



Staff Reports for November 2025

Customer Relations Division

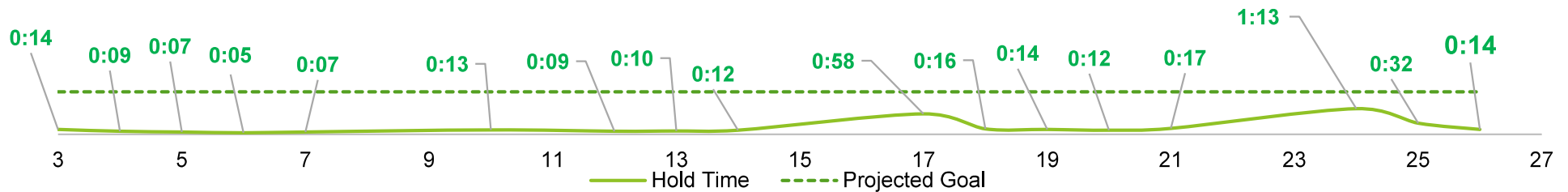
November 2025, Monthly Report



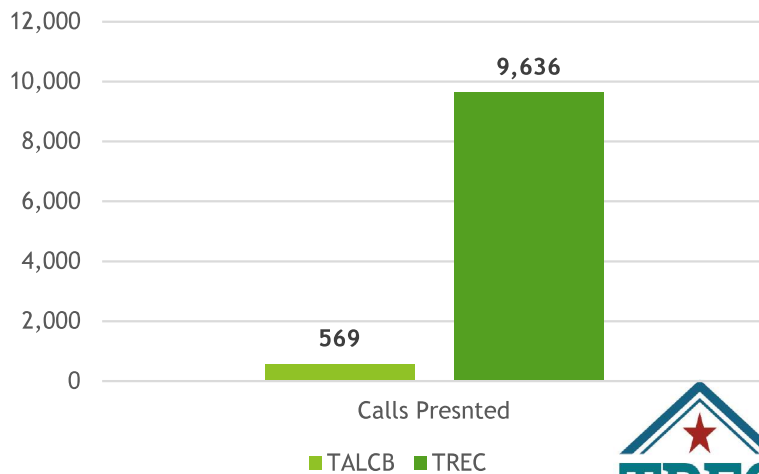
Customer Relations Division

November, 2025 Hold Time per Day

Calls Presented in November: **10,205**
 Average Hold Time: **21 seconds**
 Customer Service Representatives: **17**
17 Working Days in the Month
 • **17** days below 2-minute hold time (**100%**)



TREC & TALCB

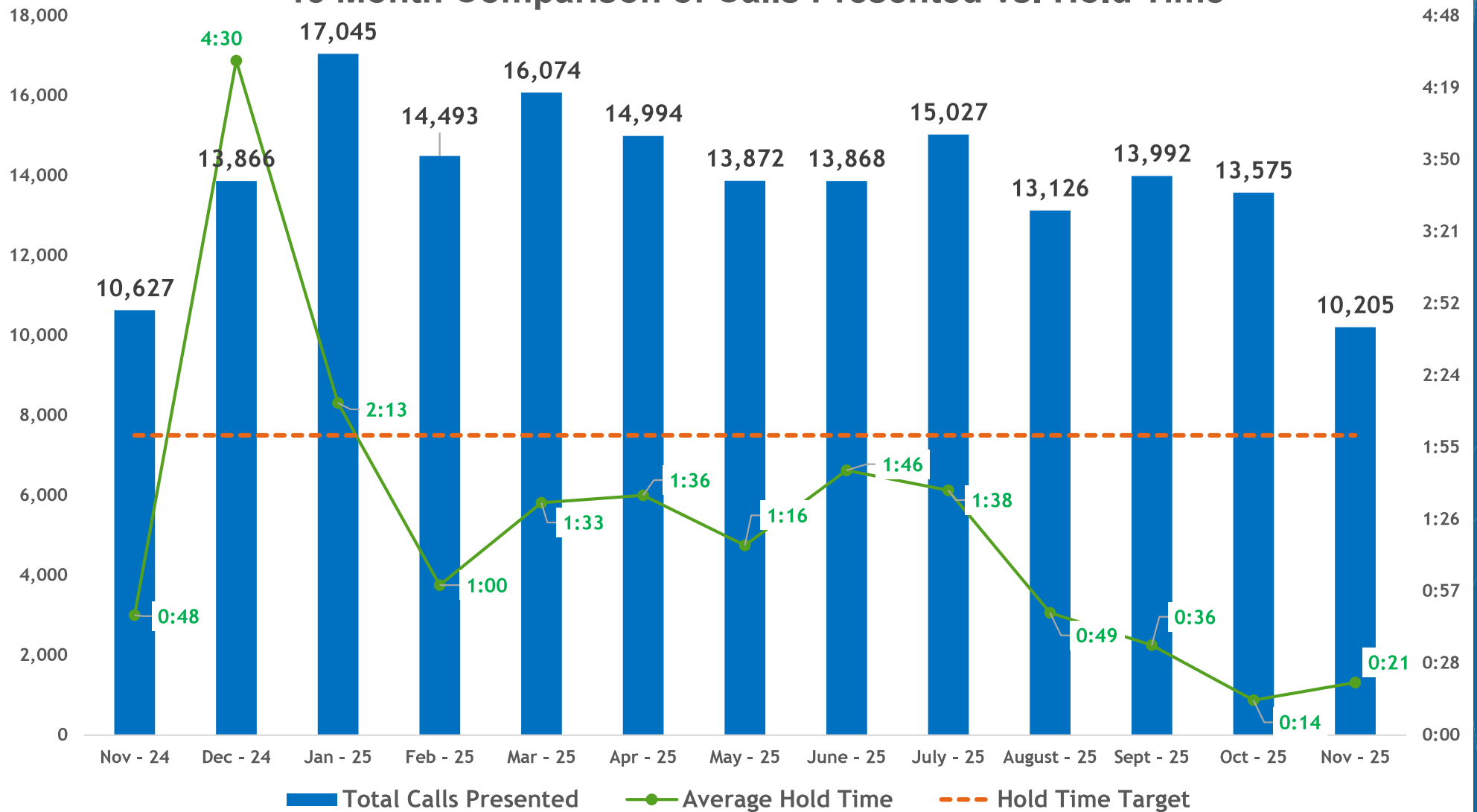


TALCB – 569 Calls (5.58%) 20 second hold time
TREC – 9,636 Calls (94.42%) 21 second hold time



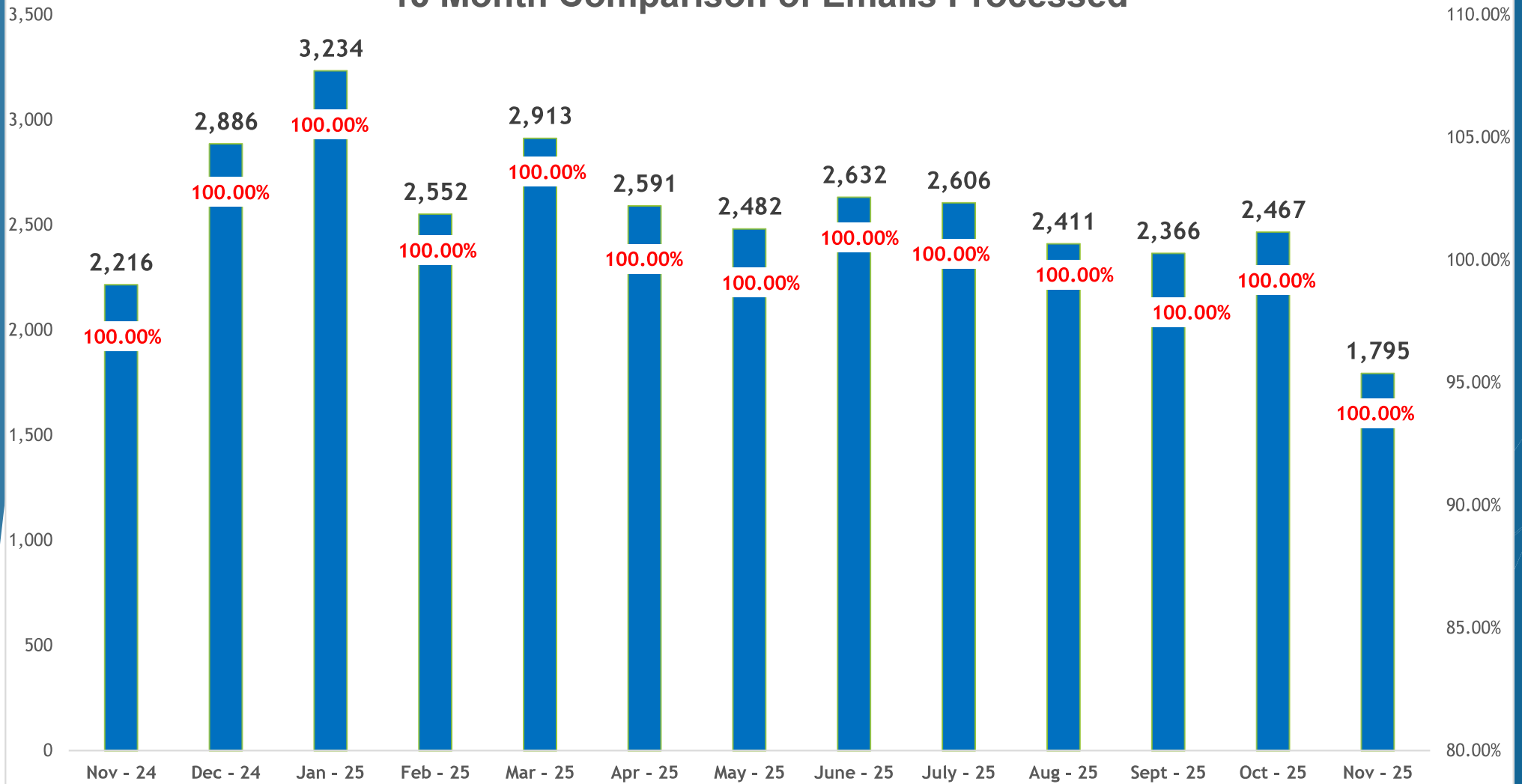
Customer Relations Division

13 Month Comparison of Calls Presented vs. Hold Time



Customer Relation Division

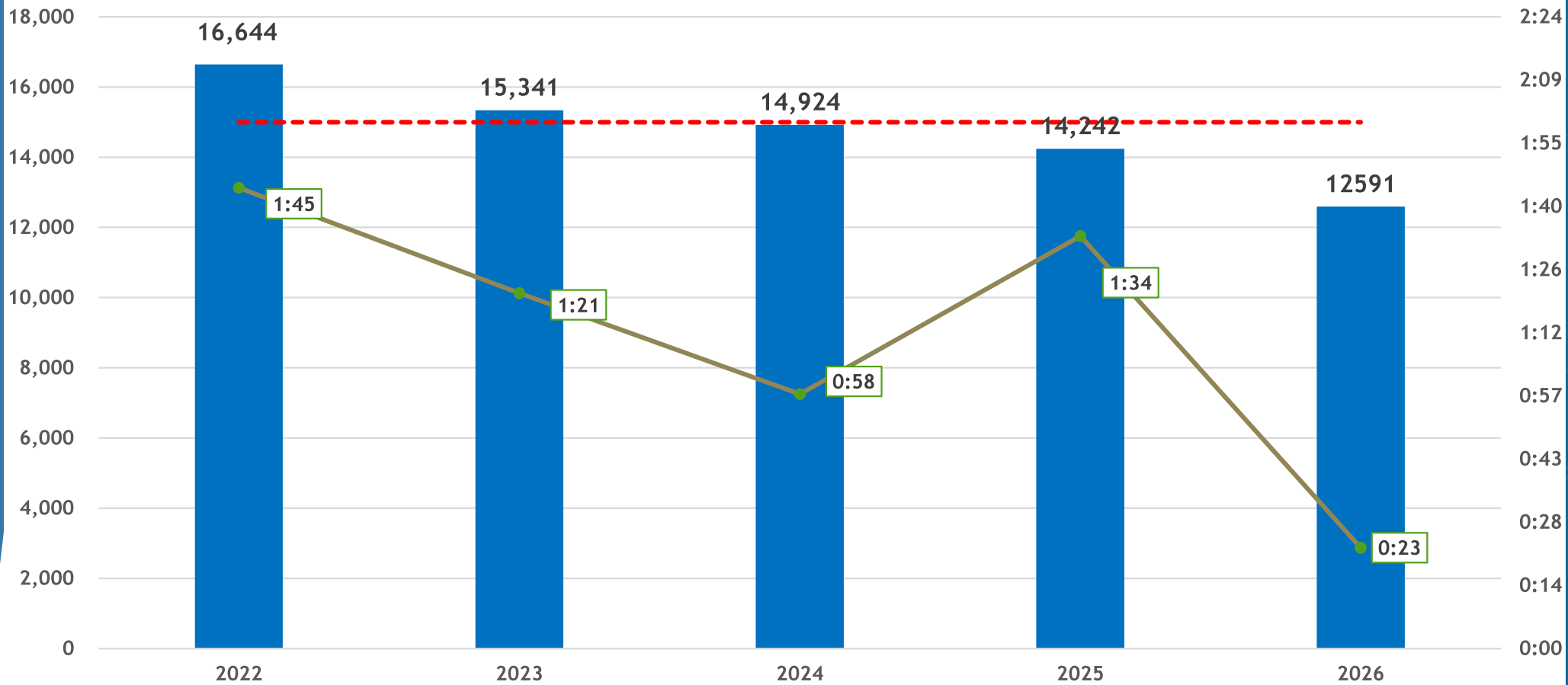
13 Month Comparison of Emails Processed



Customer Relations Division

Fiscal Year Comparison

Average Calls Presented/Month vs. Average Hold Time/Month



■ Average Calls Presented/Month

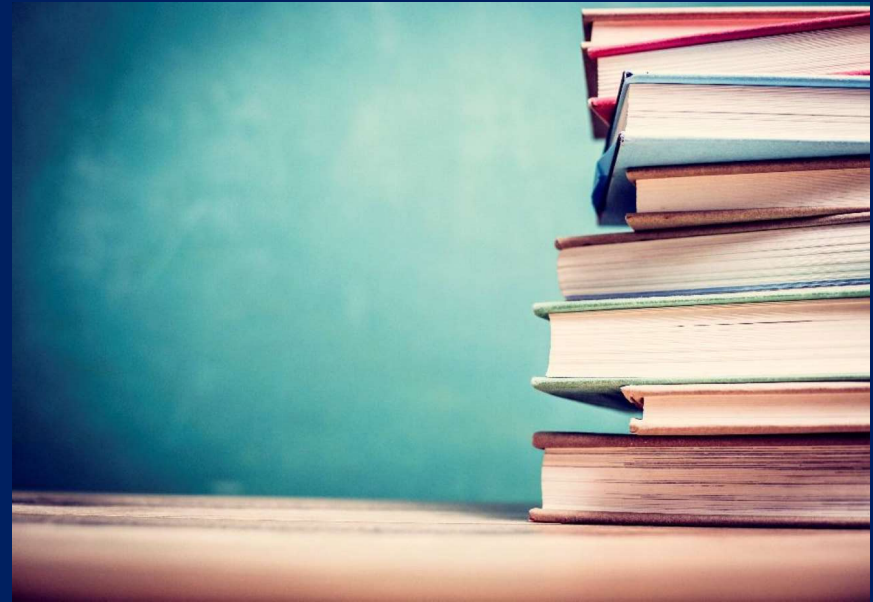
● Average Hold Time/Month

--- Hold Time Goal



TALCB Education Report

November 2025

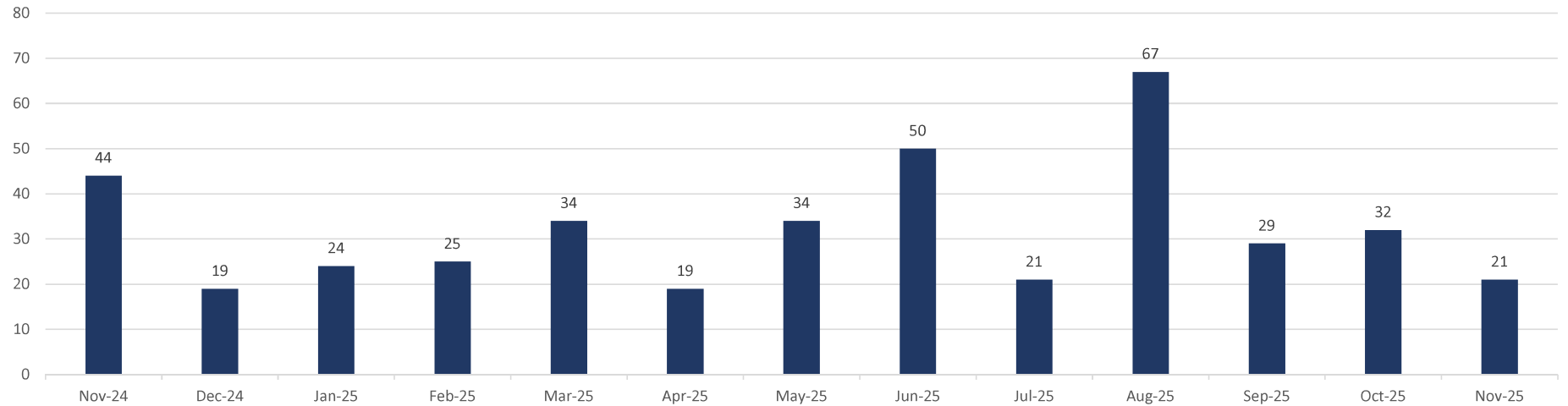


TALCB Provider and Course Applications

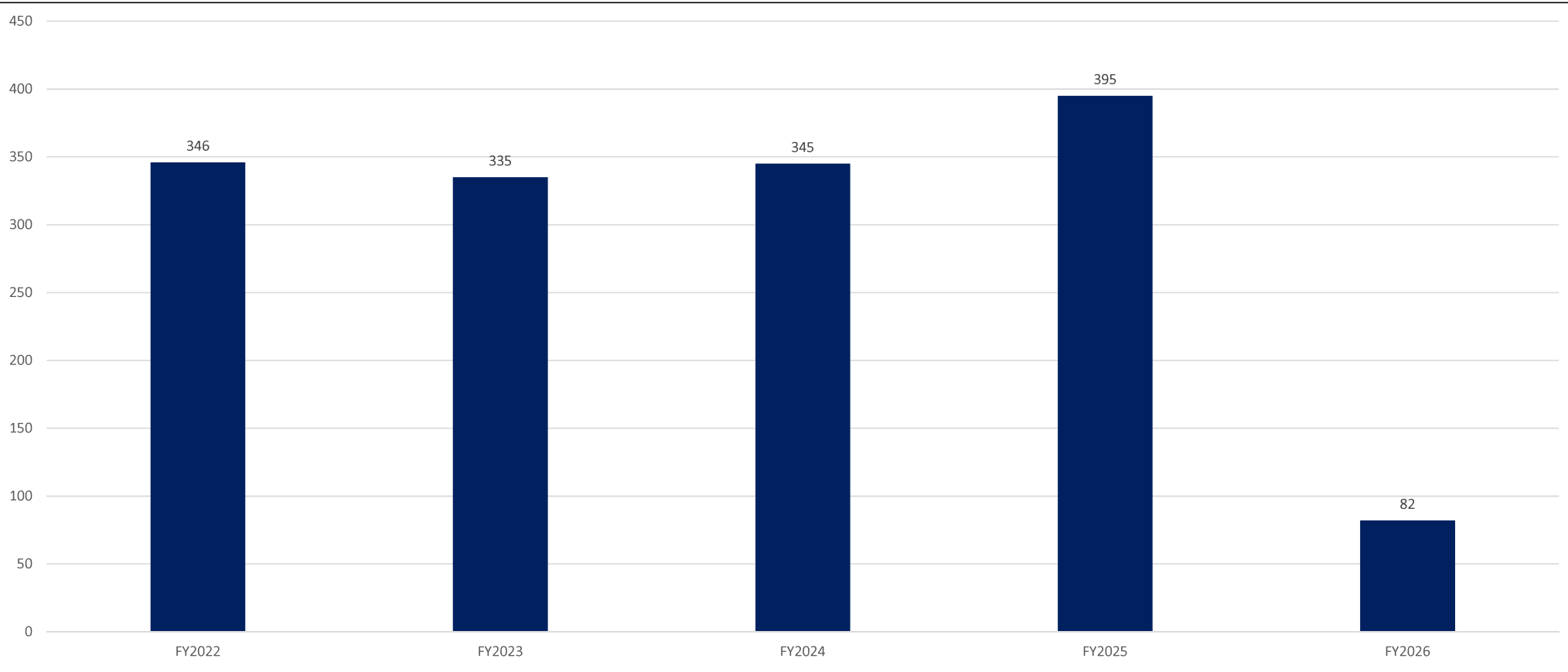
		FY2026
1	2025-2026	100%
2	2026-2027	100%
3	2027-2028	100%
4	2028-2029	100%
5	2029-2030	100%
6	2030-2031	100%
7	2031-2032	100%
8	2032-2033	100%
9	2033-2034	100%
10	2034-2035	100%
11	2035-2036	100%
12	2036-2037	100%
13	2037-2038	100%
14	2038-2039	100%
15	2039-2040	100%
16	2040-2041	100%
17	2041-2042	100%
18	2042-2043	100%
19	2043-2044	100%
20	2044-2045	100%
21	2045-2046	100%
22	2046-2047	100%
23	2047-2048	100%
24	2048-2049	100%
25	2049-2050	100%
26	2050-2051	100%
27	2051-2052	100%
28	2052-2053	100%
29	2053-2054	100%
30	2054-2055	100%
31	2055-2056	100%
32	2056-2057	100%
33	2057-2058	100%
34	2058-2059	100%
35	2059-2060	100%
36	2060-2061	100%
37	2061-2062	100%
38	2062-2063	100%
39	2063-2064	100%
40	2064-2065	100%
41	2065-2066	100%
42	2066-2067	100%
43	2067-2068	100%
44	2068-2069	100%
45	2069-2070	100%
46	2070-2071	100%
47	2071-2072	100%
48	2072-2073	100%
49	2073-2074	100%
50	2074-2075	100%
51	2075-2076	100%
52	2076-2077	100%
53	2077-2078	100%
54	2078-2079	100%
55	2079-2080	100%
56	2080-2081	100%
57	2081-2082	100%
58	2082-2083	100%
59	2083-2084	100%
60	2084-2085	100%
61	2085-2086	100%
62	2086-2087	100%
63	2087-2088	100%
64	2088-2089	100%
65	2089-2090	100%
66	2090-2091	100%
67	2091-2092	100%
68	2092-2093	100%
69	2093-2094	100%
70	2094-2095	100%
71	2095-2096	100%
72	2096-2097	100%
73	2097-2098	100%
74	2098-2099	100%
75	2099-2100	100%
76	2100-2101	100%
77	2101-2102	100%
78	2102-2103	100%
79	2103-2104	100%
80	2104-2105	100%
81	2105-2106	100%
82	2106-2107	100%
83	2107-2108	100%
84	2108-2109	100%
85	2109-2110	100%
86	2110-2111	100%
87	2111-2112	100%
88	2112-2113	100%
89	2113-2114	100%
90	2114-2115	100%
91	2115-2116	100%
92	2116-2117	100%
93	2117-2118	100%
94	2118-2119	100%
95	2119-2120	100%
96	2120-2121	100%
97	2121-2122	100%
98	2122-2123	100%
99	2123-2124	100%
100	2124-2125	100%
101	2125-2126	100%
102	2126-2127	100%
103	2127-2128	100%
104	2128-2129	100%

[illegible]

TALCB Applications Approved 13-Month Comparison													
	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Initial ACE Provider	1	0	0	0	0	0	0	0	0	1	0	0	2
Renewal ACE Provider	1	0	0	0	0	0	0	0	8	4	2	1	0
All ACE Provider Applications	2	0	0	0	0	0	0	0	8	5	2	1	2
Qualifying Course Acceptance	0	4	4	5	4	0	5	4	3	13	7	5	3
ACE Courses	42	15	20	20	30	19	29	46	10	49	20	26	16
All Course Applications	42	19	24	25	34	19	34	50	13	62	27	31	19
All Applications Approved	44	19	24	25	34	19	34	50	21	67	29	32	21

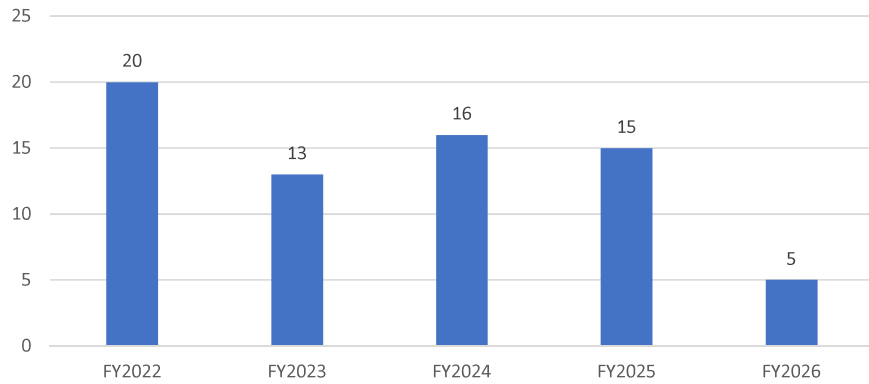


Applications Approved Year-Over-Year Comparison

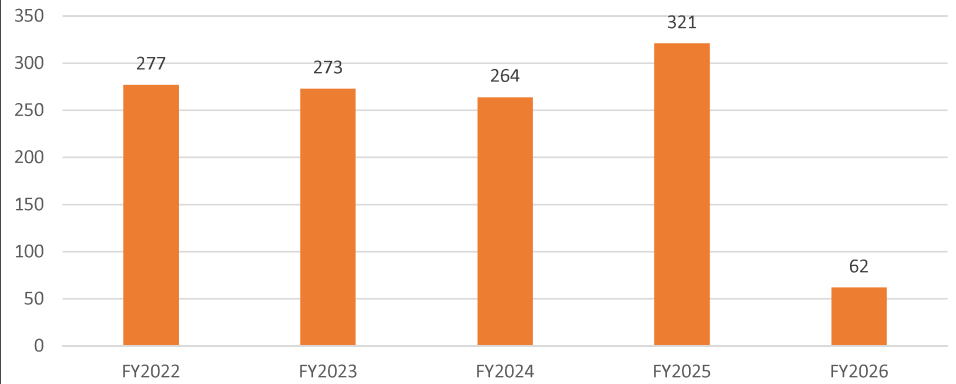


TALCB Total Applications Approved - Fiscal Year

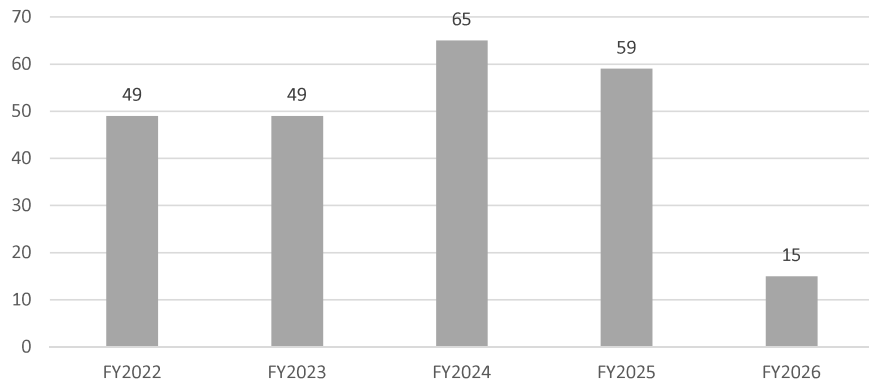
ACE Providers Approved



ACE Courses Approved



Qualifying Course Acceptance Approved



November 2025

TALCB Examination Activity - Fiscal YTD and Monthly Comparison

Licensed Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2026	6	2	8	75%	3	8	11	27%	19	47%	17	53%
FYTD 2025	10	5	15	67%	5	4	9	56%	24	63%	23	65%
November 2025	2	1	3	67%	0	1	1	0%	4	50%	4	50%
November 2024	1	2	3	33%	2	1	3	67%	6	50%	6	50%

Certified Residential	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Pass Rate	
FYTD 2026	12	5	17	71%	3	2	5	60%	22	68%	17	88%
FYTD 2025	16	5	21	76%	8	10	18	44%	39	62%	28	86%
November 2025	4	1	5	80%	1	2	3	33%	8	63%	7	71%
November 2024	6	0	6	100%	0	4	4	0%	10	60%	9	67%

Certified General	First Time Test Takers				Repeat Test Takers				Exams Given <i>(includes repeats)</i>		Unique Applicants Examined	
	Passed	Failed	Total	Pass Rate	Passed	Failed	Total	Pass Rate	Count	Pass Rate	Count	Pass Rate
FYTD 2026	7	5	12	58%	3	12	15	20%	27	37%	21	48%
FYTD 2025	9	7	16	56%	9	15	24	38%	40	45%	28	64%
November 2025	2	0	2	100%	2	4	6	33%	8	50%	8	50%
November 2024	2	0	2	100%	1	5	6	17%	8	38%	7	43%

TALCB Licensing Report

Current as of November 30, 2025

TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
ACTIVE CERTIFICATIONS AND LICENSES
November 2025

FISCAL YEAR	END OF MONTH	GENERAL	RESIDENTIAL	LICENSE	TOTAL G.R.L.	G.R.L. CHANGE	TRAINEE	TRAINEE CHANGE	TOTAL	TOTAL CHANGE
2014	Aug14	2,386	2,405	453	5,244	36	760	36	6,004	72
2015	Aug 15	2,408	2,415	434	5,257	13	779	19	6,036	32
2016	Aug16	2,426	2,425	416	5,267	10	789	10	6,056	20
2017	Aug17	2,398	2,407	423	5,228	-39	868	79	6,096	40
2018	Aug18	2,384	2,394	435	5,213	-15	938	70	6,151	55
2019	Aug19	2,366	2,412	430	5,208	-5	1,029	91	6,237	86
2020	Aug20	2,371	2,426	421	5,218	10	1,081	52	6,299	62
2021	Aug21	2,324	2,510	470	5,304	86	1,166	85	6,470	171
2022	Aug22	2,357	2,636	592	5,585	48	1,498	-11	7,083	37
2023	Aug 23	2,388	2,742	675	5,805	23	1,327	-23	7,132	0
2024	Sept 23	2,394	2,756	673	5,823	18	1,311	-16	7,134	2
	Oct 23	2,393	2,766	671	5,830	7	1,284	-27	7,114	-20
	Nov 23	2,397	2,772	673	5,842	12	1,241	-43	7,083	-31
	Dec 23	2,394	2,784	669	5,847	5	1,213	-28	7,060	-23
	Jan 24	2,392	2,791	672	5,855	8	1,161	-52	7,016	-44
	Feb 24	2,386	2,789	679	5,854	-1	1,126	-35	6,980	-36
	Mar 24	2,389	2,788	679	5,856	2	1,080	-46	6,936	-44
	Apr 24	2,391	2,794	677	5,862	6	1,044	-36	6,906	-30
	May 24	2,395	2,802	676	5,873	11	1,008	-36	6,881	-25
	Jun 24	2,400	2,800	667	5,867	-6	987	-21	6,854	-27
2025	Jul 24	2,404	2,805	650	5,859	-8	953	-34	6,812	-42
	Aug 24	2,411	2,816	641	5,868	9	934	-19	6,802	-10
2025	Sept 24	2,417	2,810	633	5,860	-8	921	-13	6,781	-21
	Oct 24	2,418	2,807	626	5,851	-9	892	-29	6,743	-38
	Nov 24	2,420	2,800	614	5,834	-17	874	-18	6,708	-35
	Dec 24	2,421	2,791	613	5,825	-9	861	-13	6,686	-22
	Jan 25	2,404	2,780	612	5,796	-29	851	-10	6,647	-39
	Feb 25	2,391	2,772	590	5,753	-43	832	-19	6,585	-62
	Mar 25	2,402	2,778	596	5,776	23	840	8	6,616	31
	Apr 25	2,409	2,781	593	5,783	7	819	-21	6,602	-14
	May 25	2,401	2,774	586	5,761	-22	805	-14	6,566	-36
	Jun 25	2,391	2,766	586	5,743	-18	814	9	6,557	-9
2026	Jul 25	2,386	2,753	583	5,722	-21	806	-8	6,528	-29
	Aug 25	2,389	2,752	581	5,722	0	803	-3	6,525	-3
November 2025	Sept 25	2,394	2,739	577	5,710	-12	802	-1	6,512	-13
	Oct 25	2,395	2,730	570	5,695	-15	795	-7	6,490	-22
	Nov 25	2,398	2,724	564	5,686	-9	801	6	6,487	-3
Inactive Appraisers		GENERAL 42	RESIDENTIAL 61	LICENSE 18	TOTAL 121	TRAINEE 97		TOTAL 218		
Out-of-State Temporary Registrations:									115	
Total All License Holders:									6,820	

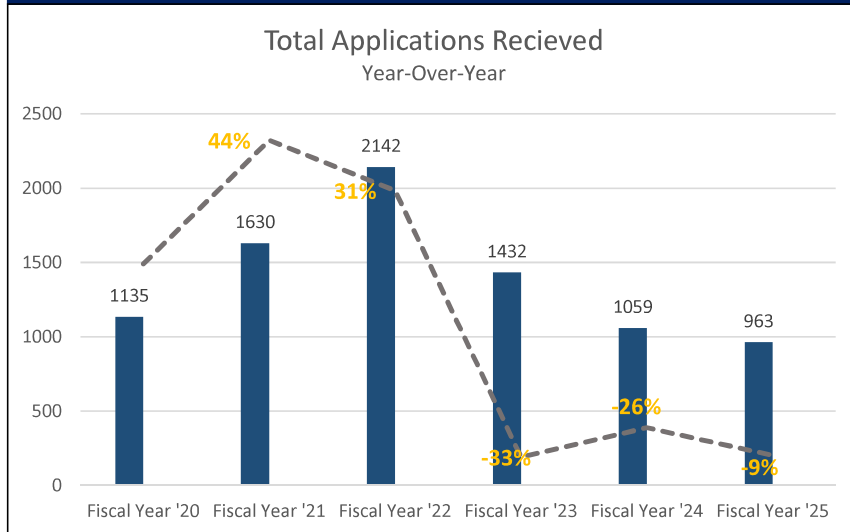
TEXAS APPRAISER LICENSING AND CERTIFICATION BOARD
APPRAISAL MANAGEMENT COMPANY REGISTRATIONS
November 2025

FISCAL YEAR	MONTH	Total Apps Received	Total AMC Registrations Issued	Total AMC Renewals Issued
2015 - Total		16	15	17
2016 - Total		10	11	128
2017 - Total		16	15	21
2018 - Total		12	12	121
2019 - Total		8	9	25
2020 - Total		14	15	107
2021 - Total		14	14	34
2022 - Total		20	18	112
2023 - Total		20	21	43
2024 - Total		16	17	94
2025	Sept 24	1	1	6
	Oct 24	0	0	6
	Nov 24	1	1	5
	Dec 24	1	1	3
	Jan 25	0	0	5
	Feb 25	0	0	3
	Mar 25	2	1	2
	Apr 25	0	0	3
	May 25	2	1	5
	Jun 25	1	2	3
	Jul 25	0	1	8
	Aug 25	1	1	2
2025 - Total		9	9	51
2026	Sept 25	0	0	3
	Oct 25	2	1	7
	Nov 25	0	0	8
2026 - Total		2	1	18
Registrations issued from March 2012 to Nov 2025			362	
Registrations Expired > 6 months as of Nov 2025			-110	
Registrations Expired < 6 months as of Nov 2025			0	
Registrations Surrendered			-30	
Registrations Revoked			-3	
Registrations Relinquished			-41	
Registrations Re-Issued > 6 months after expiration date			-10	
Federally Regulated AMCs			-3	
TOTAL AMC REGISTRATIONS			165	

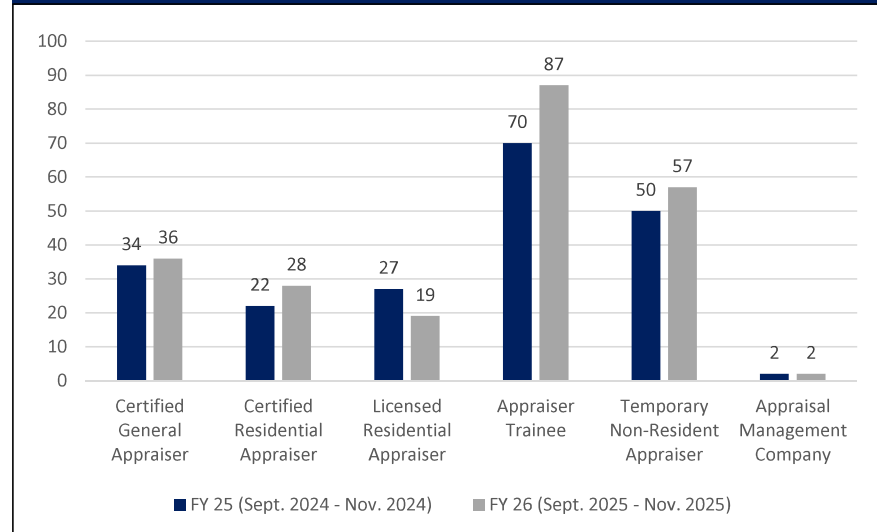
AMC Registrations Year-Over-Year			
	Total AMC Registrations	Variance	% Change
Fiscal Year 17	172		
Fiscal Year 18	168	-4	-2%
Fiscal Year 19	162	-6	-4%
Fiscal Year 20	163	1	1%
Fiscal Year 21	175	12	7%
Fiscal Year 22	174	-1	-1%
Fiscal Year 23	182	8	5%
Fiscal Year 24	166	-16	-9%
Fiscal Year 25	165	-1	-1%

Applications Received

Total Applications Received Year-Over-Year Comparison



Applications Received Year-to-Date Comparison



Applications Received Month-Over-Month Comparison

	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25
Certified General Appraiser	11	10	22	19	18	23	11	13	15	14	9	15	12
Certified Residential Appraiser	6	6	9	11	10	21	16	16	15	6	10	11	9
Licensed Residential Appraiser	8	7	20	10	12	10	13	7	12	9	10	5	4
Appraiser Trainee	18	16	35	15	24	23	37	28	35	30	46	23	19
Temporary Non-Resident Appraiser	17	19	20	15	20	17	19	21	23	19	26	14	17
Appraisal Management Company	1	1	0	0	2	0	2	1	0	1	0	2	0

Application Processing Time

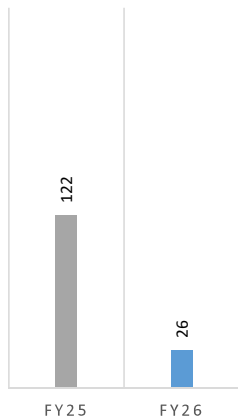
Average Number of Days to Process Applications

Average Number of Calendar Days to Process a License (Application Review & Experience Audit)

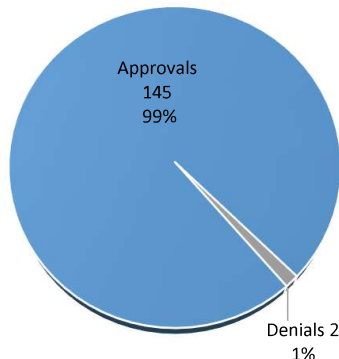
	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25
Certified General Appraiser – Initial & Reinstatement (Goal: 75 days)	29	23	33	26	29	23	21	22	13	29	30	23	33
Certified Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	28	NA	42	26	35	17	28	24	25	30	39	29	25
Licensed Residential Appraiser – Initial & Reinstatement (Goal: 75 days)	30	36	35	20	18	20	15	26	18	41	21	29	23
Reciprocity (Goal: 14 days)	3	4	2	6	2	2	2	3	2	2	2	14	2
Appraiser Trainee (Goal: 14 days)	2	4	5	5	8	5	7	5	4	5	4	6	11
Temporary Non-Resident Appraiser (Goal: 5 days)	2	2	2	3	2	2	2	3	2	2	2	2	2
Appraisal Management Company (Goal: 14 days)	5	4	NA	NA	1	NA	1	6	NA	1	NA	2	NA

Certified and Licensed Residential Experience Audit Summary

Residential audits received



FY25 – 26 Residential Audit Outcome

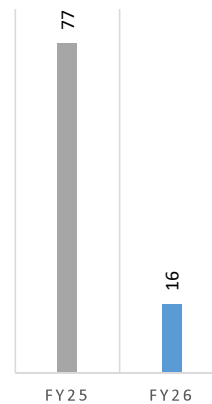


Residential Audit Processing Year-Over-Year

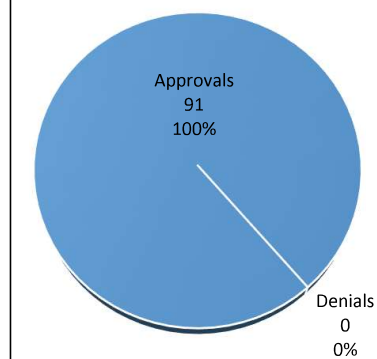
	Closed	Average Processing
Fiscal Year 2021	213	33 Days
Fiscal Year 2022	305	47 days
Fiscal Year 2023	364	45 days
Fiscal Year 2024	265	30 Days
Fiscal Year 2025	123	22 Days
Fiscal Year 2026	30	22 Days

Certified General Experience Audit Summary

Commercial audits received



FY25- 26 Commercial Audit Outcome



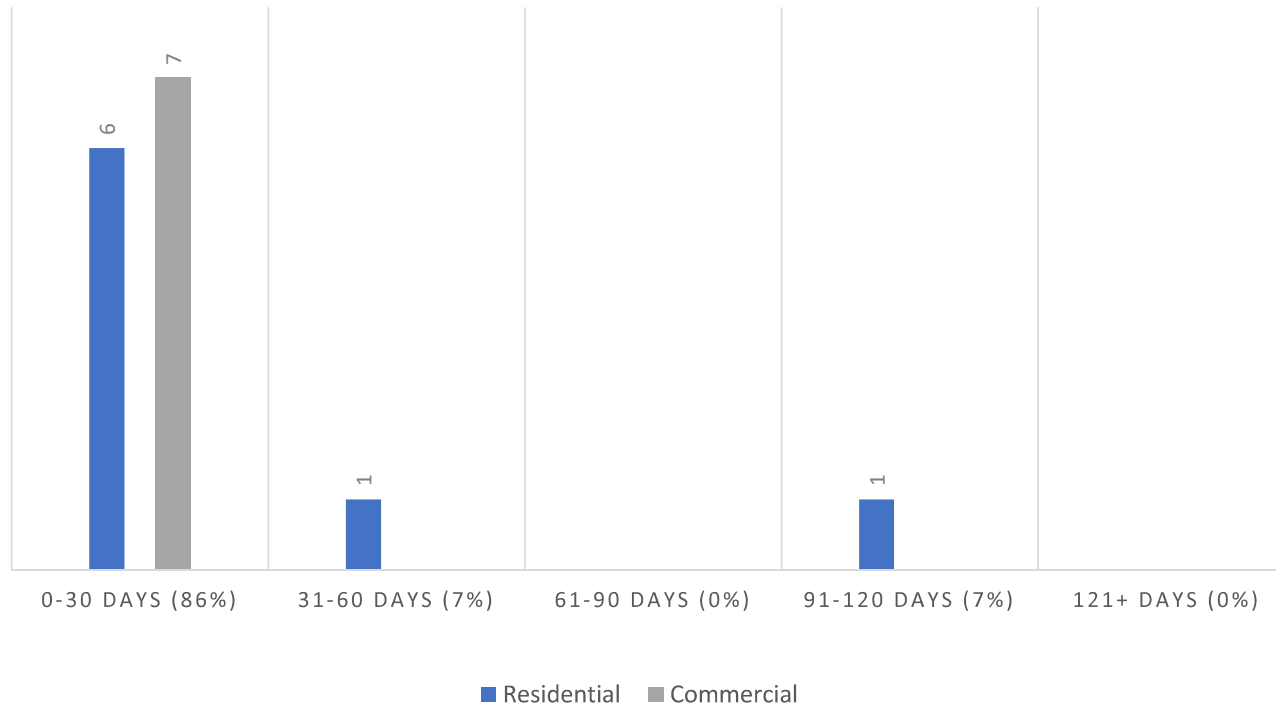
Commercial Audit Processing Year-Over-Year

	Closed	Average Processing
Fiscal Year 2021	53	30 Days
Fiscal Year 2022	62	46 Days
Fiscal Year 2023	78	41 days
Fiscal Year 2024	100	32 Days
Fiscal Year 2025	77	20 Days
Fiscal Year 2026	18	23 Days

Renewal Activity

Year-to-Date Comparison						
	FY 24 (Sept. 2023 - Nov. 2023)		FY 26 (Sept. 2025 - Nov. 2025)		Variance	Percent
	Renewed	% Renewed	Renewed	% Renewed		
Certified General Renewals	196	87.11%	210	89.36%	14	7.14%
Certified Residential Renewals	274	91.33%	296	88.10%	22	8.03%
Licensed Residential Renewals	51	66.23%	43	58.11%	-8	-15.69%
Appraiser Trainee Renewals	77	47.53%	49	53.26%	-28	-36.36%

Open Experience Audit Snapshot



There is 1 audit over 60 days involving multiple reports.

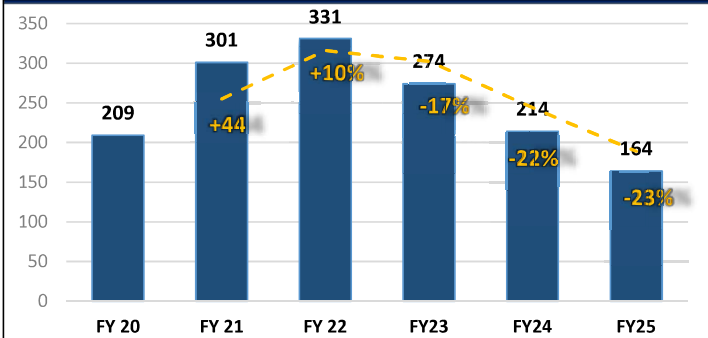
TALCB Enforcement Report

Current as of November 30, 2025

Complaints Received

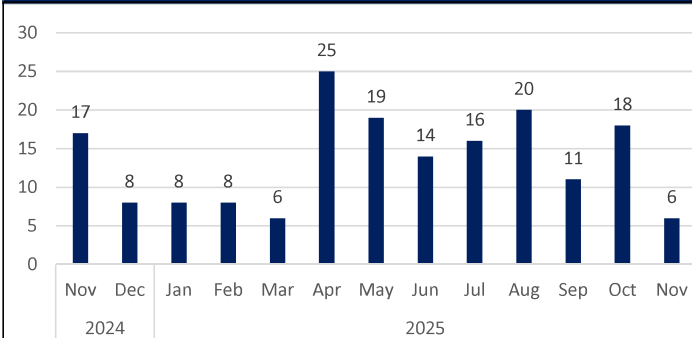
Complaints Received

Year-Over-Year



Complaints Received

Month-Over-Month

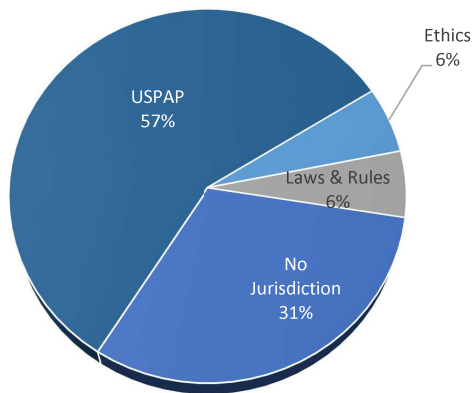


Fiscal Year 2026 Summary

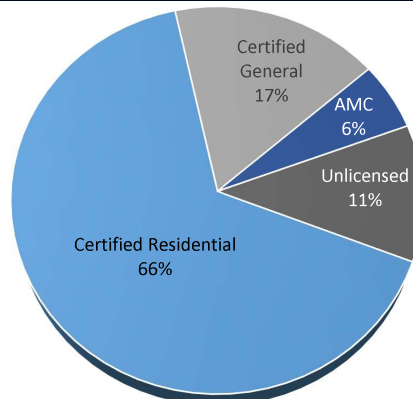
35	Complaints Received
34	Respondents
<1%	License Holders Receive a Complaint

Fiscal Year 2026 Complaints Received by Category

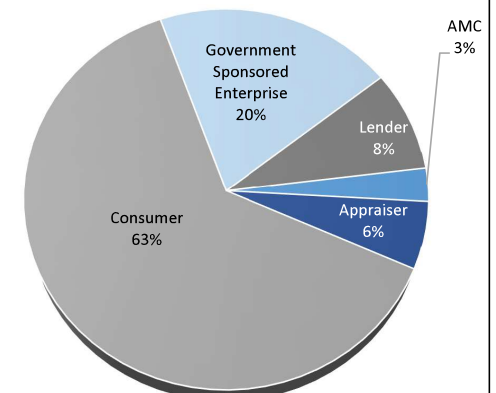
Breakdown by Classification



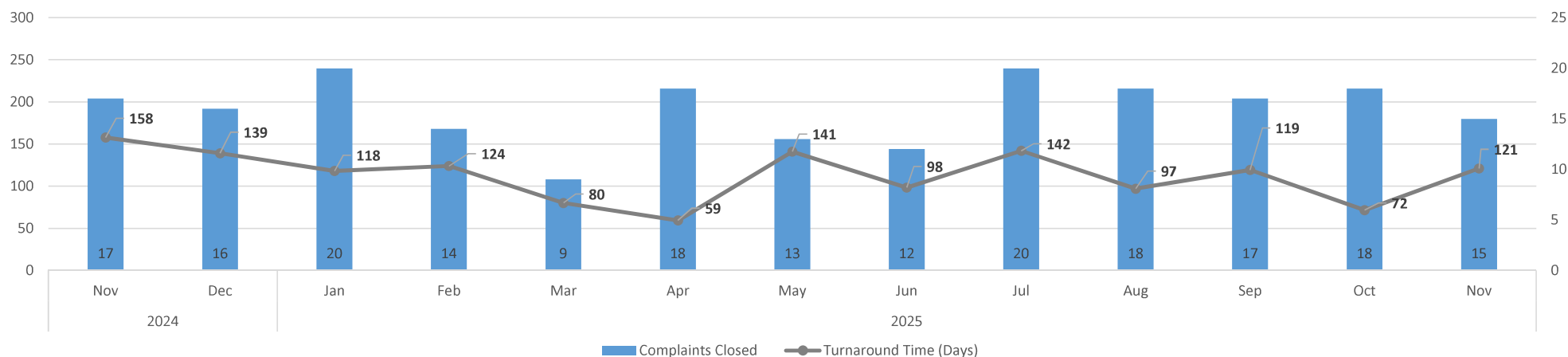
Breakdown by License



Breakdown by Source

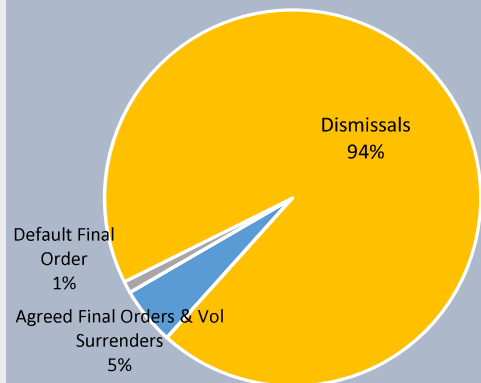


Complaint Resolution

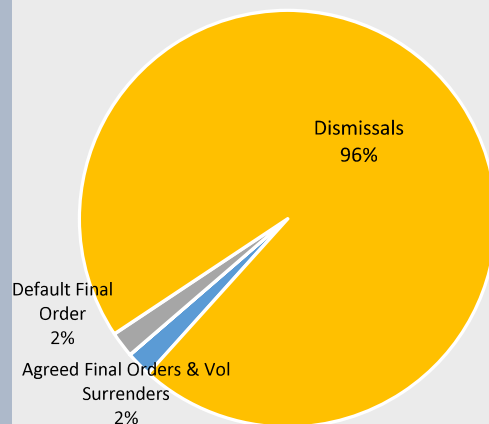


FY25 Complaint Outcome

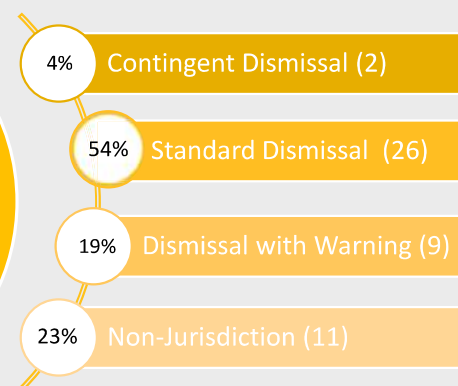
201 Complaints Resolved



FY26 Complaint Outcome



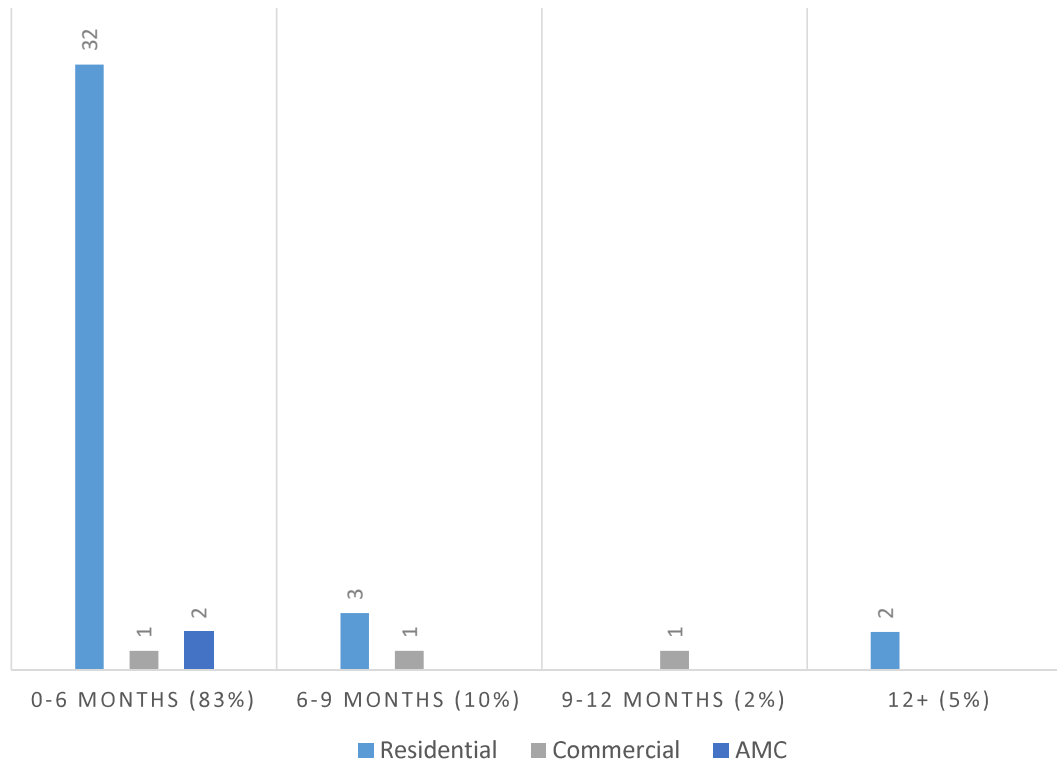
FY26 Dismissal Breakdown



Fiscal Year 2026 Summary

50	Complaints Resolved
103 Days	Average turnaround time Sunset Goal: Resolve complaints within 180-day on average
<1%	License holders receive discipline

Open Complaint Snapshot



Open Complaint Data

42 Open Complaints

4 Cases Currently Abated

- 4 pending litigation

2 Cases Over 1 Year Old

The ASC Policy Statements require that cases be resolved within 1-year, absent special documented circumstances. 2 cases involved abatements.



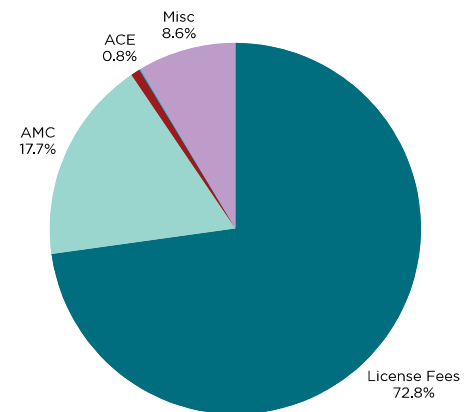
EXECUTIVE FINANCIAL REPORT

NOV 2025

Total Revenue (YTD)	Total Expenses (YTD)	Gain/Loss
\$532,666	\$504,903	\$27,762

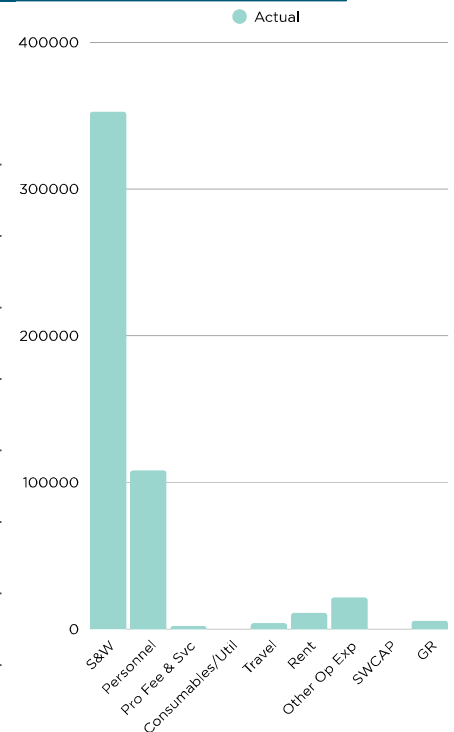
Income Report

Source	Budgeted	Actual	Difference
License Fees	1,653,005	387,795	1,265,210
AMC's	764,465	94,520	669,945
ACE Program	18,365	4,285	14,080
Exam Fees	3,890	500	3,390
Miscellaneous Revenue	68,945	45,565	23,380
Total Income	\$2,508,670	\$532,666	\$1,976,004



Expenses Report

Source	Budgeted	Actual	Difference
Salaries & Wages	1,651,978	352,603	1,299,375
Other Personnel Costs	517,736	108,120	409,616
Professional Fees & Svcs	117,835	2,084	175,751
Consumables/Utilities	2,143	7	2,136
Travel	42,000	3,947	38,053
Rent (Buildings/Equip)	11,614	10,989	625
Other Operating Expenses	115,601	21,528	94,073
SWCAP	51,807	0	51,807
Annual GR Payment	22,500	5,625	16,875
Total Expenses	\$2,593,214	\$504,903	\$2,088,311





EXECUTIVE FINANCIAL REPORT

NOV 2025

Notes

- Our ending revenue collection for the month of November is at 21.2%, or \$532,666. We were below our target collection rate of 25% for the 1st quarter of 2026.
- Our ending expenses for November were at 19.5%, which was below our projected expense target of 25% at the end of FY2026 Q1.
- Our revenue exceeded our expenditures; therefore, we have an operational gain of \$27,762.

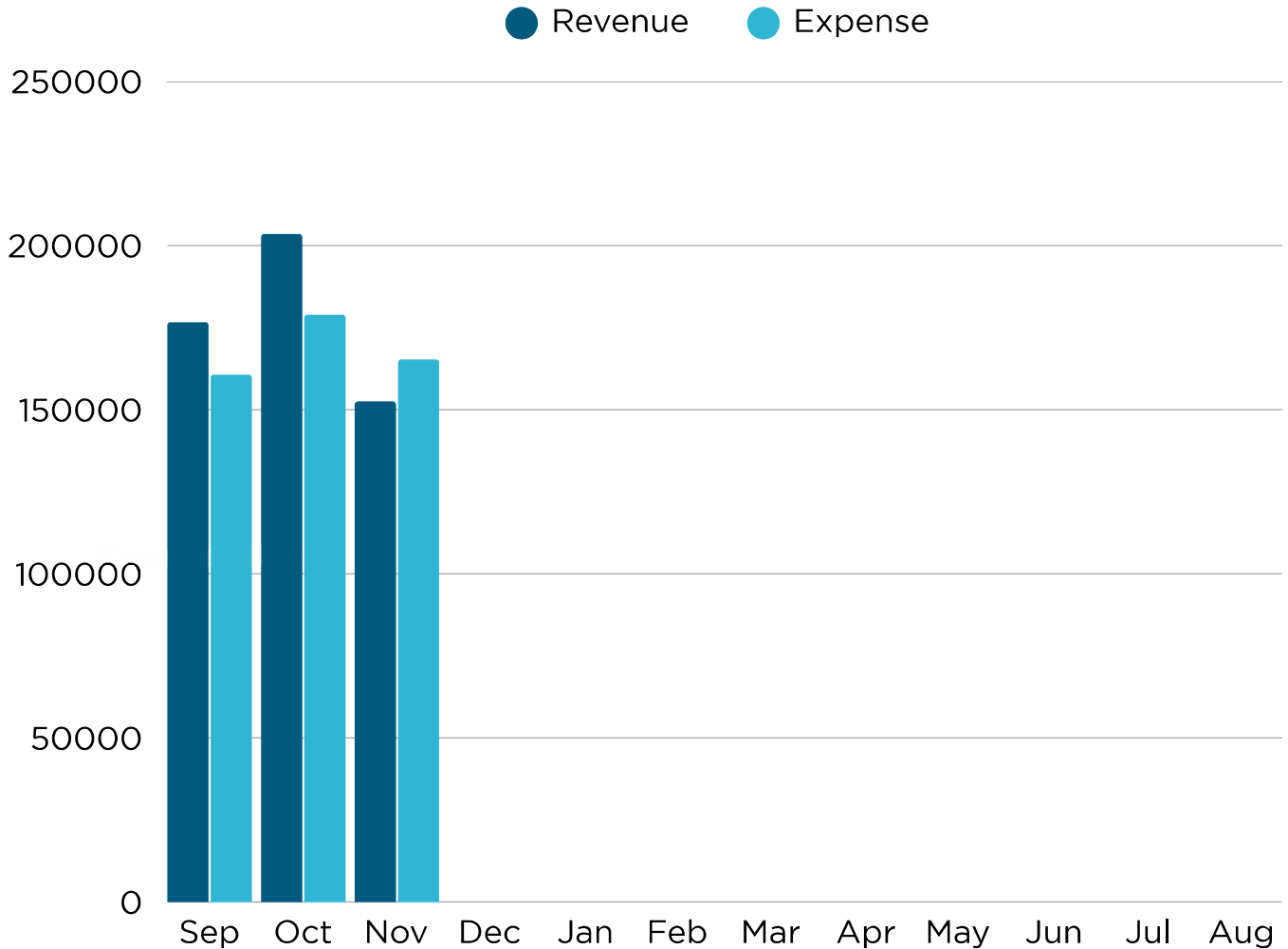
Expenses Report



EXECUTIVE FINANCIAL REPORT

NOV 2025

FY26 Monthly Activity





MONTHLY INVESTMENT REPORT AS OF NOV 30, 2025

The following report is submitted in accordance with the Public Funds Investment Act (Chapter 2256.023) in order that the governing body of the Texas Appraiser Licensing and Certification Board is fully informed of the position and activity within the agency's portfolio of investments.

The Chief Financial Officer, Accounting Manager, and Budget Analyst have been designated by the Executive Director as the agency's investment officers and make funds movement and allocation decisions. The appropriate investment vehicle used is determined by safety needs, liquidity requirements, financial return, and Texas Comptroller policy. The TALCB Operating and special purpose fund (Education Development Fund Account) are invested in overnight repurchase agreements and U.S. Treasury Notes.

The agency's portfolio is managed in full compliance with the Public Funds Investment Act, the investment policy and strategy of the agency, and under the safety parameters as set by the Commission.

Ranada Williams
Chief Financial Officer

Melissa Huerta
Accounting Manager

Kemya Dean
Budget Analyst



MONTHLY INVESTMENT REPORT AS OF NOV 30, 2025

Financial Services Division

TX Appraiser Licensing & Certification Board Operating Account No. 3056 Investments Holdings Report

For the Month of November 2025

Purchase Date	Par Value	Purchase Price	Beginning Market Value	Additions Changes	Ending Market Value	Accrued Interest	Description	Maturity Date
12/16/2024	901,000.00	898,881.71	901,351.96	0.00	901,351.96	16,641.42	U.S. T-Notes, 4.000	12/15/2025
03/19/2025	870,000.00	874,447.52	872,922.66	(407.81)	872,514.85	8,558.81	U.S. T-Notes, 4.625	03/15/2026
06/16/2025	967,000.00	967,071.22	969,757.46	(264.41)	969,493.05	18,418.58	U.S. T-Notes, 4.125	06/15/2026
09/15/2025	252,000.00	254,254.22	253,929.38	0.00	253,929.38	2,479.10	U.S. T-Notes, 4.625	09/15/2026
Totals	\$ 2,990,000.00	\$ 2,994,654.67	\$ 2,997,961.46	\$ (672.22)	\$ 2,997,289.24	\$ 46,097.91		

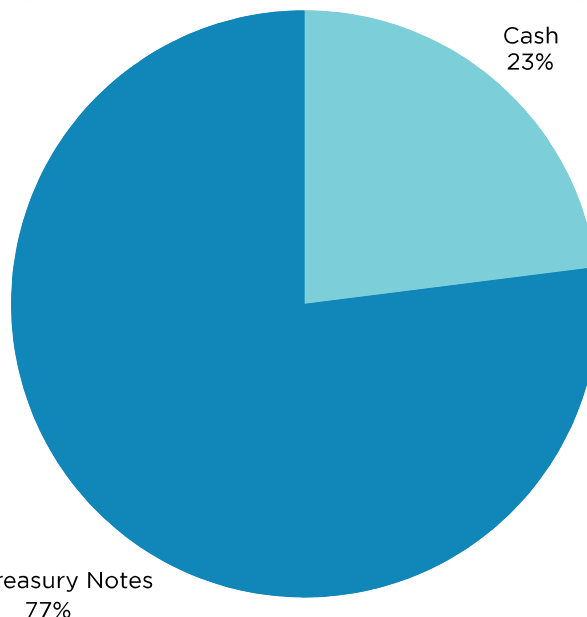
Monthly Activity

	Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 11/01/2025	\$ 727,543.71		
Current Month Receipts		\$ 202,320.70	
Current Month Disbursements		\$ (34,483.74)	
Total Cash			\$ 895,380.67
Investment Ending Market Value			2,997,289.24
Total Account Balance			3,892,669.91
Operating Reserves			(1,296,609.00)
Ending Balance Available for Operations 11/30/2025			\$ 2,596,060.91

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

Cash

US Treasury Notes





MONTHLY INVESTMENT REPORT AS OF NOV 30, 2025

Financial Services Division

Tx Appraiser Licensing & Certification Board Administrative Penalties Account No. 3193

November 2025

		Monthly Activity		
		Beginning Balance	Current Month	Cumulative Totals
Beginning Cash Available Balance 11/01/2025	\$	34,571.17		
Current Month Receipts				
	Admin Penalties	\$	0.00	
	Interest Earned		112.07	
Current Month Disbursements				
			\$ (10.73)	
Total Cash				\$ 34,672.51
Reserved for Education Development				0.00
Ending Balance Available 11/30/2025	\$			34,672.51

