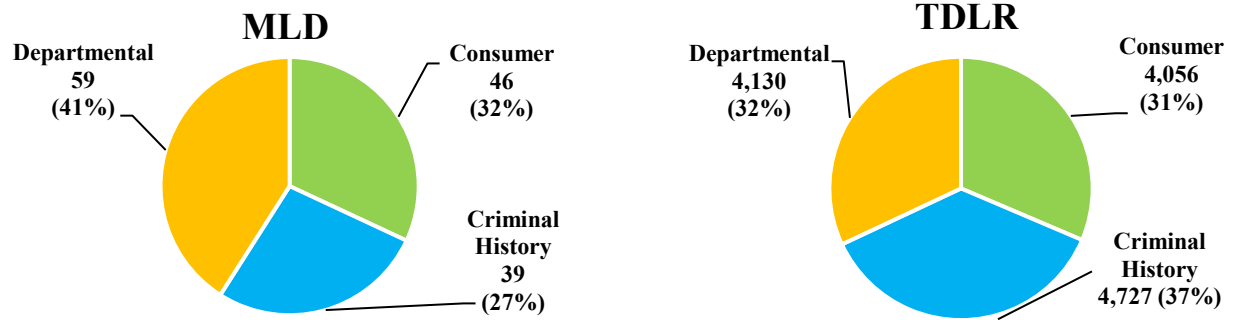


Mold Assessors and Remediators (MLD)

Key Statistics	MLD Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	5,646	1,019,176
Complaints Received by Source	1,579	134,663
Consumer complaints	221	12,216
Department initiated complaints	65	4,096
Criminal History Records reviewed for licensure	1,293	118,351
Cases Opened	144	12,913
Consumer	46	4,056
Departmental	59	4,130
Criminal History	39	4,727
Cases Closed	65	12,694
Consumer	18	4,467
Departmental	7	3,487
Criminal History	40	4,740
Average Time to Close (days)	180.63	206.68
% of Cases Resolved Within 6 Months	72.31%	64.46%
% of Cases Resulting in Disciplinary Action	3.08%	12.94%
% of Cases Not Resulting in Disciplinary Action	96.92%	87.06%
Open Cases Pending at End of Fiscal Year	147	7,651
Cases Referred to SOAH	1	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	MLD Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	2	1,643
Agreed Orders	2	918
Commission Orders	0	20
Default Orders	0	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,000.00	\$3,095.17
Total Penalties Assessed	\$2,000.00	\$4,769,650
Total Penalties Collected	\$2,000.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	MLD Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	45	4,993
Informally Resolved	1	526
Insufficient Evidence	12	2,516
Warning Letters	5	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



Top MLD Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Criminal history	39
Violated code of ethics	30
Unlicensed	27
Failed to maintain records	13
Violated work plan	10
Expired license	9
Failed to provide supervision	8
Failed maintain proper containment	8
Employed unregistered remediator	8
Failed to give a mold assessment report	8
Data collection and maintenance	8

MLD Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Unlicensed	1
Failed submit amended notification	1