Industrialized Housing and Buildings (IHB)

Key Statistics	IHB Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	**42**	**111,084**
Consumer complaints	*36*	*14,240*
Department initiated complaints	*2*	*3,535*
Criminal History Records reviewed for licensure	*4*	*93,309*
Cases Opened	**7**	**13,045**
Consumer	*5*	*6,487*
Departmental	*2*	*3,564*
Criminal History	*0*	*2,994*
Cases Closed	**11**	**11,284**
Average Time to Close (days)	426.45	215.01
% of Cases Resolved Within 6 Months	18.18%	55.52%
% of Cases Resulting in Disciplinary Action	0.00%	12.46%
Open Cases Pending at End of Fiscal Year	8	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	**IHB Fiscal Year 2023**	**TDLR Fiscal Year 2023**
Final Orders	**0**	**1,329**
Agreed Orders	*0*	*843*
Commission Orders	*0*	*12*
Default Orders	*0*	*472*
Average Penalty Assessed on Orders	$0.00	$2,217.58
Total Penalties Assessed	**$0.00**	**$2,947,160.00**
Total Penalties Collected	**$0.00**	**$1,451,668.00**
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	**IHB Fiscal Year 2023**	**TDLR Fiscal Year 2023**
Consumer Restitution	$0.00	$272,187.43
Warning Letters	5	2,757
Other Informal Resolutions	6	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023

IHB

Departmental 2 (29%)
Consumer 5 (71%)

TDLR

Departmental 3,564 (27.32%)
Criminal History 2,994 (22.95%)
Consumer 6,487 (49.73%)
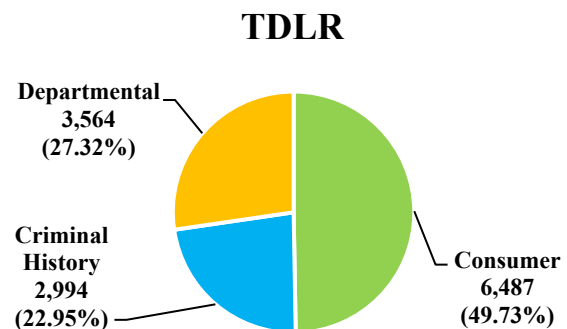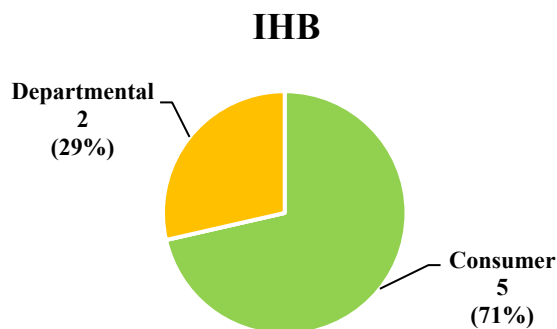
IHB Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	**Count**
No registration	3
Violated construction building codes	2
No or incomplete site inspection report	1
No third-party inspection	1
Failed to send information to builder	1
False, misleading, or deceptive act	1

IHB Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	**Count**
There were no violations resulting in Disciplinary Action for Fiscal Year 2023 for the IHB Program	N/A