



## Open Letter to Premier Wynne

March 9, 2014

Premier Kathleen Wynne  
Room 281, Queen's Park  
111 Wellesley Street West  
Toronto, Ontario M7A 1A1

Dear Premier Wynne:



When you became the Premier of Ontario over a year ago, many of Ontario's purchasers of newly built homes had high hopes given your promises of accountability and transparency. As you were informed before you became the Premier, many Ontarians are dissatisfied with the Tarion Warranty Corporation. Using Tarion's own survey data, approximately **57,000 purchasers of newly built homes are dissatisfied with Tarion!**

Sadly, instead of making Tarion accountable and transparent, your government's responses to appeals for help from homeowners, MPPs, and Canadians for Properly Built Homes (CPBH) have been largely the same meaningless responses we heard from your predecessor, Dalton McGuinty. Requests for a meeting with you from CPBH remain outstanding. Far too many innocent consumers continue to suffer in their newly built homes due to inadequate consumer protection, for example, due to the lack of heat as required by the Ontario Building Code. Many noted with great interest that you attended the 2013 Ontario Home Builders' Association President's Gala. (Tarion's board of directors continues to be dominated by the building industry, as you know.)

In July 2013, a Toronto Star investigative report concluded that Tarion is keeping secret records of incomplete or poor work by builders. (Many Ontarians and CPBH have been raising this serious issue of inaccurate records of builders' performance on the Tarion web-site for almost a decade now.) Yet it took the Toronto Star's investigative report for the Liberal government to finally agree to do something about it. Unfortunately, nine months later, this serious issue with the Tarion web-site is still not properly fixed.

Several of your colleagues in the Ontario Legislature have requested that your government take meaningful action to protect consumers, for example, starting with a value-for-money audit of Tarion by the Auditor General of Ontario. But you continue to



refuse to do that. Over the past five years, petition after petition (electronic and paper) concerning the need for changes at Tarion has been signed by **thousands** of Ontarians. In just the past few weeks, **hundreds** of signed postcards have been sent to you via Canada Post by consumers from across the province with the following message:

*"Many of Ontario's purchasers of newly built homes have faced serious problems with Tarion. Please take immediate action and direct your Government House Leader to bring MPP Hillier's Private Member's Motion 50 (for a Value for Money audit of Tarion) to the Floor for debate and vote.*

*Ontarians need YOUR leadership on this important issue. Transparency related to Tarion is crucial. You can provide this transparency through a Value for Money audit of Tarion. We are counting on you, Premier Wynne."*

I think we can agree that all members of the Government of Ontario, public service officials and elected representatives alike, work for the people of Ontario, Premier Wynne. A large number of those citizens are suffering undue hardship at the hands of builders and Tarion, and they have raised their voices to ask you to act, in keeping with their democratic right. As your employer, they deserve the courtesy of a reply.

When will you direct your Government House Leader to bring MPP Hillier's Private Members Motion 50 to the Floor for debate and vote?

When will you bring Accountability and Transparency to the Tarion Warranty Corporation?

Will you stand up for Ontario consumers before the building industry?

Yours truly,

[Original signed by]

Dr. Karen Somerville, PhD  
President

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Canadians for Properly Built Homes (CPBH) is a national, not for profit corporation dedicated to healthy, safe, durable, energy efficient residential housing for Canadians, and is the only organization of its kind in Canada. Working for consumer awareness and protection, CPBH is run by a volunteer Board of Directors and is supported by a volunteer Advisory Council of industry experts and other key stakeholders. CPBH earned "partner" status with the Canadian Consumer Information Gateway (Industry Canada). [www.canadiansforproperlybuilthomes.com](http://www.canadiansforproperlybuilthomes.com)