

July 10, 2020

Backgrounder

Tarion Seeking Public Input on Consumer Protection Initiatives

Tarion has released its Implementation Plan to address the recommendations directed it to from Auditor General of Ontario. As part of this work, Tarion is seeking public input on 10 consumer protection initiatives to improve service delivery and help build a more transparent, fair and accountable new home warranty and protection system.

“Input from consumers and others will help inform Tarion’s path forward as we implement the recommendations of the Auditor General,” said Peter Balasubramanian, President and CEO of Tarion. “We want to ensure we get these changes right and respond directly to consumer feedback. Consulting on an increase to warranty caps is an example of how we are trying to address issues raised directly by homeowners.”

Tarion is seeking input from consumers and stakeholders in the following areas:

- Changing the Customer Service Standard to strengthen protections for homeowners and improve their ability to seek assistance from Tarion;
- Establishing new rules for the timely resolution of homeowners’ disputes with builders;
- Establishing new rules and processes to ensure homeowners are notified of the importance of the Pre-Delivery Inspection;
- Clarifying information on new home warranties and homeowners’ rights in the Homeowner Information Package;
- Establishing a timely and cost-effective Tarion mediation process for homeowners;
- Requiring builders to provide Tarion with title information for high-risk proposed condominium construction projects and to disclose restrictions that could cause delay or cancellation of the project;
- Implementing a risk-based inspection process to proactively identify potential deficiencies during construction, including those related to the Ontario Building Code during construction; and,

- Improving the Ontario Builder Directory to include additional helpful information about builders.

Tarion is also seeking input on the warranty compensation caps on claims related to environmentally harmful substances or hazards, septic systems and condominium common elements and providing compensation to homeowners in instances where they have to relocate while repairs are underway which arose from a warranted item.

Tarion is accepting feedback between July 10 and August 24, 2020. Those interested in providing comments are encouraged to submit them to the Ontario Regulatory Registry or to Submissions@Tarion.com.

For more information about the consultation, please visit <https://www.tarion.com/about/public-consultation/auditor-general-recommendations>.