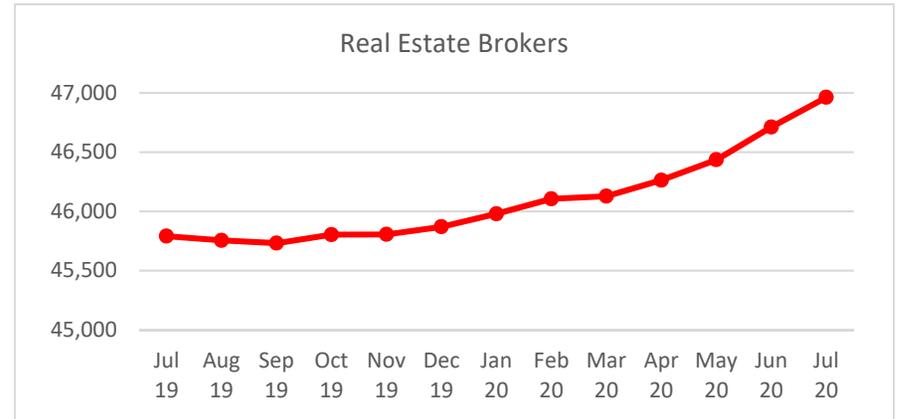
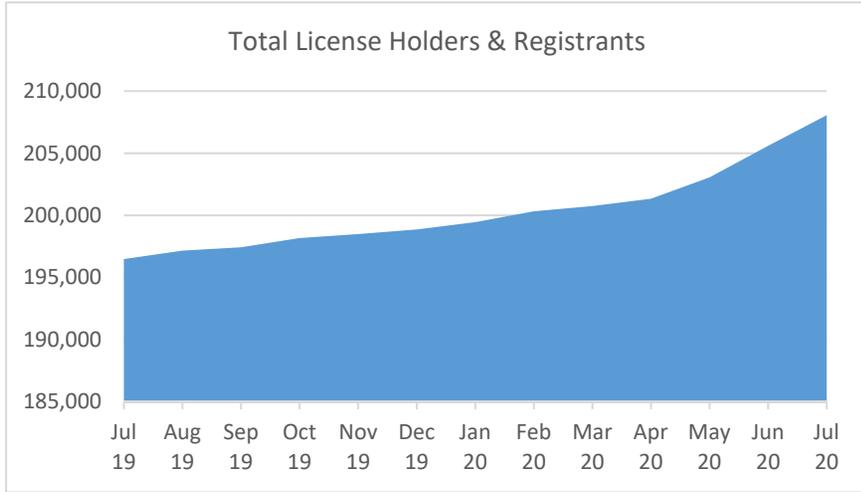
#### Easement & Right-of-way Registrants

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
<b>ERW Registrants</b>													
Businesses	57	61	63	63	63	66	69	69	71	73	73	73	74
Individuals	2,419	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505	2,519	2,546	2,561
<b>Total Registrants</b>	<b>2,476</b>	<b>2,446</b>	<b>2,500</b>	<b>2,515</b>	<b>2,496</b>	<b>2,522</b>	<b>2,504</b>	<b>2,535</b>	<b>2,559</b>	<b>2,578</b>	<b>2,592</b>	<b>2,619</b>	<b>2,635</b>

#### Total License Holders and Registrants

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
<b>License Holders &amp; Registrants</b>	<b>196,475</b>	<b>197,151</b>	<b>197,424</b>	<b>198,169</b>	<b>198,483</b>	<b>198,856</b>	<b>199,440</b>	<b>200,323</b>	<b>200,739</b>	<b>201,330</b>	<b>203,042</b>	<b>205,581</b>	<b>208,069</b>

# Total License Holder and Registrants – July 2019 through July 2020



## Licensing Division

### Average Number of Calendar Days to Process an Application

July 2020

#### Real Estate Initial License Applications

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Individual Broker	-	-	-	18.51	13.89	9.73	11.28	6.14	5.13	7.13	6.69	-	-
<i>Number of Applications Received</i>				157	189	174	146	154	159	175	185		
Business Entity Broker	-	-	-	8.83	12.73	5.46	5.23	2.86	2.93	6.03	4.32	-	-
<i>Number of Applications Received</i>				134	149	145	106	99	109	133	137		
Sales Agent	-	-	-	13.22	13.59	12.04	10.76	4.55	6.21	7.47	6.69	-	-
<i>Number of Applications Received</i>				2,068	2,736	2,590	2,009	1,768	2,693	3,123	3,422		

#### Inspector Initial License Applications

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
Professional Inspector	-	-	-	18.51	19.47	22.17	20.19	6.92	12.73	9.81	16.99	-	-
<i>Number of Applications Received</i>				42	61	54	39	28	48	46	51		
Real Estate Inspector	-	-	-	18.56	22.04	n/a	31.94	8.42	n/a	6.44	11.65	-	-
<i>Number of Applications Received</i>				3	0	5	2	0	3	3	1		
Apprentice Inspector	-	-	-	2.58	6.49	n/a	2.36	3.78	4.42	6.01	17.00	-	-
<i>Number of Applications Received</i>				8	4	4	2	5	11	10	17		

#### Easement & Right-of-way Initial Registration Applications

	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20
ERW Business	-	-	-	6.45	9.40	n/a	4.50	6.00	n/a	n/a	1.00	-	-
<i>Number of Applications Received</i>				2	1	0	5	1	0	1	0		
ERW Individual	-	-	-	5.69	9.83	2.88	6.63	5.93	1.60	1.53	2.29	-	-
<i>Number of Applications Received</i>				27	59	39	35	22	28	20	18		

# TREC Enforcement Division: E1 Report

## Case Status

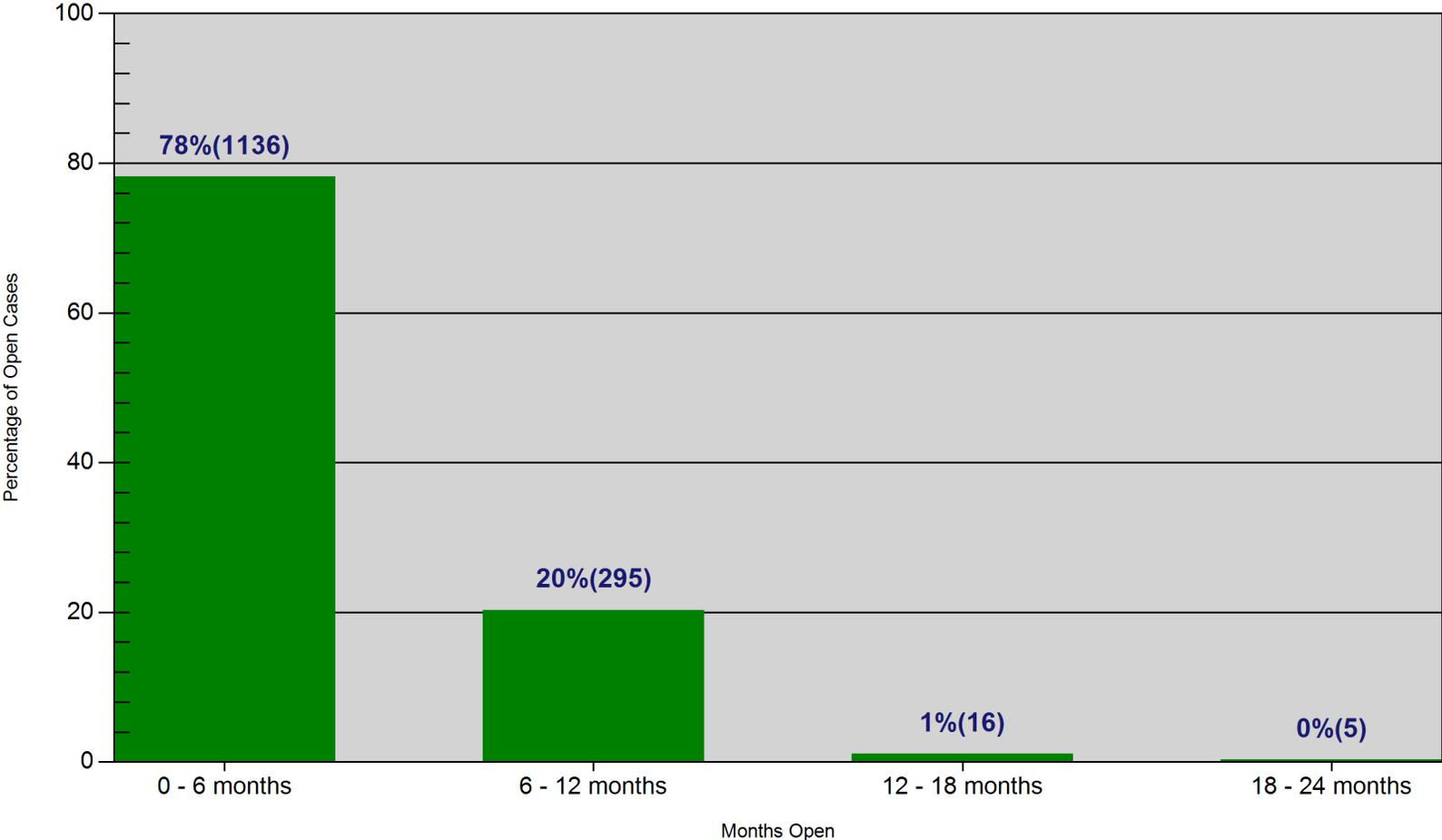
### FY 2020

	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
<b>Received During Month</b>	<b>470</b>	<b>510</b>	<b>372</b>	<b>364</b>	<b>413</b>	<b>581</b>	<b>427</b>	<b>273</b>	<b>377</b>	<b>570</b>	<b>639</b>		<b>4996</b>
Broker/Sales	140	141	100	105	117	206	109	87	114	147	172		1438
Inspector	10	7	9	7	8	5	5	5	6	10	20		92
Timeshare	4	5	3	0	3	2	4	0	4	1	2		28
Unlicensed Activity	8	5	0	3	0	9	4	3	1	3	4		40
Residential Service Company	22	13	12	5	11	8	8	5	9	24	40		157
No Jurisdiction	11	11	17	18	13	14	11	14	12	18	17		156
Application Investigation	204	211	150	156	164	221	194	97	130	242	226		1995
Fitness Inquiry	69	114	79	68	96	114	91	60	98	125	158		1072
Education Related	2	2	1	1	1	0	0	0	1	0	0		8
Easement ROW	0	1	0	0	0	1	1	1	0	0	0		4
Other	0	0	0	0	0	1	0	1	2	0	0		4
	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
<b>Closed During Month</b>	<b>517</b>	<b>535</b>	<b>368</b>	<b>438</b>	<b>471</b>	<b>389</b>	<b>441</b>	<b>419</b>	<b>401</b>	<b>442</b>	<b>507</b>		<b>4928</b>
Complaint Withdrawn	14	6	4	7	4	8	7	6	4	3	2		65
Cease & Desist Issued	0	1	0	1	0	1	0	1	1	2	0		7
Disciplinary Action	37	51	68	43	59	43	44	71	48	47	74		585
Failure to Go Forward	27	39	33	43	26	30	32	47	63	21	17		378
Insufficient Evidence	39	47	35	49	45	30	45	38	47	33	31		439
Matter Settled	23	11	10	21	13	6	15	20	13	14	27		173
No Jurisdiction	56	45	25	36	28	37	28	37	32	39	41		404
No Violation	7	6	7	13	9	10	6	7	7	3	19		94
Application Investigation	191	212	120	155	173	109	157	118	100	159	168		1662
Fitness Inquiries	118	111	60	62	101	91	97	67	71	110	117		1005
Other	5	6	4	6	10	10	6	4	12	5	6		74
Open at Beginning of Month											1320		
Received During Month											639		
Closed During Month											507		
<b>Open at End of Month</b>											<b>1452</b>		
<b>Received During Fiscal Year</b>											<b>4996</b>		
<b>Closed During Fiscal Year</b>											<b>4928</b>		

# TREC Enforcement Division: E2 Report

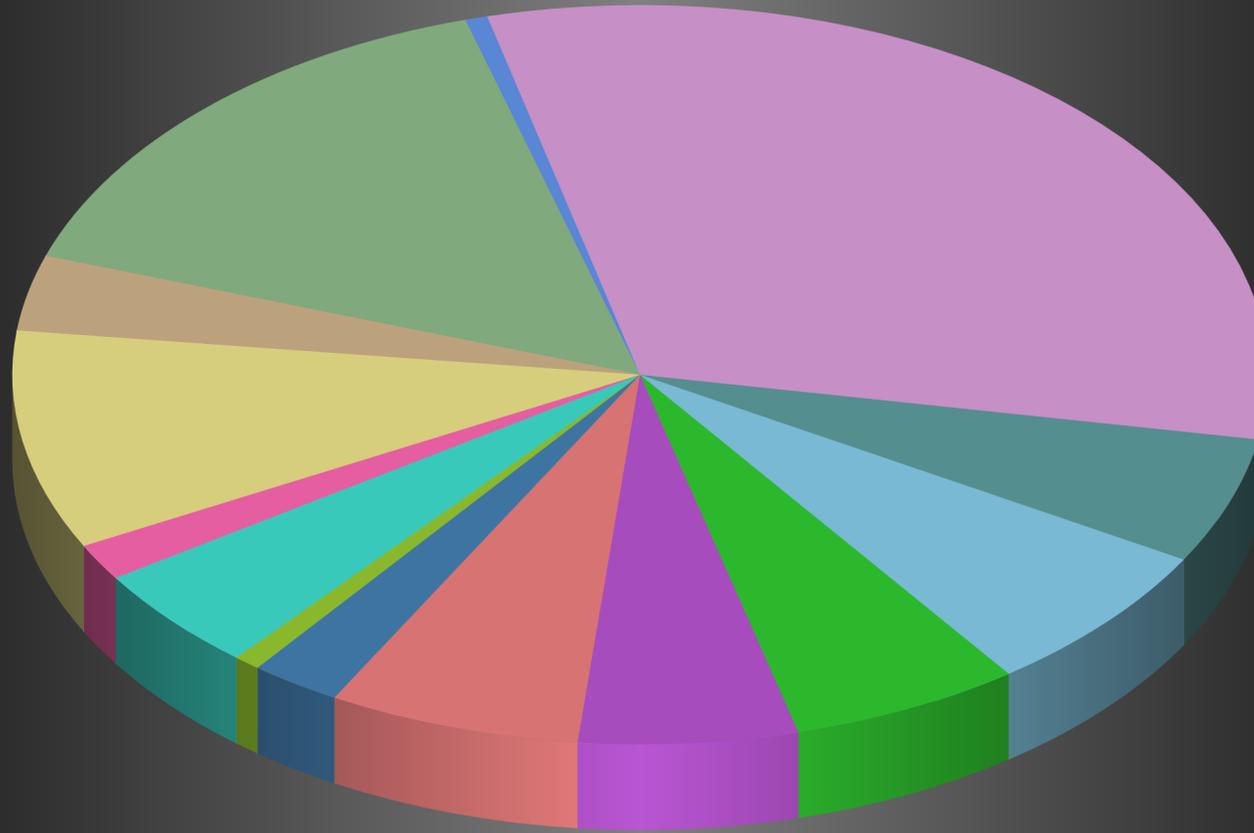
## Open Case Aging Report

as of 7/31/2020



# Complaint Subject Categories for July 2019 through July 2020

1753 Total Allegations



Administrative 6.67 % (117)	Leasing/Property Management - Misappropriation 1.60 % (28)
Advertising 5.93 % (104)	Leasing/Property Management - Other 9.58 % (168)
Breach of Fiduciary Duties 5.65 % (99)	License Holder Acting as Principal 3.31 % (58)
Broker Supervision 6.50 % (114)	Licensure Issues 15.29 % (268)
Failure to Disclose 2.34 % (41)	Sales Misappropriation 0.57 % (10)
Improper Contract/Seller Disclosure form usage 0.68 % (12)	Sales Other 31.72 % (556)
Intermediary/IABS 4.62 % (81)	Unlicensed Activity 5.53 % (97)

### Complaint Subject Categories by Month

Subject Matter Categories	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Total	YTD
<b>Administrative</b> <i>Bad check, contact information, uncooperative, etc.</i>	7	12	7	10	11	17	11	4	9	13	5	8	3	117	6.67%
<b>Advertising</b> <i>Includes misleading &amp; dba</i>	4	9	6	5	8	9	10	3	10	12	11	6	11	104	5.93%
<b>Breach of Fiduciary Duty</b> <i>Including false promise</i>	7	4	5	9	15	5	11	6	7	9	6	5	10	99	5.65%
<b>Broker Supervision</b>	8	13	3	11	14	10	6	4	6	9	19	8	3	114	6.50%
<b>Failure to Disclose</b>	6	2	1	4	3	7	7	2	2	1	1	1	4	41	2.34%
<b>Improper contract/Seller Disclosure form usage</b> <i>Including false promise</i>	2	0	1	2	4	1	0	1	0	0	1	0	0	12	0.68%
<b>Intermediary/IABS</b>	3	0	3	0	3	5	4	1	9	32	13	6	2	81	4.62%
<b>Leasing/Property Management - Misappropriation</b>	0	2	1	4	6	0	2	0	3	6	1	2	1	28	1.60%
<b>Leasing/Property Management - Other</b> <i>Includes negligence, referral, etc.</i>	20	8	6	16	18	21	13	8	15	17	6	9	11	168	9.58%
<b>Licensure Issues</b> <i>Criminal background check, denials, probationary license, etc.</i>	26	36	33	15	19	15	21	16	13	16	16	16	26	268	15.29%
<b>License Holder Acting as Principal</b>	3	5	5	6	3	5	4	4	6	5	3	3	6	58	3.31%
<b>Sales Misappropriation</b> <i>Other than Leasing/Property Management - Misappropriation</i>	0	1	0	1	6	0	0	0	0	0	1	1	0	10	0.57%
<b>Sales Other</b> <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	34	53	41	49	41	43	52	43	46	32	55	29	38	556	31.72%
<b>Unlicensed Activity</b>	5	13	1	5	11	5	5	6	5	16	9	11	5	97	5.53%
<b>Total</b>	<b>125</b>	<b>158</b>	<b>113</b>	<b>137</b>	<b>162</b>	<b>143</b>	<b>146</b>	<b>98</b>	<b>131</b>	<b>168</b>	<b>147</b>	<b>105</b>	<b>120</b>	<b>1753</b>	

## Information Technology Division

### Electronic Information Outlet Statistics

July 2020

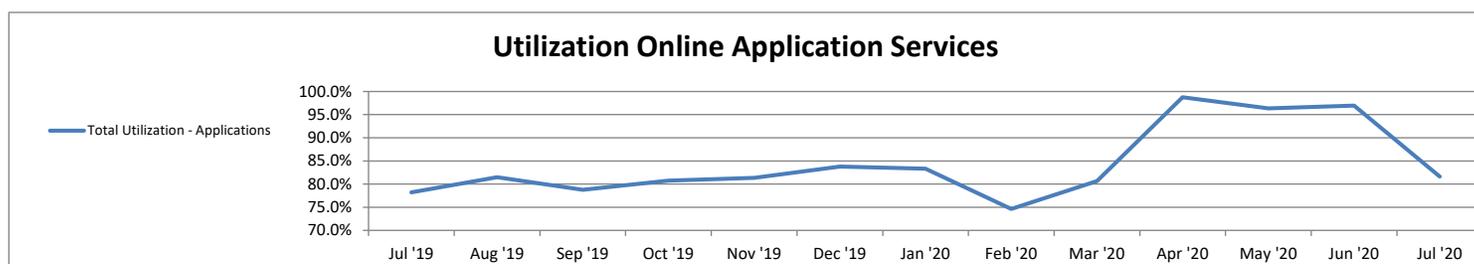
Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	153,043	697,864	508,347
Total Monthly Unique Visits	26,450	201,775	165,664

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
<b>Applications</b>	<b>48</b>	<b>29</b>	<b>60.4%</b>	<b>65.3%</b>	<b>67.0%</b>
AMC	1	0	0.0%	57.1%	60.0%
Certified General Appraiser	12	2	16.7%	28.4%	22.6%
Certified Residential Appraiser	13	9	69.2%	55.9%	54.8%
State Licensed Appraiser	2	2	100.0%	72.0%	69.7%
Appraiser Trainee	20	16	80.0%	81.9%	86.5%
<b>Renewals</b>	<b>364</b>	<b>353</b>	<b>97.0%</b>	<b>94.9%</b>	<b>93.7%</b>
AMC	30	27	90.0%	90.9%	96.0%
Certified General Appraiser	124	118	95.2%	93.3%	92.0%
Certified Residential Appraiser	132	130	98.5%	96.5%	96.3%
State Licensed Appraiser	25	25	100.0%	95.1%	88.7%
Appraiser Trainee	53	53	100.0%	96.3%	94.4%
<b>AMC Panel Transactions</b>	<b>1024</b>	<b>1024</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
Additions	799	799	100.0%	100.0%	100.0%
Removals	225	225	100.0%	100.0%	100.0%

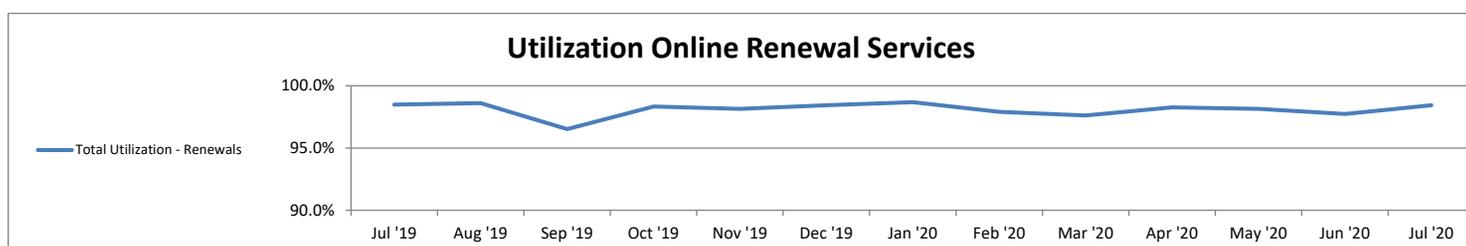
## Information Technology Division Electronic Information Outlet Statistics

July 2020

Applications	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20
Broker Application	76.1%	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%	71.2%	99.6%	80.5%	98.0%	80.6%
Sales Agent Application	78.3%	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%	81.4%	98.7%	96.7%	96.9%	81.8%
Broker Organization Applications	79.2%	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%	76.2%	85.2%	79.2%	90.0%	78.9%
<b>Total Utilization - Applications</b>	<b>78.2%</b>	<b>81.5%</b>	<b>78.8%</b>	<b>80.7%</b>	<b>81.4%</b>	<b>83.8%</b>	<b>83.3%</b>	<b>74.6%</b>	<b>80.7%</b>	<b>98.8%</b>	<b>96.4%</b>	<b>97.0%</b>	<b>81.6%</b>



Renewals	Jul '19	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20
Broker Renewals	97.6%	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%	96.9%	97.3%	97.6%	97.1%	97.3%
Sales Agent Renewal	98.9%	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%	98.1%	98.6%	98.5%	98.0%	98.8%
Broker Organization Renewal	97.3%	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%	95.9%	97.9%	97.5%	97.6%	98.6%
Professional Inspector Renewals	97.9%	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%	97.0%	95.1%	95.5%	95.0%	95.6%
Real Estate Inspector Renewals	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%	N/A	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	50.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	N/A	100.0%
Easement ROW Business Renewals	N/A	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%	100.0%	100.0%	100.0%	100.0%	66.7%
Easement ROW Individual Renewals	93.2%	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%	95.9%	100.0%	86.4%	97.7%	95.5%
<b>Total Utilization - Renewals</b>	<b>98.5%</b>	<b>98.6%</b>	<b>96.5%</b>	<b>98.3%</b>	<b>98.1%</b>	<b>98.4%</b>	<b>98.7%</b>	<b>97.9%</b>	<b>97.6%</b>	<b>98.3%</b>	<b>98.1%</b>	<b>97.7%</b>	<b>98.4%</b>



**Financial Services Division**  
**Real Estate Recovery Trust Account No. 3058 Investments**  
**Current Securities**  
**July 2020**

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	598,244.55	(718.56)	597,525.99	1,428.78	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	594,277.74	(982.62)	593,295.12	5,247.91	U.S. T-Notes, 1.875	03/15/2021
06/17/2020	791,000.00	810,203.63	809,724.46	809,724.46	808,364.93	2,666.38	U.S. T-Notes, 2.625	06/15/2021
09/16/2019	948,000.00	943,590.84	950,777.35	(1,036.88)	949,740.47	4,923.55	U.S. T-Notes 1.38%	09/15/2020
<b>Totals</b>	<b>\$ 2,917,400.00</b>	<b>\$ 2,945,405.60</b>	<b>\$ 2,953,024.10</b>	<b>\$ 806,986.40</b>	<b>\$ 2,948,926.51</b>	<b>\$ 14,266.62</b>		

	Beginning Balance	Current Month	Ending Balance
<b>Receipts:</b>			
Licensees' Remittances to Recovery Fund		\$ 31,460.00	
Interest Realized		21.66	
Repayments to Recovery Fund (Principal and Interest)		633.74	
Administrative Penalties		11,650.00	
Investments Matured		0.00	
<b>Total Received</b>	<b>\$ 566,682.06</b>	<b>\$ 43,765.40</b>	<b>\$ 610,447.46</b>
<b>Disbursements:</b>			
Investments Purchased		\$ 0.00	
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		15,928.39	
Administrative Costs		102.16	
<b>Total Disbursed</b>		<b>\$ 16,030.55</b>	<b>(16,030.55)</b>
<b>Cash Balance</b>			<b>594,416.91</b>
<b>Investment Ending Market Value</b>			<b>2,948,926.51</b>
<b>Total Portfolio</b>			<b>3,543,343.42</b>
Reserved for Potential Payments Within 90 Days			<b>(532,629.61)</b>
<b>Balance</b>			<b>\$ 3,010,713.81</b>

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



Melissa Huerta, Alternate Investment Officer



Oretha 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.

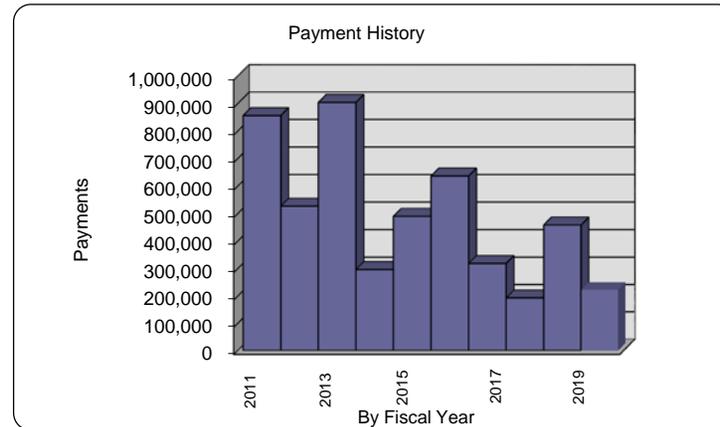
## Financial Services Division

# Real Estate Recovery Trust Account No. 3058 Investments Payments and Repayments July 2020

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
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
January 2020	0.00	46,731.75	29,975.00	78.79	0.00	0
February 2020	0.00	451.18	14,068.15	72.47	0.00	0
March 2020	0.00	0.00	23,758.00	77.13	0.00	0
April 2020	0.00	0.00	8,523.90	82.96	0.00	0
May 2020	44,375.00	0.00	12,876.00	81.56	44,375.00	1
June 2020	10,349.07	0.00	14,072.12	84.42	10,349.07	1
July 2020	15,928.39	633.74	11,650.00	102.16	15,928.39	1
	<b>329,921.91</b>	<b>52,503.37</b>	<b>236,037.10</b>	<b>1,291.69</b>	<b>223,285.53</b>	<b>7</b>

**Potential Payments\*  
Next 3 Months (532,629.61)**

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	7	223,285.53
<b>Total</b>	<b>830</b>	<b>\$16,258,677.58</b>



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

**Financial Services Division**  
**Real Estate Inspection Recovery Fund No. 0889 (3059)**  
**July 2020**

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
3/16/2020	61,000.00	62,227.87	61,967.42	(102.46)	61,864.96	547.22	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	502,670.60	(603.77)	502,066.83	1,200.52	U.S. T-Notes 1.875%	12/15/2020
<b>Totals</b>	<u>\$ 559,600.00</u>	<u>\$ 562,034.14</u>	<u>\$ 564,638.02</u>	<u>\$ (706.23)</u>	<u>\$563,931.79</u>	<u>\$1,747.74</u>		

<b>Monthly Activity</b>		
Beginning Balance	Current Month	Cumulative Totals

<b>Payment History</b>		
Fiscal Year	Number of Payments	Total Payments

<b>Beginning Balance</b>	\$ 50,312.12	\$ 50,312.12
<b>Receipts:</b>		
Licenses' Remittances to Recovery Fund	\$ 380.00	
Interest Realized (includes accruals)	1.88	
Treasury Note Semi-Annual Interest	0.00	
Repayments	0.00	
Administrative Penalties	500.00	
Investments Matured	0.00	
<b>Total Received in Current Month</b>	<u>\$ 881.88</u>	
<b>Disbursements:</b>		
Investments Purchased	\$ 0.00	
Payments from Recovery Fund	0.00	
* Cash Transfer Trust to Treasury (GR)	0.00	
Administrative Costs	22.54	
<b>Total Disbursed in Current Month</b>	<u>\$ (22.54)</u>	
<b>Total Cash</b>		<u>\$ 51,171.46</u>
<b>Reserved for Potential Payment within 90 Days</b>		<u>0.00</u>
<b>Unobligated Fund Balance</b>		<u>\$ 51,171.46</u>
<b>Investment Ending Market Value</b>		<u>563,931.79</u>
<b>Balance</b>		<u>\$ 615,103.25</u>

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
<b>Total</b>	<b>54</b>	<b>\$ 413,360.18</b>

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.

  
Melissa Huerta, Alternate Investment Officer

  
Oretha Trice, Alternate Investment Officer