



Current Issues...Ontario

Legislation Required to Ensure Tarion Homeowner Survey Results are Not Misleading

The Issue:

For the past two years, Tarion has conducted a client survey, which would normally be considered a positive step. However, Tarion has only permitted responses from homeowners who purchased a newly built home in the previous one-year period. A one-year window is clearly inadequate, as, for example, many issues with a newly built home may not appear for a few years. Therefore, in these cases, homeowners would not have made a claim to Tarion in the first year of their home ownership, and therefore, could not knowledgeably complete the Tarion survey based on actual experience with Tarion.

Some homeowners whose homes were still under warranty with Tarion were not permitted to complete the Tarion survey when they requested to be allowed to participate. (Note: Tarion provides some warranty protection for up to seven years.)

Canadians for Properly Built Homes' Position:

The 2007 and 2008 Tarion homeowner satisfaction survey results were not a fair or accurate representation of Ontario homeowners' satisfaction, given the very flawed approach of only allowing purchasers for the previous 12 month period to complete the survey. Future Tarion homeowner satisfaction surveys should be conducted annually and use a five year timeframe rather than a one year timeframe.

What can concerned citizens do?

Write or telephone Premier Dalton McGuinty and request that his government changes the legislation to ensure that Tarion homeowner satisfaction surveys are conducted annually and permit homeowners who have purchased in the previous five years to complete it. Premier McGuinty's address is: Rm 281, Main Legislative Building, Queen's Park Toronto ON M7A 1A4. His e-mail address is: dmcguinty.mpp.co@liberal.ola.org . His telephone number is: 416-325-1941.