



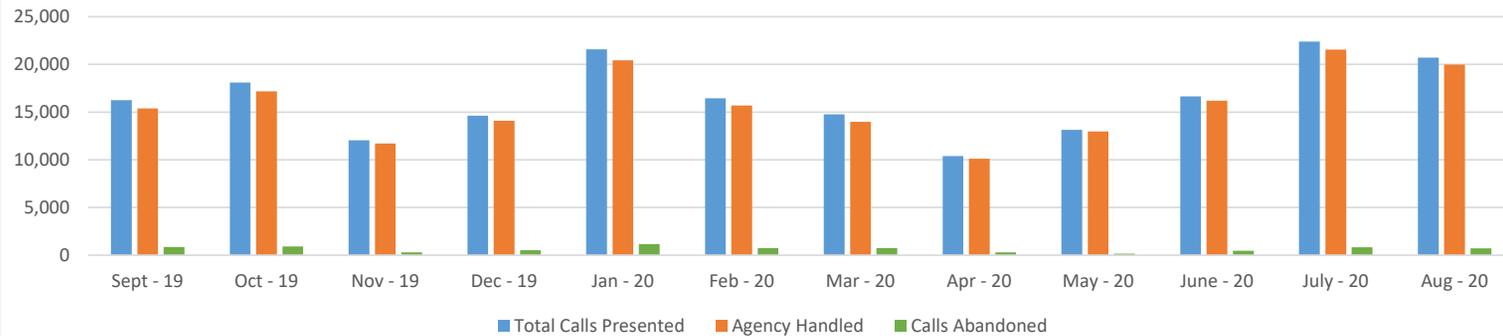
Staff Reports for August 2020

Customer Relations Division

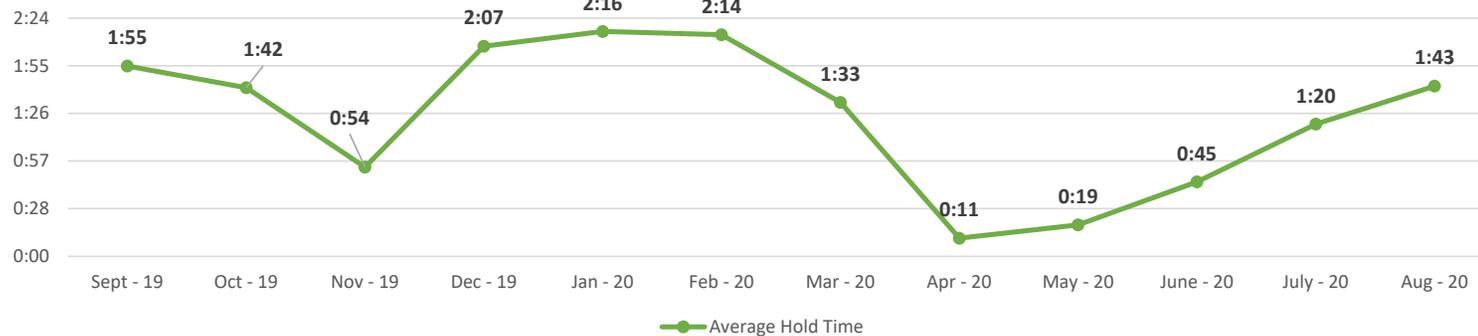
Incoming Calls

	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	20,706	197,130
Agency Handled	15,397	17,194	11,708	14,107	20,428	15,705	13,996	10,101	12,984	16,197	21,552	19,977	189,346
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	19,324	183,922
Calls Handled by Courtesy Callback	630	580	195	622	973	422	451	11	50	180	466	552	5,132
% 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%	2.67%	2.48%
Calls Re-Directed for Assistance	92	51	42	64	108	37	41	4	5	14	67	101	626
Calls Abandoned	859	907	289	524	1,165	752	747	284	157	456	834	729	7,703
% 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%	3.52%	3.77%
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	5:56	5:45
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	1:43	1:24

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	FYTD Total 2019
Licensing	64	75	71	103	95	109	34	<i>Texas Real Estate Commission (TREC) has temporarily closed lobby access to members of the public.</i>					551
Education	2	0	4	0	2	1	5						14
Inspector	1	3	1	3	7	3	1						19
Enforcement	1	0	1	1	3	0	0						6
TALCB Lic	1	2	4	1	2	1	1						12
TALCB Enf	0	0	0	0	0	1	0						1
Total	69	80	81	108	109	115	41						603

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	FYTD 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	4,819	43,127
Education	44	29	48	33	49	27	57	56	57	37	43	34	514
Inspector	38	51	30	41	103	69	57	62	44	79	104	102	780
Enforcement	87	78	86	76	91	86	139	102	118	146	161	121	1,291
TALCB Lic	141	84	75	112	196	179	153	120	91	170	214	203	1,738
TALCB Enf	11	11	7	21	16	9	6	14	7	14	23	8	147
Total	3,237	3,343	2,364	3,287	4,710	3,926	3,781	3,817	3,498	4,242	6,105	5,287	47,597
Respond in 2 bus days	3,220	3,341	2,364	3,287	4,709	3,926	3,781	3,817	3,498	4,242	6,105	5,287	47,577
% handled in 2 days	99.47%	99.94%	100.00%	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%
% handled in 1 day					82.60%	84.36%	93.63%	99.97%	100.00%	98.89%	98.60%	96.50%	94.32%

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	1,582	19,124
Agency Handled	1,179	15,018	1,590	19,961	1,499	18,477
Calls Handled Initially	1,168	14,835	1,551	19,468	1,450	17,873
Calls Handled by Courtesy Callback	11	169	33	433	45	507
Calls Re-Directed for Assistance	0	14	6	60	4	97
Calls Abandoned	56	400	91	743	82	647
Hold Times	0:44	0:46	1:21	1:20	1:38	1:44
% of Abandoned Calls	4.53%	2.59%	5.41%	3.59%	5.18%	3.38%
% of Callbacks	0.89%	1.10%	1.96%	2.09%	2.84%	2.65%
% of all calls	7.42%	92.58%	7.51%	92.49%	7.24%	92.36%

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
Applications Received													
<u>Providers</u>													
Initial Provider	0	1	0	0	0	0	0	0	1	0	0	0	2
4-year Renewal Provider	0	2	1	0	0	1	0	0	0	0	0	1	5
Annual Fee for Provider	0	2	5	5	2	2	3	1	1	2	2	1	26
<u>Real Estate Courses</u>													
Initial	0	16	5	7	8	8	4	0	0	1	4	13	66
Renewal	0	2	0	7	0	0	0	0	5	6	1	3	24
<u>Inspector Courses</u>													
Initial	0	0	0	14	0	0	0	0	29	10	0	0	53
Renewal	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Applications Received	0	23	11	33	10	11	7	1	36	19	7	18	176
	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
Applications Approved													
<u>Providers</u>													
Initial Provider	0	1	0	0	0	0	1	0	0	0	0	0	2
4-year Renewal Provider	1	3	0	0	3	0	0	0	2	0	0	1	10
Annual Fee for Provider	1	1	2	4	6	2	1	1	1	2	5	2	28
<u>Real Estate Courses</u>													
Initial	13	7	1	9	28	6	6	9	2	2	3	1	87
Renewal	0	0	2	1	6	0	0	0	0	0	10	1	20
<u>Inspector Courses</u>													
Initial	0	0	0	7	7	0	0	0	12	19	13	0	58
Renewal	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Applications Approved	15	12	5	21	50	8	8	10	17	23	31	5	205

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
Applications Received													
<u>Providers</u>													
Initial Provider	16	25	6	10	9	9	15	14	5	6	8	9	132
Renewal Provider	14	9	11	7	7	15	21	2	6	14	16	32	154
<u>Real Estate CE Courses</u>	157	214	276	271	302	222	152	97	148	220	127	179	2365
<u>Inspector CE (ICE) Courses</u>	29	4	23	8	2	19	4	19	19	30	19	6	182
Total Applications Received	216	252	316	296	320	265	192	132	178	270	170	226	2833
	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
Applications Approved													
<u>Providers</u>													
Initial Provider	5	17	19	8	7	10	6	9	15	11	7	6	120
Renewal Provider	10	17	9	6	10	11	9	7	7	9	7	12	114
<u>Real Estate CE Courses</u>	114	159	201	249	305	262	176	117	125	174	156	135	2173
<u>Inspector CE (ICE) Courses</u>	13	31	13	13	9	9	10	6	19	40	6	21	190
Total Applications Approved	142	224	242	276	331	292	201	139	166	234	176	174	2597

Licensing Division

Applications Received and Renewal Activity Fiscal Year 2020 - Year-to-Date Comparison

August

Real Estate Brokers & Sales Agents

<i>Applications Received</i>	Sep 2018 - Aug 2019	Sep 2019 - Aug 2020	Variance	Percent
Broker Original Applications Received	3,223	3,433	210	6.52%
<i>Broker Business Entity</i>	-	1,457	-	-
<i>Broker Individual</i>	-	1,976	-	-
Sales Agent Original Applications Received	26,009	29,731	3,722	14.31%
Total Original Applications	29,232	33,164	3,932	13.45%

<i>Renewal Activity</i>	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Broker Renewals and Percentage	16,592	89.89%	16,725	82.61%	20,987	91.63%
Broker Business Entity	-	-	3,497	75.73%		
Broker Individual	-	-	13,228	84.64%		
Sales Agent Renewals and Percentage	40,247	77.75%	44,410	70.11%	48,702	82.42%
Total Renewals from Brokers & Sales Agents	56,839	80.94%	61,135	73.13%	69,689	84.99%

Real Estate Inspectors

<i>Applications Received</i>	Sep 2018 - Aug 2019	Sep 2019 - Aug 2020	Variance	Percent
Professional Inspector Original Applications Received	581	575	-6	-1.03%
Real Estate Inspector Original Applications Received	9	26	17	188.89%
Apprentice Inspector Original Applications Received	83	82	-1	-1.20%
Total Original Applications	673	683	10	1.49%

<i>Renewal Activity</i>	% Renewed FY19		% Renewed FY20		% Renewed FY18	
Professional Inspector Renewals and Percentage	1,247	80.82%	1,061	62.52%	1,389	84.70%
Real Estate Inspector Renewals and Percentage	54	85.71%	34	51.52%	55	80.88%
Apprentice Inspector Renewals and Percentage	14	29.79%	9	14.75%	26	39.39%
Total Renewals from Inspectors	1,315	79.55%	1,104	60.53%	1,470	82.86%

Licensing Division

License Holder and Registrant Status

August 2020

Real Estate License Holders

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
Brokers													
Individual (Active)	32,737	32,668	32,665	32,638	32,636	32,620	32,631	32,617	32,640	32,715	32,869	32,931	32,521
Business Entities (Active)	11,268	11,297	11,395	11,426	11,475	11,572	11,668	11,728	11,823	11,902	11,998	12,113	11,923
Total Active Status	44,005	43,965	44,060	44,064	44,111	44,192	44,299	44,345	44,463	44,617	44,867	45,044	44,444
Inactive Status	1,750	1,767	1,744	1,742	1,759	1,788	1,807	1,783	1,800	1,819	1,845	1,919	1,724
Total Brokers	45,755	45,732	45,804	45,806	45,870	45,980	46,106	46,128	46,263	46,436	46,712	46,963	46,168
Sales Agents													
Active Status	114,456	115,084	115,614	115,892	115,321	115,650	116,711	117,119	117,436	118,182	118,665	120,233	119,890
Inactive Status	30,310	29,920	30,030	30,088	30,948	31,093	30,760	30,715	30,800	31,563	33,262	33,861	29,749
Total Sales Agents	144,766	145,004	145,644	145,980	146,269	146,743	147,471	147,834	148,236	149,745	151,927	154,094	149,639
Total Active	158,461	159,049	159,674	159,956	159,432	159,842	161,010	161,464	161,899	162,799	163,532	165,277	164,334
Total Inactive	32,060	31,687	31,774	31,830	32,707	32,881	32,567	32,498	32,600	33,382	35,107	35,780	31,473
Total Brokers/Sales Agents	190,521	190,736	191,448	191,786	192,139	192,723	193,577	193,962	194,499	196,181	198,639	201,057	195,807

Inspector License Holders

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
Inspector License Holders													
Professional Inspectors(active)	3,310	3,324	3,340	3,334	3,339	3,333	3,334	3,335	3,333	3,325	3,362	3,383	3,291
Real Estate Inspectors (active)	139	141	141	140	138	137	137	132	131	128	133	135	127
Apprentice Inspectors(active)	142	138	137	135	132	135	137	141	143	146	150	157	140
Professional Inspectors(inactive)	556	548	550	552	546	568	561	566	600	622	629	653	572
Real Estate Inspectors(inactive)	13	13	14	15	14	14	15	18	19	21	22	22	23
Apprentice Inspectors(inactive)	24	24	24	25	26	26	27	26	27	27	27	27	22
Total Active	3,591	3,603	3,618	3,609	3,609	3,605	3,608	3,608	3,607	3,599	3,645	3,675	3,558
Total Inactive	593	585	588	592	586	608	603	610	646	670	678	702	617
Total Inspectors	4,184	4,188	4,206	4,201	4,195	4,213	4,211	4,218	4,253	4,269	4,323	4,377	4,175

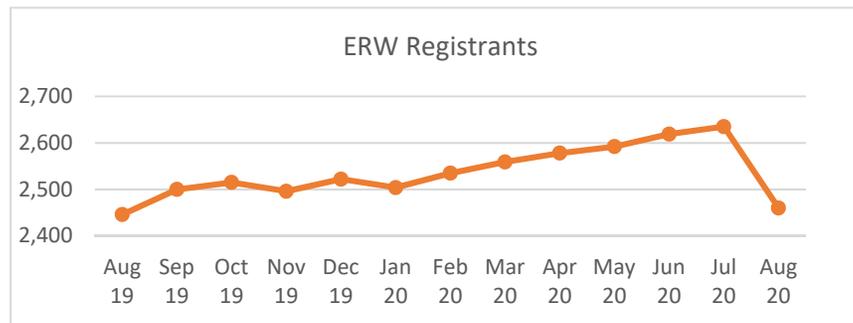
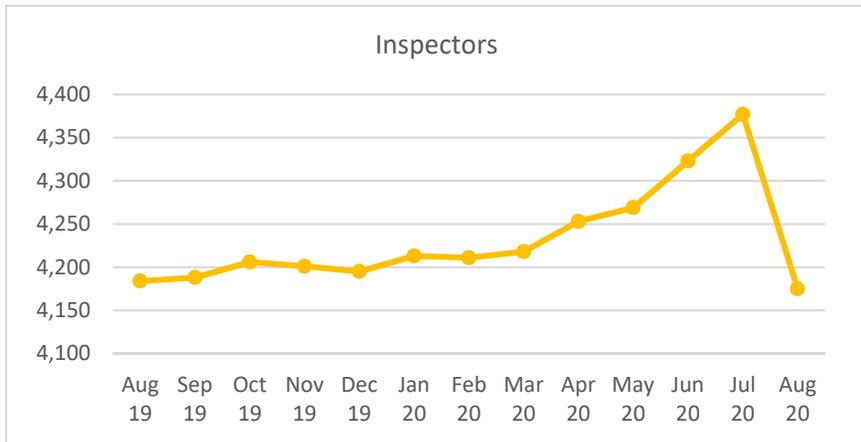
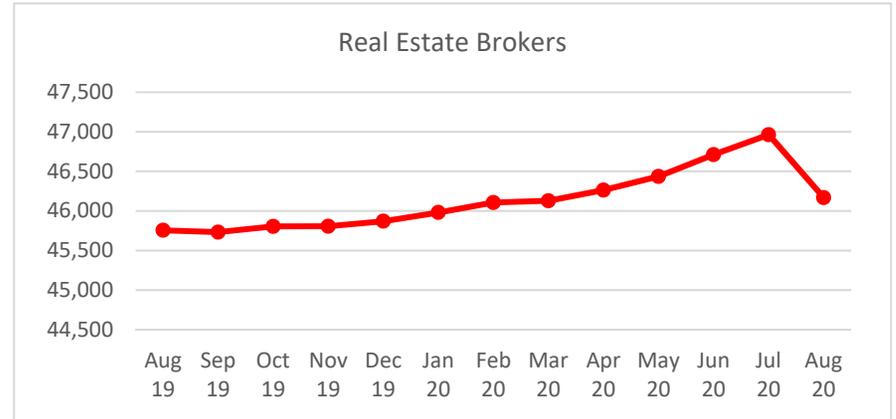
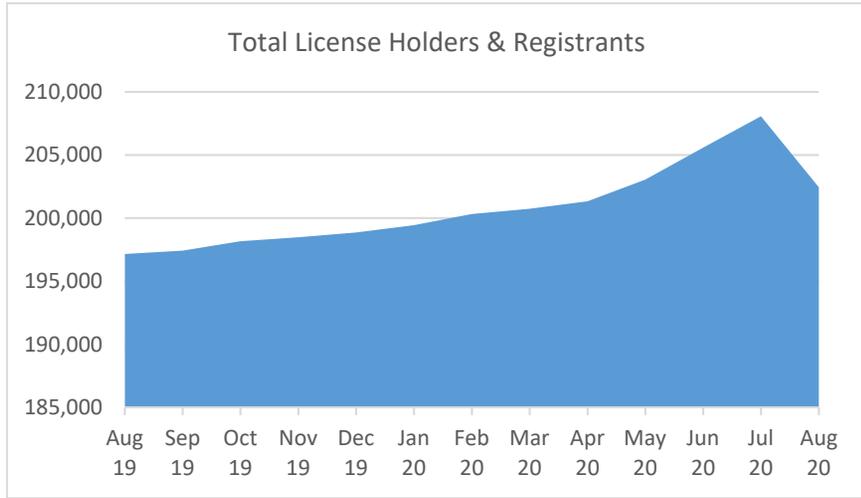
Easement & Right-of-way Registrants

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
ERW Registrants													
Businesses	61	63	63	63	66	69	69	71	73	73	73	74	71
Individuals	2,385	2,437	2,452	2,433	2,456	2,435	2,466	2,488	2,505	2,519	2,546	2,561	2,389
Total Registrants	2,446	2,500	2,515	2,496	2,522	2,504	2,535	2,559	2,578	2,592	2,619	2,635	2,460

Total License Holders and Registrants

	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20
License Holders & Registrants	197,151	197,424	198,169	198,483	198,856	199,440	200,323	200,739	201,330	203,042	205,581	208,069	202,442

Total License Holder and Registrants – August 2019 through August 2020



Licensing Division

Average Number of Calendar Days to Process an Application

August 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	8.58	-
<i>Number of Applications Received</i>				157	189	174	146	154	159	175	185	198	
Business Entity Broker	-	-	-	8.83	12.73	5.46	5.23	2.86	2.93	6.03	4.32	9.15	-
<i>Number of Applications Received</i>				134	149	145	106	99	109	133	137	131	
Sales Agent	-	-	-	13.22	13.59	12.04	10.76	4.55	6.21	7.47	6.69	17.54	-
<i>Number of Applications Received</i>				2,068	2,736	2,590	2,009	1,768	2,693	3,123	3,422	3,547	

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	19.45	-
<i>Number of Applications Received</i>				42	61	54	39	28	48	46	51	59	
Real Estate Inspector	-	-	-	18.56	22.04	n/a	31.94	8.42	n/a	6.44	11.65	n/a	-
<i>Number of Applications Received</i>				3	0	5	2	0	3	3	1	3	
Apprentice Inspector	-	-	-	2.58	6.49	n/a	2.36	3.78	4.42	6.01	17.00	22.85	-
<i>Number of Applications Received</i>				8	4	4	2	5	11	10	17	12	

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	n/a	-
<i>Number of Applications Received</i>				2	1	0	5	1	0	1	0	0	
ERW Individual	-	-	-	5.69	9.83	2.88	6.63	5.93	1.60	1.53	2.29	2.01	-
<i>Number of Applications Received</i>				27	59	39	35	22	28	20	18	39	

TREC Enforcement Division: E1 Report

Case Status

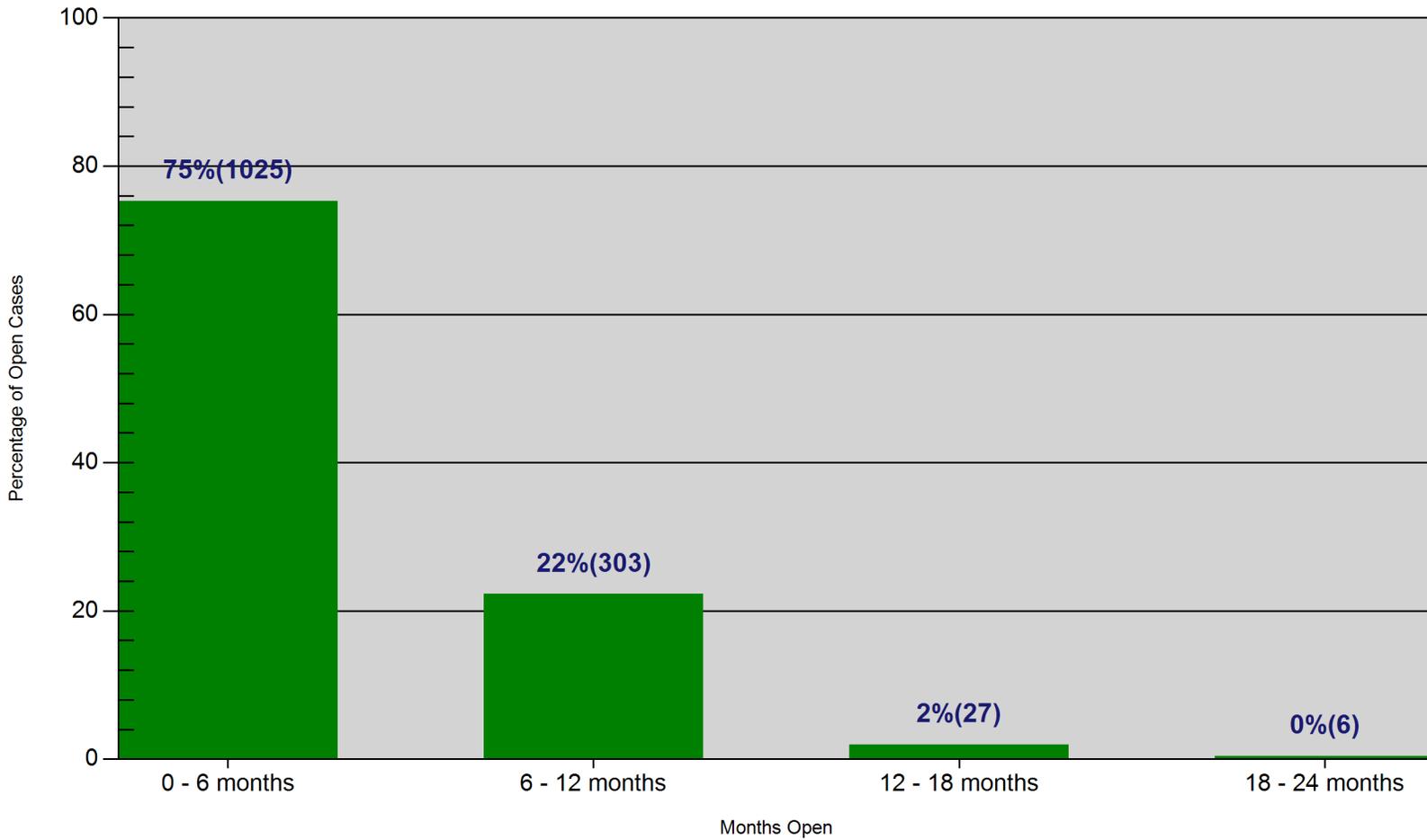
FY 2021

	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	469	510	373	364	412	581	426	270	377	567	635	423	5407
Broker/Sales	140	141	100	105	116	205	109	87	114	146	171	154	1588
Inspector	10	7	9	7	8	5	5	5	6	10	20	14	106
Timeshare	4	5	3	0	3	2	4	0	4	1	2	2	30
Unlicensed Activity	8	5	0	3	0	9	4	3	1	3	5	4	45
Residential Service Company	22	13	12	5	11	8	8	5	9	24	39	33	189
No Jurisdiction	11	11	17	18	13	14	11	14	12	18	18	16	173
Application Investigation	203	211	151	156	164	221	193	94	130	241	222	87	2073
Fitness Inquiry	69	114	79	68	96	114	91	60	98	124	158	112	1183
Education Related	2	2	1	1	1	1	0	0	1	0	0	1	10
Easement ROW	0	1	0	0	0	1	1	1	0	0	0	0	4
Other	0	0	0	0	0	1	0	1	2	0	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
Closed During Month	517	533	366	436	471	387	441	416	394	440	504	524	5429
Complaint Withdrawn	14	6	4	7	4	8	7	6	4	3	2	10	75
Cease & Desist Issued	0	1	0	1	0	1	0	1	1	2	0	3	10
Disciplinary Action	37	51	68	43	59	43	44	71	48	47	74	62	647
Failure to Go Forward	27	37	31	41	26	28	32	44	56	19	14	54	409
Insufficient Evidence	39	47	35	49	45	30	45	38	47	33	31	33	472
Matter Settled	23	11	10	21	13	6	15	20	13	14	27	24	197
No Jurisdiction	56	45	25	36	28	37	28	37	32	39	41	34	438
No Violation	7	6	7	13	9	10	6	7	7	3	19	13	107
Application Investigation	191	212	120	155	173	109	157	118	100	159	168	158	1820
Fitness Inquiries	118	111	60	62	101	91	97	67	71	110	117	119	1124
Other	5	6	4	6	10	10	6	4	12	5	6	7	81
Open at Beginning of Month													1462
Received During Month													423
Closed During Month													524
Open at End of Month													1361
Received During Fiscal Year													5407
Closed During Fiscal Year													5429

TREC Enforcement Division: E2 Report

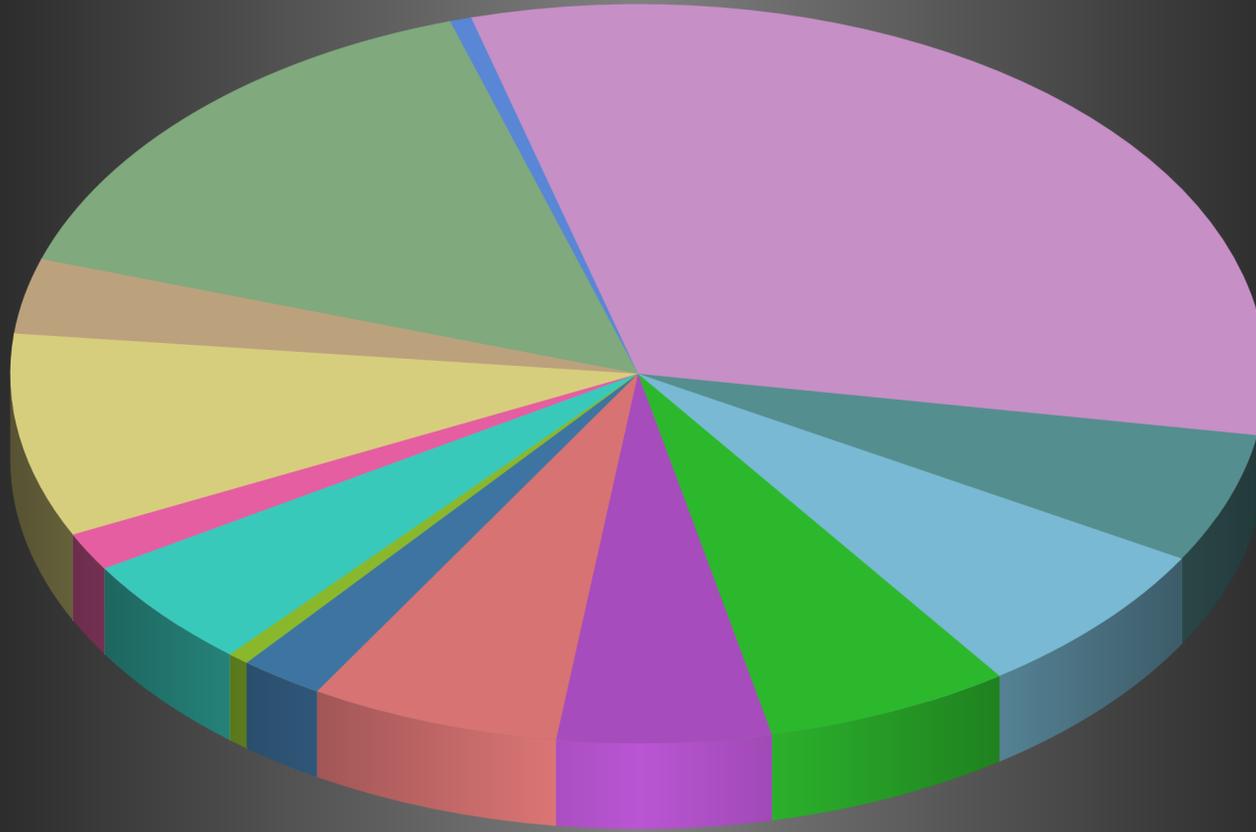
Open Case Aging Report

as of 8/31/2020



Complaint Subject Categories for August 2019 through August 2020

1797 Total Allegations



Administrative 6.90 % (124)	Leasing/Property Management - Misappropriation 1.67 % (30)
Advertising 6.34 % (114)	Leasing/Property Management - Other 8.90 % (160)
Breach of Fiduciary Duties 5.51 % (99)	License Holder Acting as Principal 3.28 % (59)
Broker Supervision 6.46 % (116)	Licensure Issues 15.14 % (272)
Failure to Disclose 2.17 % (39)	Sales Misappropriation 0.56 % (10)
Improper Contract/Seller Disclosure form usage 0.56 % (10)	Sales Other 31.94 % (574)
Intermediary/IABS 4.90 % (88)	Unlicensed Activity 5.68 % (102)

Complaint Subject Categories by Month

Subject Matter Categories	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Total	YTD
Administrative <i>Bad check, contact information, uncooperative, etc.</i>	12	7	10	11	17	11	4	9	13	5	8	3	14	124	6.90%
Advertising <i>Includes misleading & dba</i>	9	6	5	8	9	10	3	10	12	11	6	11	14	114	6.34%
Breach of Fiduciary Duty <i>Including false promise</i>	4	5	9	15	5	11	6	7	9	6	5	10	7	99	5.51%
Broker Supervision	13	3	11	14	10	6	4	6	9	19	8	3	10	116	6.46%
Failure to Disclose	2	1	4	3	7	7	2	2	1	1	1	4	4	39	2.17%
Improper contract/Seller Disclosure form usage <i>Including false promise</i>	0	1	2	4	1	0	1	0	0	1	0	0	0	10	0.56%
Intermediary/IABS	0	3	0	3	5	4	1	9	32	13	6	2	10	88	4.90%
Leasing/Property Management - Misappropriation	2	1	4	6	0	2	0	3	6	1	2	1	2	30	1.67%
Leasing/Property Management - Other <i>Includes negligence, referral, etc.</i>	8	6	16	18	21	13	8	15	17	6	9	11	12	160	8.90%
Licensure Issues <i>Criminal background check, denials, probationary license, etc.</i>	36	33	15	19	15	21	16	13	16	16	16	26	30	272	15.14%
License Holder Acting as Principal	5	5	6	3	5	4	4	6	5	3	3	6	4	59	3.28%
Sales Misappropriation <i>Other than Leasing/Property Management - Misappropriation</i>	1	0	1	6	0	0	0	0	0	1	1	0	0	10	0.56%
Sales Other <i>Includes negligence, rebate, referral, earnest money, etc. (other than Leasing/Property Management - Other)</i>	53	41	49	41	43	52	43	46	32	55	29	38	52	574	31.94%
Unlicensed Activity	13	1	5	11	5	5	6	5	16	9	11	5	10	102	5.68%
Total	158	113	137	162	143	146	98	131	168	147	105	120	169	1797	

Information Technology Division

Electronic Information Outlet Statistics

August 2020

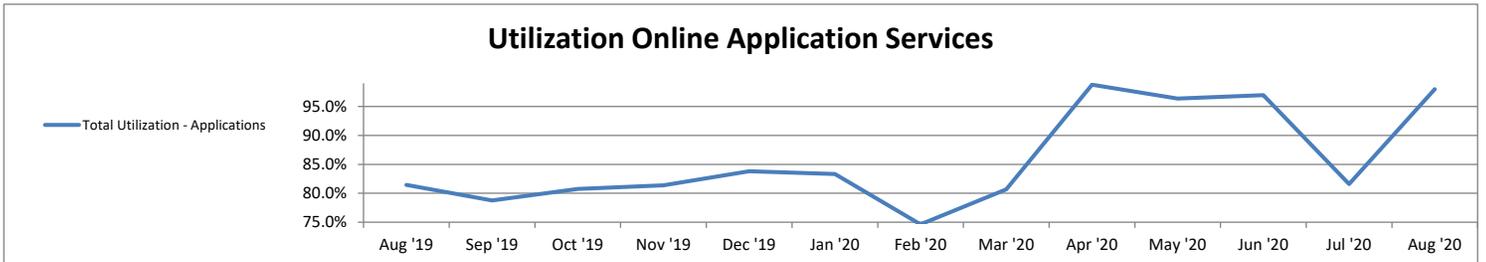
Website	Current Month	FYTD Total	Prior FYTD Total
Total Pages Viewed	1,637,008	21,578,137	17,925,898
Total Monthly Sessions	502,140	6,564,270	5,209,396

Online Transactions	Total	Online	Online Percent	FYTD Online Percent	Prior FYTD Percent
Applications	16503	16171	98.0%	93.8%	80.6%
Broker Application	2187	2162	98.9%	96.5%	75.3%
Sales Agent Application	14226	13944	98.0%	94.0%	81.6%
Corporate Broker Application	90	65	72.2%	72.7%	68.0%
Renewals	8318	8114	97.5%	98.0%	97.9%
Broker Renewals	1553	1495	96.3%	97.3%	97.6%
Sales Agent Renewal	6181	6058	98.0%	98.5%	98.8%
Corporate Broker Renewals	368	354	96.2%	94.6%	90.2%
Professional Inspector Renewals	170	163	95.9%	96.2%	96.8%
Real Estate Inspector Renewals	5	5	100.0%	96.6%	96.5%
Apprentice Inspector Renewals	3	3	100.0%	93.3%	86.7%
Easement ROW Business Renewals	0	0	N/A	80.0%	63.6%
Easement ROW Individual Renewals	38	36	94.7%	95.5%	92.9%

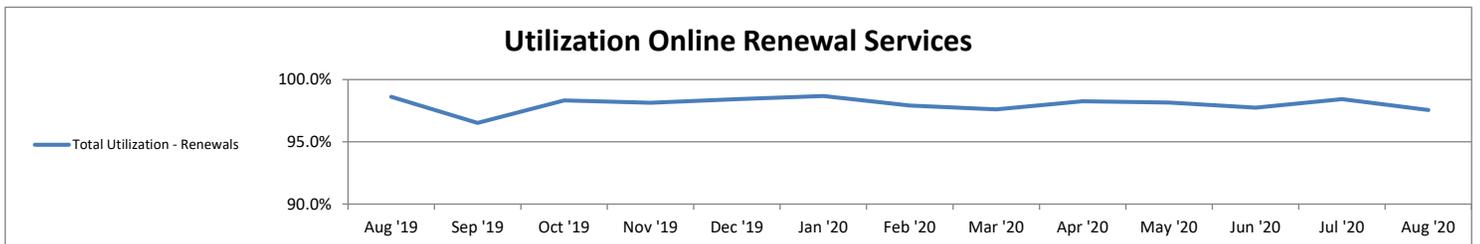
Information & Technology Services Division Electronic Information Outlet Statistics

August 2020

Applications	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20
Broker Application	87.2%	75.4%	75.8%	81.6%	87.2%	82.2%	74.0%	71.2%	99.6%	80.5%	98.0%	80.6%	98.9%
Sales Agent Application	81.8%	80.6%	81.6%	82.0%	83.7%	82.5%	78.4%	81.4%	98.7%	96.7%	96.9%	81.8%	98.0%
Broker Organization Applications	60.0%	52.2%	72.6%	69.4%	80.7%	92.4%	50.2%	76.2%	85.2%	79.2%	90.0%	78.9%	72.2%
Total Utilization - Applications	81.5%	78.8%	80.7%	81.4%	83.8%	83.3%	74.6%	80.7%	98.8%	96.4%	97.0%	81.6%	98.0%



Renewals	Aug '19	Sep '19	Oct '19	Nov '19	Dec '19	Jan '20	Feb '20	Mar '20	Apr '20	May '20	Jun '20	Jul '20	Aug '20
Broker Renewals	97.9%	97.6%	97.5%	96.8%	96.9%	98.0%	97.7%	96.9%	97.3%	97.6%	97.1%	97.3%	96.3%
Sales Agent Renewal	99.1%	98.7%	98.7%	98.6%	99.2%	99.1%	98.3%	98.1%	98.6%	98.5%	98.0%	98.8%	98.0%
Broker Organization Renewal	95.6%	63.7%	97.2%	96.8%	96.7%	96.6%	96.2%	95.9%	97.9%	97.5%	97.6%	98.6%	96.2%
Professional Inspector Renewals	93.6%	98.5%	99.1%	97.1%	95.8%	99.0%	89.4%	97.0%	95.1%	95.5%	95.0%	95.6%	95.9%
Real Estate Inspector Renewals	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.7%	85.7%	N/A	100.0%	100.0%	100.0%	100.0%
Apprentice Inspector Renewals	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	N/A	100.0%	100.0%
Easement ROW Business Renewals	50.0%	N/A	100.0%	N/A	100.0%	66.7%	0.0%	100.0%	100.0%	100.0%	100.0%	66.7%	N/A
Easement ROW Individual Renewals	96.3%	91.2%	96.3%	100.0%	88.0%	97.1%	97.2%	95.9%	100.0%	86.4%	97.7%	95.5%	94.7%
Total Utilization - Renewals	98.6%	96.5%	98.3%	98.1%	98.4%	98.7%	97.9%	97.6%	98.3%	98.1%	97.7%	98.4%	97.5%



Financial Services Division
TREC Budget Status Report
August 2020 - Fiscal Year 2020

Expenditure Category	Approved Budget FY2020	Expenditures	Balance	Budget % Remaining	0/12 = 0% Comments
Salaries & Wages	7,186,666	7,257,425	(\$70,759)	-1.0%	
Employee Benefits	2,120,963	2,163,420	(\$42,457)	-2.0%	
Retiree Insurance	710,042	585,489	\$124,553	17.5%	Invoices lag
Other Personnel Costs	290,418	212,562	\$77,856	26.8%	Lump sum payments usually occur in August.
Professional Fees & Services	1,661,398	515,836	\$1,145,562	69.0%	Several ITS Projects, pending and expected to be completed FY20.
Consumables	14,000	11,183	\$2,817	20.1%	
Utilities	14,579	4,143	\$10,436	71.6%	unexpended budget (requisitions pending) for headsets for remote employees, RCS staff, hotspots and routers, and 25 Plantronic headsets
Travel	57,000	32,519	\$24,481	42.9%	unexpended budget for Administration & Director travel due to COVID-19
Office and Space Rent	175,178	148,599	\$26,579	15.2%	Office rent paid for year.
Equipment Rental	76,284	96,371	(\$20,087)	-26.3%	PC Refresh expense paid
Registration & Membership	88,565	23,169	\$65,396	73.8%	Additional registration expenses schedule for later in budget year. Some conferences cancelled due to the COVID-19 issue.
Maintenance & Repairs	286,757	191,493	\$95,264	33.2%	overbudgeted Versa maintenance by \$18K to meet ITS budgeted total; overbudgeted JIRA maintenance by \$4,500--budget based on 50 licenses; overbudgeted for MIP Fund Accounting renewal by \$4,500, unexpended budget for server maintenance and carpet cleaning services
Reproduction & Printing	4,600	3,597	\$1,003	21.8%	unexpended budget for a quick guide for first time license holders \$1,500 and more envelopes for FY20
Contract Services	46,847	60,485	(\$13,638)	-29.1%	Office moves to renovated space; overall budget resides in Supplies and Equipment expense category
Postage	23,600	12,328	\$11,272	47.8%	unexpended budget for postage
Supplies & Equipment	633,739	326,665	\$307,074	48.5%	Additional \$34,000 for leaseholder improvements for office renovation budgeted in this category but expended out of Other Operating Expenses; unexpended budget for Security assessment remediation \$12,500; unexpended budget for new server \$80K, unexpended budget for chairs \$77K as of report date
Communication Services	192,111	130,174	\$61,938	32.2%	unexpended budget for video conferencing tools for Room 400A, DIR data center service cost, and Electronic subscriptions, specifically TX Legislative Services; unexpended budget for live cast of meetings
Other Operating Expenses	30,180	191,788	(\$161,608)	-535.5%	Additional \$34,000 for leaseholder improvements for office renovation (had been budgeted under Supplies & Equipment); Facilities Maintenance and minor construction costs budgeted under Supplies and Equipment category
Subtotal -Operations Expenditures	13,612,927	11,967,244	1,645,683	12.1%	
DPS Criminal History Background Checks	19,716	95,007	(75,291)	-381.9%	ITS used testing site and did not realize the agency was being charged \$1 for each search
Statewide Cost Allocation Plan (SWCAP)	188,582	215,993	(27,411)	-14.5%	Indirect costs charged by the state. Final quarterly payment made 8/15/20
Contribution to General Revenue	727,500	727,500	0	0.0%	Allocated monthly until August 2020
Subtotal - Nonoperational Expenditures	935,798	1,038,500	(102,702)	-11.0%	
Total Expenditures	\$14,548,725	\$13,005,744	\$1,542,981	10.6%	

Revenue	FY2020 Approved Revenue	Revenue Collected	Revenue Remaining to be Collected	Revenue % Remaining to be Collected	Comments
License Fees	\$9,911,294	11,392,401	(\$1,481,107)	-14.9%	
Education Fees	\$338,742	378,105	(\$39,363)	-11.6%	
Examination Fees	\$354,938	309,608	\$45,330	12.8%	
Other Miscellaneous Revenue	\$200,000	249,390	(\$49,390)	-24.7%	Interest earned exceeds projections.
Total Revenue	\$10,804,974	\$12,329,504	(\$1,524,530)	-14.1%	
Reallocation from Prior Year Reserves and Carryforward	\$3,750,000	3,750,000	\$0	0.0%	amount is allocated monthly until August 2020
Revenue Over/(Under) Expenditures & Transfers	\$6,249	\$3,073,760	(\$3,067,511)		

Financial Services Division
Texas Real Estate Commission Operating Account No. 3055 Investments
Holdings Report
AUGUST 2020

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/15/2019	2,359,700.00	2,365,593.21	2,376,107.30	(3,594.86)	2,372,512.44	9,429.13	U.S. T-Notes, 1.875%	12/15/2020
03/16/2020	3,850,000.00	3,927,496.94	3,904,591.81	(7,068.37)	3,897,523.44	42,240.15	U.S. T-Notes, 2.38%	03/15/2021
09/16/2019	5,775,000.00	5,749,268.33	5,785,602.55	(6,993.17)	5,778,609.38	36,682.24	U.S. T-Notes, 1.380%	09/15/2020
06/17/2020	<u>3,278,000.00</u>	<u>3,357,582.19</u>	<u>3,349,962.36</u>	<u>(7,298.70)</u>	<u>3,342,663.66</u>	<u>18,337.99</u>	US T-Notes, 2.625	06/15/2021
Totals	\$ 15,262,700.00	\$ 15,399,940.67	\$ 15,416,264.02	\$ (24,955.10)	\$ 15,391,308.92	\$ 106,689.51		

Monthly Activity

Beginning Balance	Current Month	Cumulative Totals
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Beginning Cash Available Balance	\$ 3,275,755.62	
Current Month Receipts	\$ 2,421,119.87	
Current Month Disbursements	\$ (1,101,740.24)	
Total Cash		\$ 4,595,135.25
Investment Ending Market Value		15,391,308.92
Total Account Balance		19,986,444.17
Strategic Projects Reserve		(7,728,424.00)
Reserve for Technology Development		(352,406.79)
Ending Balance Available for Operations		\$ 11,905,613.38

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

Canada O. Williams

Melissa Huerta

Oretha Trice

Melissa Huerta, Alternate Investment Officer

Oretha Trice, Alternate Investment Officer

Financial Services Division
Real Estate Recovery Trust Account No. 3058 Investments
Current Securities
August 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	597,525.99	(904.01)	596,621.98	2,371.17	U.S. T-Notes, 1.875	12/15/2020
03/16/2020	585,000.00	596,775.51	593,295.12	(1,074.03)	592,221.09	6,418.31	U.S. T-Notes, 1.875	03/15/2021
06/17/2020	791,000.00	810,203.63	808,364.93	(1,761.22)	806,603.71	4,425.06	U.S. T-Notes, 2.625	06/15/2021
09/16/2019	948,000.00	943,590.84	949,740.47	(1,147.97)	948,592.50	6,021.60	U.S. T-Notes 1.38%	09/15/2020
Totals	\$ 2,917,400.00	\$ 2,945,405.60	\$ 2,948,926.51	\$ (4,887.23)	\$ 2,944,039.28	\$ 19,236.14		

	Beginning Balance	Current Month	Ending Balance
Receipts:			
Licenses' Remittances to Recovery Fund		\$ 55,870.00	
Interest Realized		19.05	
Repayments to Recovery Fund (Principal and Interest)		91.64	
Administrative Penalties		103,400.00	
Investments Matured		0.00	
Total Received	\$ 594,416.91	\$ 159,380.69	\$ 753,797.60
Disbursements:			
Investments Purchased	\$ 0.00		
Accrued Interest Purchased		0.00	
Disbursement to Treasury		0.00	
Payments from Recovery Fund		0.00	
Administrative Costs		85.14	
Total Disbursed	\$ 85.14		(85.14)
Cash Balance			753,712.46
Investment Ending Market Value			2,944,039.28
Total Portfolio			3,697,751.74
Reserved for Potential Payments Within 90 Days			(545,729.61)
Balance			\$ 3,152,022.13

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

Ranada O. Williams
Ranada Williams, Investment Officer

Melissa Huerta
Melissa Huerta, Alternate Investment Officer

Oretha Trice
Oretha Trice, Alternate Investment Officer

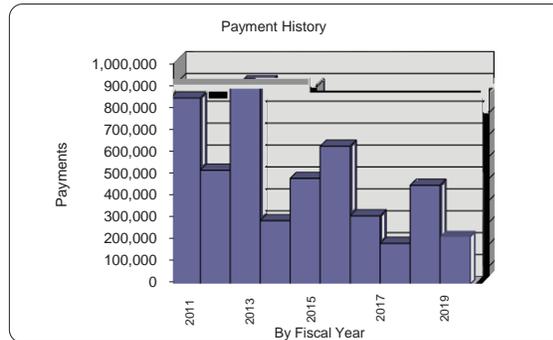
Texas Occ Code, Sec 1101.603(e): On a determination by the commission at any time that the balance in the trust account is less than \$1 million, each license holder at the next license renewal must pay, in addition to the renewal fee, a fee that is equal to the lesser of \$10 or a pro rata share of 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
August 2020

Month-Year	Payment Total	Repayment Total	Admin Penalties Total	Admin Costs	Payments FY2020-To-Date	Number of Claims FY 2020
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
August 2020	0.00	91.64	103,400.00	85.14	0.00	0
	233,056.60	48,622.82	328,997.10	1,164.23	223,285.53	7

**Potential Payments*
Next 3 Months (545,729.61)**

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
Total	830	\$16,258,677.58



*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)
August 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	61,864.96	(111.99)	61,752.97	669.26	U.S. T-Notes 2.375%	03/15/2021
12/15/2019	498,600.00	499,806.27	502,066.83	(759.59)	501,307.24	1,992.36	U.S. T-Notes 1.875%	12/15/2020
Totals	<u>\$ 559,600.00</u>	<u>\$ 562,034.14</u>	<u>\$ 563,931.79</u>	<u>\$ (871.58)</u>	<u>\$563,060.21</u>	<u>\$2,661.62</u>		

Monthly Activity		
Beginning Balance	Current Month	Cumulative Totals

Payment History		
Fiscal Year	Number of Payments	Total Payments

Beginning Balance	\$ 51,171.46	\$	\$ 51,171.46
Receipts:			
Licensees' Remittances to Recovery Fund	\$ 730.00		
Interest Realized (includes accruals)	1.36		
Treasury Note Semi-Annual Interest	0.00		
Repayments	0.00		
Administrative Penalties	500.00		
Investments Matured	0.00		
Total Received in Current Month		\$	1,231.36
Disbursements:			
Investments Purchased	\$ 0.00		
Payments from Recovery Fund	0.00		
* Cash Transfer Trust to Treasury (GR)	0.00		
Administrative Costs	22.98		
Total Disbursed in Current Month		\$	(22.98)
Total Cash		\$	52,379.84
Reserved for Potential Payment within 90 Days			0.00
Unobligated Fund Balance		\$	52,379.84
Investment Ending Market Value			563,060.21
Balance		\$	615,440.05

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.

Ranada O. Williams

Ranada Williams, Investment Officer

Melissa Huerta

Melissa Huerta, Alternate Investment Officer

Oretha Trice

Oretha Trice, Alternate Investment Officer