



# What Real Estate Professionals Need to Know About Tarion



# Who We Are & What We Do

---



Inform & Educate  
Tarion's Stakeholders



Backstop Builders'  
Statutory Warranties



Create Awareness  
About Statutory  
Warranty Coverage





- Licence and regulate new home builders/sellers in Ontario
- Manage conduct complaints about builders/sellers
- Take action against illegal building (i.e., building without a licence)
- Host the Ontario Builder Directory
- Promote standards/expectations of good conduct through a Code of Ethics



- Promote best practices in home construction
- Administer the new home warranty and protection plan
- Underwrite and backstop builder warranties
- Authorize construction and sales plans of Vendors/Builders

# Tarion's Application Process

---

- Vendor can apply to the HCRA and Tarion at the same time
- Once Confirmation of Qualification for Enrolment (QFE) is obtained, you can **sell** the homes
- Once Confirmation of Enrolment is obtained, you can **build** the homes
- Approval to sell/build homes does not expire and, when you run out, apply for more
- Annual reviews are no longer required for freehold, contract and non-condo projects
- Refer to the applicable Registrar Bulletin 10 at [www.tarion.com](http://www.tarion.com)
- Reach out to us with any questions you may have [underwriting@tarion.com](mailto:underwriting@tarion.com)

## Registrar Bulletin No. 10 FH

---

Tarion Application Process for Freehold Homes

Effective Date: February 1, 2021  
Updated: September 8, 2022

# The Ontario Builder Directory (OBD) Search

- Builder
  - 10-year history, including number of homes built, chargeable conciliations and claims paid by Tarion
- Address
  - Date of possession/interim occupancy date so you know how much warranty may be left on a home or unit



## ONTARIO BUILDER DIRECTORY

In Ontario, a new home builder or vendor must be licensed by the [Home Construction Regulatory Authority \(HCRA\)](#). Hosted by the HCRA, the Ontario Builder Directory provides information such as a builder's licensing status, the number of years a builder has been active, the number of homes they have built, and conduct concerns including any charges and/or convictions against the builder. If you do not see your builder listed or they appear not to be licensed, please contact the HCRA. Home buyers who are interested in buying a new home that is already built may also search the Builder Directory to confirm the home's warranty. You can begin your search right away if you know the name of the builder you are searching, or you can search by location.

### SEARCH FOR A BUILDER

Builder Name

*Ex. Bob The Builder Co.*

Builder Office Location (City)

*Ex. Barrie*

+ [Advanced Search](#)

### CONFIRM YOUR HOME'S WARRANTY

Address \* *Please include at least 5 characters to help narrow your search.*

*Ex. 123 Main St.*

City

*Ex. Timmins*

+ [Advanced Search](#)

- The OBD is located on the HCRA website [www.hcraontario.ca](http://www.hcraontario.ca)

# New Requirements as of February 1, 2021

- A Warranty Information Sheet must be attached to all purchase agreements to provide clear and helpful warranty information at the time of sale; and
- Builders must provide Tarion with purchaser contact info to allow for earlier communication about the importance of the PDI as well as key elements of the new home warranty that would apply during the pre-possession period

## Warranty Information for New Freehold Homes



This information sheet provides a basic overview of the warranties and protections that come with your new home. This warranty is provided to you by your builder and backed by Tarion. For more detailed information visit [tarion.com](http://tarion.com) and log into our online learning hub at [www.tarion.com/learninghub](http://www.tarion.com/learninghub)

### The Pre-Delivery Inspection (PDI)

Before you take possession of your new home, your builder is required to conduct a pre-delivery inspection (PDI) with you or someone you designate to act on your behalf. If you wish, you may be accompanied by someone who can provide expert assistance. The PDI is important because it is an opportunity to learn about how to operate and maintain parts of your home, such as the ventilation, plumbing, and heating systems. It is also important because it gives you an opportunity to note items in your home that are damaged, missing, incomplete, or not working properly before you take possession of your home. This record is also significant as it may help show what items may have been damaged before you moved in and helps resolve any disputes relating to whether or not an item of damage was caused by the use of the home.

The PDI is only one piece of evidence relating to damaged or incomplete items, and you should note and document (e.g. via photos or video) any concerns or damaged items as soon as you notice them after taking possession if they were missed on your PDI. If the damaged items are not addressed by your builder, you can include them in your 30-Day Form to Tarion. Damaged items are covered under the warranty if the damage was caused by the builder or their trades. There is more information about the PDI here: [www.tarion.com/learninghub](http://www.tarion.com/learninghub)

### Deposit Protection

The deposit you provide to your builder is protected up to certain limits if your builder goes bankrupt, fundamentally breaches your Agreement of Purchase and Sale or you exercise your legal right to terminate it. Deposit coverage limits are \$60,000 if the purchase price is \$600,000 or less and 10% of purchase price to a maximum of \$100,000 if the purchase price is over \$600,000. This protection includes the money you put down towards upgrades and other extras.

### Delayed Closing Coverage

Your builder guarantees that your home will be ready for you to move in by a date specified in the Agreement of Purchase and Sale or a date that has been properly extended (if for certain reasons the original closing date cannot be met). You may be able to claim up to \$7,500 from your builder in compensation if they do not meet the conditions for an allowable extension that are outlined in the Addendum to your Agreement of Purchase and Sale.

### Warranty Coverage

The warranty on work and materials commences on your date of possession and provides up to a maximum of \$300,000 in coverage. There are limitations on scope and duration as follows. Your builder warrants that your home will, on delivery, have these warranties:

**Freehold Form  
(Firm Closing Date)**

Property \_\_\_\_\_  
\_\_\_\_\_

**Statement of Critical Dates  
Delayed Closing Warranty**

This Statement of Critical Dates forms part of the Addendum to which it is attached, which in turn forms part of the agreement of purchase and sale between the Vendor and the Purchaser relating to the Property. **The Vendor must complete all blanks set out below. Both the Vendor and Purchaser must sign this page.**

**NOTE TO HOME BUYERS:** Home buyers are encouraged to refer to the Home Construction Regulatory Authority's website [www.hcraontario.ca](http://www.hcraontario.ca) to confirm a vendor's licence status prior to purchase as well as to review advice about buying a new home. Please visit Tarion's website: [www.tarion.com](http://www.tarion.com) for important information about all of Tarion's warranties including the Delayed Occupancy Warranty, the Pre-Delivery Inspection and other matters of interest to new home buyers. The Warranty Information Sheet, which accompanies your purchase agreement and has important information, is strongly recommended as essential reading for all home buyers. The website features a calculator which will assist you in confirming the various Critical Dates related to the occupancy of your home.

**VENDOR** \_\_\_\_\_  
Full Name(s)

**PURCHASER** \_\_\_\_\_  
Full Name(s)

**1. Critical Dates**

The **Firm Closing Date**, which is the date that the Vendor anticipates the home will be completed and ready to move in, is: the \_\_\_ day of \_\_\_\_\_, 20\_\_.

*If the Vendor cannot close by the Firm Closing Date, then the Purchaser is entitled to delayed closing compensation (see section 7 of the Addendum) and the Vendor must set a Delayed Closing Date.*

The Vendor can set a Delayed Closing Date that is up to 365 days after the Firm Closing Date: This **Outside Closing Date** could be as late as: the \_\_\_ day of \_\_\_\_\_, 20\_\_.

**2. Purchaser's Termination Period**

If the purchase of the home is not completed by the Outside Closing Date, then the Purchaser can terminate the transaction during a period of **30 days** thereafter (the "**Purchaser's Termination Period**"), which period, unless extended by mutual agreement, will end on: the \_\_\_ day of \_\_\_\_\_, 20\_\_.

If the Purchaser terminates the transaction during the Purchaser's Termination Period, then the Purchaser is entitled to delayed closing compensation and to a full refund of all monies paid plus interest (see sections 7, 10 and 11 of the Addendum).

Note: Any time a Critical Date is set or changed as permitted in the Addendum, other Critical Dates may change as well. At any given time the parties must refer to: the most recent revised Statement of Critical Dates; or agreement or written notice that sets a Critical Date, and calculate revised Critical Dates using the formulas contained in the Addendum. Critical Dates can also change if there are unavoidable delays (see section 5 of the Addendum).

Acknowledged this \_\_\_ day of \_\_\_\_\_, 20\_\_.

VENDOR: \_\_\_\_\_ PURCHASER: \_\_\_\_\_  
\_\_\_\_\_

# The Addendum

- Must be attached to every APS
- Gives buyers clear information about:
  - Status of a project
  - Closing delays
  - Termination periods
  - Closing costs and adjustments
- With the launch of the HCRA, Tarion has updated the Addendum to ensure consistency with the new regulator.
- A link to the revised forms and the relevant amended regulations can be found on [Tarion.com](http://Tarion.com)

# Purchase Agreement Registration

- Creates a record of the purchase
- Allows Tarion to provide homeowners with key information on the warranty and provide links to key resources like the Homeowner Learning Hub
- Once registered, Tarion will be able to cross reference the info and confirm the builder is approved to sell and build new homes which will help combat illegal building
- Available via MyHome

## Purchase Agreement Registration

If you sign a Purchase Agreement for a new home or condominium unit and give your builder a deposit, Tarion protects those funds up to a certain limit in the event that the sale is not completed for the following reasons:

- a) Your builder goes bankrupt
- b) Your builder fundamentally breaches the purchase agreement
- c) You have a statutory right to treat the purchase agreement as terminated

Please complete the form below and press submit to register your Purchase Agreement with Tarion.

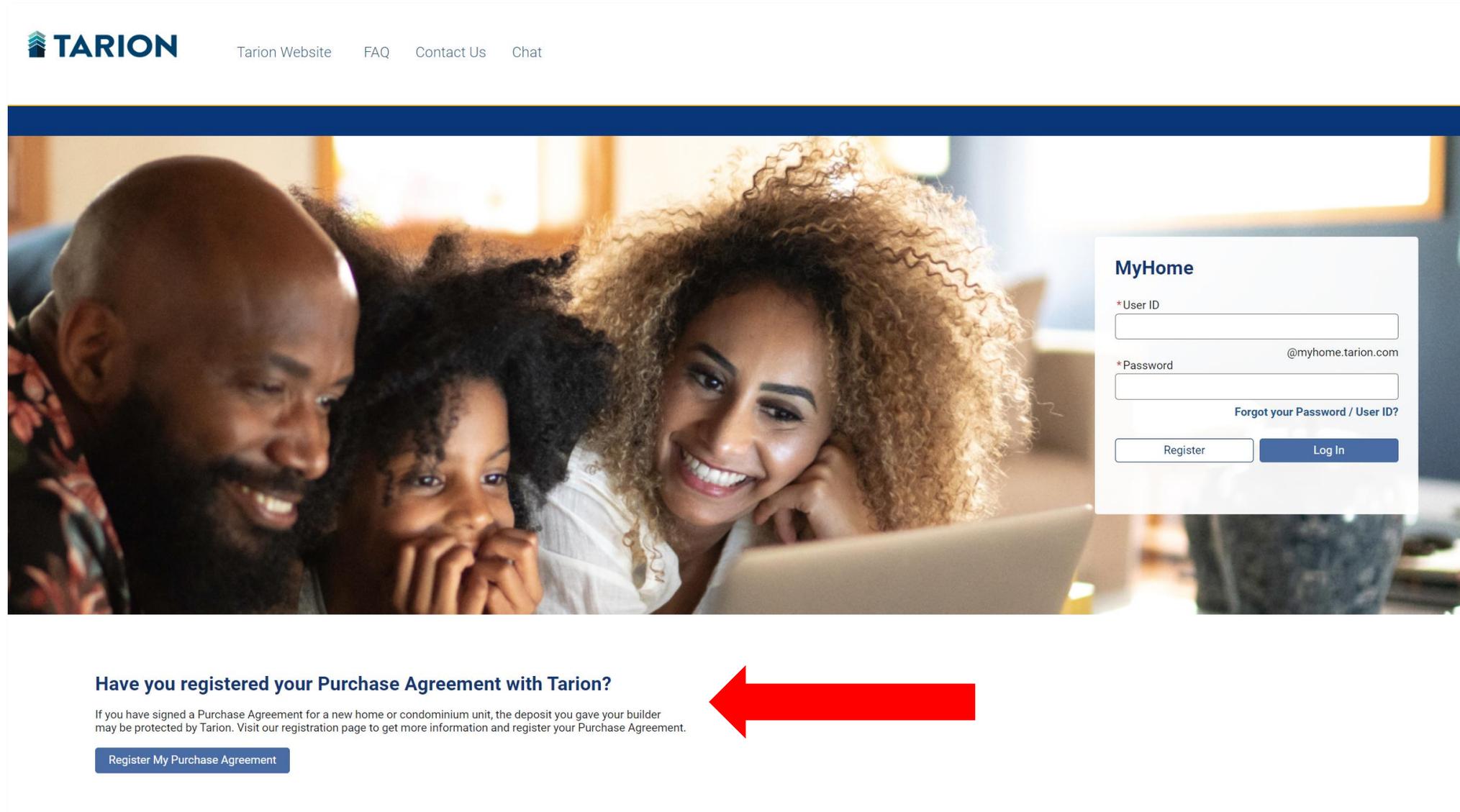
### Purchaser Contact Information

\* Please indicate below whether the purchaser on the Purchase and Sale Agreement is an Individual or a Corporation

\* First Name

\* Last Name

# Purchase Agreement Registration



The screenshot shows the Tarion website's 'MyHome' login and registration interface. At the top left is the Tarion logo, followed by navigation links: 'Tarion Website', 'FAQ', 'Contact Us', and 'Chat'. Below this is a large image of a diverse family (a man, a woman, and a child) looking at a laptop. Overlaid on the right side of the image is a white login/register form titled 'MyHome'. The form contains two input fields: '\* User ID' and '\* Password'. The password field has a placeholder '@myhome.tarion.com'. Below the password field is a link 'Forgot your Password / User ID?'. At the bottom of the form are two buttons: 'Register' and 'Log In'. Below the image, there is a text prompt: 'Have you registered your Purchase Agreement with Tarion?' followed by a paragraph: 'If you have signed a Purchase Agreement for a new home or condominium unit, the deposit you gave your builder may be protected by Tarion. Visit our registration page to get more information and register your Purchase Agreement.' Below this text is a blue button labeled 'Register My Purchase Agreement'. A large red arrow points from the right towards the registration prompt.

**TARION** Tarion Website FAQ Contact Us Chat

## MyHome

\* User ID

\* Password  @myhome.tarion.com

[Forgot your Password / User ID?](#)

**Have you registered your Purchase Agreement with Tarion?**

If you have signed a Purchase Agreement for a new home or condominium unit, the deposit you gave your builder may be protected by Tarion. Visit our registration page to get more information and register your Purchase Agreement.

[Register My Purchase Agreement](#)



# Illegal Building



## What is illegal building/selling?

---

Building a new home  
without a licence

Selling a new home  
without a licence

Building/selling a new  
home without enrolling  
the home with Tarion

**If a builder/seller is not licensed, they may not have the technical or competency skills to build and sell new homes, and purchasers may not receive warranty coverage on their home.**



# DO YOU NEED A LICENCE? | REALTORS

A licence from the HCRA is not required if:

- The realtor is representing a purchaser or builder/seller (although they may need RECO registration)

A licence from the HCRA is required if:

- The realtor intends to offer to sell / sell a new home on their own behalf, or
- Transfer the title of a new home

If you are seeking licence as a seller, the HCRA will want to know your licensing history with other regulators such as RECO.



# PROTECT YOUR CLIENTS | HOW REALTORS CAN HELP

Realtors have a duty to know the law and protect their clients. Illegal builders and sellers can harm consumers and the home building industry and **can also impact your reputation and your registration with RECO.**

When in doubt, always consult the **Ontario Builder Directory** to check if a builder or seller holds a valid licence with the HCRA.



## IF YOU SEE IT – REPORT IT

You don't have to be personally affected by an illegal builder or seller to report illegal building/selling activity. The HCRA has an illegal building form that anyone can fill out – including real estate professionals.

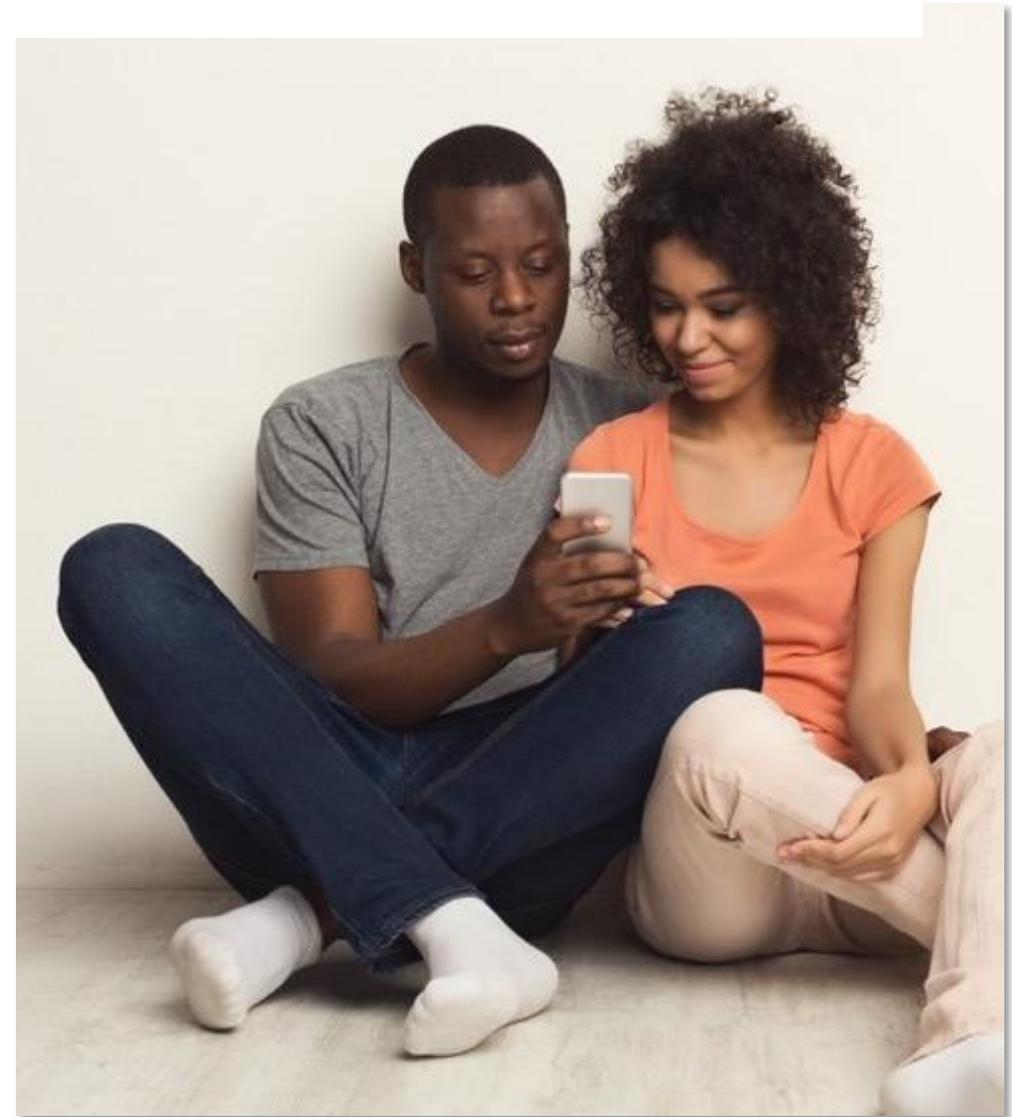




# Warranty Coverage



The warranty stays  
with the home for 7  
years from date of  
possession



# Subsequent Owners

**OREA** Ontario Real Estate Association **Agreement of Purchase and Sale** **Form 100**  
for use in the Province of Ontario

---

**BUYER,** Sharon Williams ..... (Full legal names of all Buyers) ..... , agrees to purchase from

**SELLER,** David George Burton ..... (Full legal names of all Sellers) ..... , the following

**REAL PROPERTY:**

Address: 309 Queen Street ..... fronting on the South ..... side of Queen Street .....  
in the **Municipality of** Chatham Kent formerly known as the town of Malabarburg in the County of Kent .....  
and having a frontage of 55/59.44 ft. ..... more or less by a depth of 121.85/145.69 ft. ..... more or less and legally  
described as PLAN 120 SURVEY LITTLE BLK B LOT 12, LOT 11 .....  
..... (the "property").  
..... (Legal description of land including easements not described elsewhere)

**PURCHASE PRICE:** Fifty Thousand ..... Dollars (CDN\$) 50,000.00 .....

**DEPOSIT:**  
Buyer submits (Upon acceptance ..... ) Five Hundred ..... Dollars (CDN\$) 500.00 .....  
..... (Herewith/Upon acceptance)

by negotiable cheque payable to Homeward Realty Inc. ..... to be held in trust without interest  
pending completion or other termination of this Agreement and to be credited toward the Purchase Price on completion.  
Buyer agrees to pay the balance as more particularly set out in Schedule A attached.

**SCHEDULE(S) A** ..... **attached hereto form(s) part of this Agreement.**

1. **CHATTELS INCLUDED:** all light fixtures, all ceiling fans, storage shed, all window covering, gas hot water tank .....

- Send the first and signature page of the purchase agreement or the Transfer Deed of Land to [customerservice@tarion.com](mailto:customerservice@tarion.com)
- The new owner can then register for MyHome and see previously submitted forms and claims made, etc.

# Types of construction that may have warranty coverage

---

- Freehold Homes
- Contract Homes
- Condominiums
- Residential Condominium Conversion Projects, as of January 1, 2018 (RCCPs)



# Types of construction that may not have warranty coverage

---

- Kit, modular and mobile homes including park model trailers/trailer parks
- Seasonal homes/cottages
- Semi detached homes
- Owner-built homes
- Previously occupied homes



# Homes that may not have warranty coverage

---



Owner-built homes are not covered if the homeowner is the builder of the home

Previously occupied homes are homes that are built and owned by a builder who then rents the home out before it is ever sold

# Eligibility

---

- All new homes are eligible for warranty coverage, however there can be some exceptions
- Must meet the definition of a “home” as defined by the *Ontario New Home Warranties Plan Act* and the *New Home Construction Licensing Act 2017*
- For more information, refer to advisories on the HCRA’s website, [hcraontario.ca](http://hcraontario.ca)
- If you are unsure, write to us at [ismyhomecovered@tarion.com](mailto:ismyhomecovered@tarion.com)



# The Pre-Delivery Inspection (PDI)



**TARION**  
SUPPORTING YOUR NEW HOME WARRANTY

## Pre-Delivery Inspection Checklist

**TARION**  
SUPPORTING YOUR NEW HOME WARRANTY

Pre-Delivery Inspection Form

Unit Enrolment #

Please list below any damaged, incomplete, or missing items, as well as anything that is not operating properly. Also note any "substitutions" of items referred to in, or to be selected under, the Agreement of Purchase and Sale (APS) or construction contract. Please initial all changes and deletions. As a minimum, check the following:

Damaged, Incomplete or Missing	Operating Condition
<ul style="list-style-type: none"> <li>Windows, side lights and other glazing, Window and door screens</li> <li>Bathubs, sinks and toilets</li> <li>Bathroom accessories, if provided</li> <li>Mirrors, countertops and cabinetry</li> <li>Flooring (hardwood, vinyl, ceramic tiles, carpeting)</li> <li>Interior finishes and trim carpentry</li> <li>Furnace</li> <li>Hot water heater, if provided (not a rental)</li> <li>Exterior finishes, driveways, walkways, decks and landscaping are complete</li> </ul>	<ul style="list-style-type: none"> <li>Windows, interior and exterior doors (including garage overhead door). Door locks</li> <li>Faucets: kitchen, bathroom, laundry room</li> <li>Exhaust fans (kitchen, bathrooms), if provided</li> <li>Electrical outlets and fixtures</li> <li>Gas fireplaces, incl. circulation fans, if provided</li> <li>Heat Recovery Ventilation system, if provided</li> <li>Heating system</li> <li>Hot water heater, if provided (not a rental)</li> <li>Air conditioning system, if provided and if conditions permit</li> </ul>

Item #	Room/Location	Description

- Must be done prior to occupancy
- Purpose is to document the condition of the home/unit prior to occupancy
- Capture incomplete, damaged, missing or non-operational items
- Opportunity to review maintenance procedures
- Can appoint a designate
- The PDI is not a statutory warranty form
- Download the PDI Checklist

# Warranty Coverage for New Home Buyers

---

## Before Move In

- Deposit Protection
- Delayed Closing/Occupancy Protection
- Financial Loss for Contract Homes

## After Move In

- One - Year Warranty
- Two - Year Warranty
- Three - Seven Year Warranty

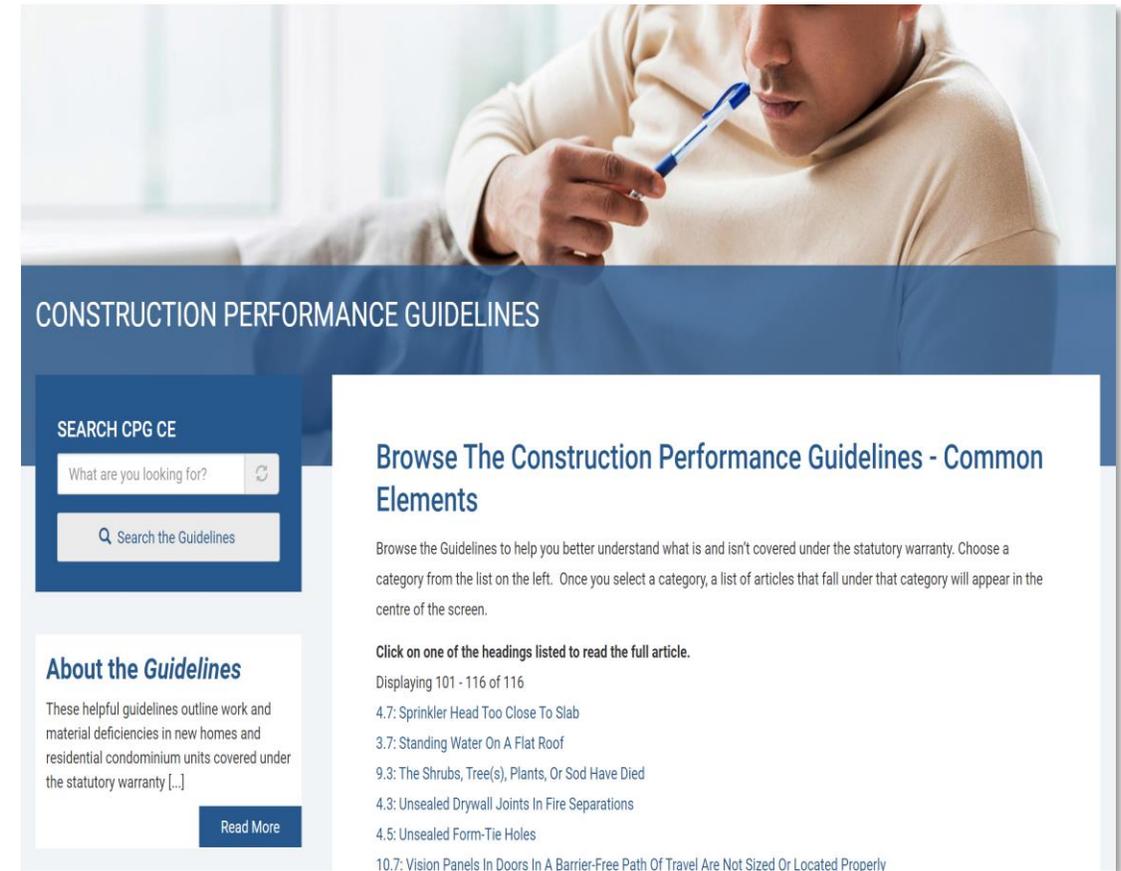
Up to a maximum of

- \$300,000 for condo units; and
- \$400,000 for freehold homes with a July 1<sup>st</sup> warranty start date or later



# The Common Elements Warranty

- The Condominium Corporation manages the warranty on areas outside the unit
- Defects in these areas should be reported to the attention of the Condominium Corporation or Property Manager



# Deposit Protection

---

Tarion protects deposits of up to \$100,000 for freehold homes and \$20,000 for condo purchases if:

- A builder goes bankrupt;
- A builder fundamentally breaches the purchase agreement; or
- Buyers exercise a statutory right to treat the purchase agreement as terminated

Payments for upgrades are part of the deposit protection (up to the above stated amounts), unless it states otherwise in the Agreement of Purchase and Sale





# Financial Loss for Contract Homes

---

- Applies when a buyer enters a contract with a builder for the construction of a new home on property that the buyer already owns, and the builder fails to substantially perform the contract
- The buyer may be entitled to the difference between the amount paid to the builder, and the value of the work and materials that were supplied, up to a maximum of \$40,000

# Delayed Closing Coverage

---

- The builder guarantees a home will be ready for move in either by a date:
  - Specified in the purchase agreement or
  - A date that has been properly extended if circumstances occur that delay the home's completion
- Claims for delayed closings may be submitted any time during the first year, up to a maximum of \$7500



# First Year Warranty Coverage

---

## Covers:

- Defects in work or materials
- Unauthorized substitutions

## Ensures the home:

- Is fit for habitation
- Has been constructed in accordance with the *Ontario Building Code*
- Is free of major structural defects





# 1<sup>st</sup> Year Form Submission

---

- 30-Day Form is auto-submitted by Tarion on day 41 (includes the 10-day grace period);
- Year-End Form is auto-submitted by Tarion on day 366
  - The 10-day grace period at year end is only observed if the homeowner can show written evidence that they reported the additional items to their builder during the first-year warranty period

# 2nd Year Warranty Coverage

---

- Health & Safety Violations of the *Ontario Building Code*

## Defects:

- Electrical, plumbing, and heating systems
- Water penetration
- Exterior cladding
- Major Structural Defects

## Form submission:

Any time during the second year of possession,  
and as many forms as are required



## 3 - 7 Year Warranty Coverage

- Defects in work or materials that result in the failure of a load bearing part of the home's structure
- Defects in work or materials, that materially and adversely affects the load bearing function of a structural component; which can result in a shorter life span
- Defects in work or materials that significantly and adversely affect the use of the building as a home

### Form submission:

As many forms as are required can be submitted anytime during years three through seven



# What Happens after Form Submission?

---

- Initial Builder Repair Period (day 1 to day 120) begins
- Homeowner can request conciliation in the 30 days that follow the Initial Builder Repair Period, (between day 121 – 150)
- Second Builder Repair Period (30 days) begins on the day the request for conciliation is made
- Conciliation is scheduled to take place after the second Builder Repair Period expires
- Conciliation takes place if it is not cancelled by the homeowner
- Conciliation Assessment Report is issued to the homeowner and the builder
- Post-conciliation Repair Period (30 days) begins
- Tarion resolves claim on the builders' behalf if there is no resolution



# Upcoming Changes



# What Isn't Changing

---

- No changes to Builder Repair Periods
- No changes to the second year or seven-year process.
- No changes to common element process.
- No changes to special/seasonal process.
- No changes to the emergency process.



# Key Changes

---

For homes with a date of possession of *May 1, 2024*, or after:

- The initial homeowner submission period will be extended by 10 days
- Creating a mid-year form submission at six months
- Making the 10-day grace period at the end of the first-year warranty period permanent
- Removing the 30-day timeline for a homeowner to request a conciliation

# Changes to Form Submission

---

For homes with a date of possession of *May 1, 2024*, or after:

- Homeowners will be able to add and describe items via MyHome which will be itemized into a list and will be **auto-submitted** at three key intervals:
  - Initial Form at day 41
  - Mid-Year Form at day 183; and
  - Year-End Form at day 366
- No changes to the 2<sup>nd</sup> Year or 3 – 7 Year form submission or their processes

# Changes to Requesting Conciliations

---

- Homeowners will be able to request conciliation immediately upon form submission up to the date of the next form submission period, meaning they can request conciliation:
  - Anytime between day 42 and day 183 for the Initial Form;
  - Anytime between day 184 and day 365 for the Mid-Year Form; and
  - Anytime between day 366 and day 516 for the Year-End Form
- The conciliation be scheduled immediately, to take place **AFTER** both builder repair periods have expired.

# Exceptions to the Warranty Process

---

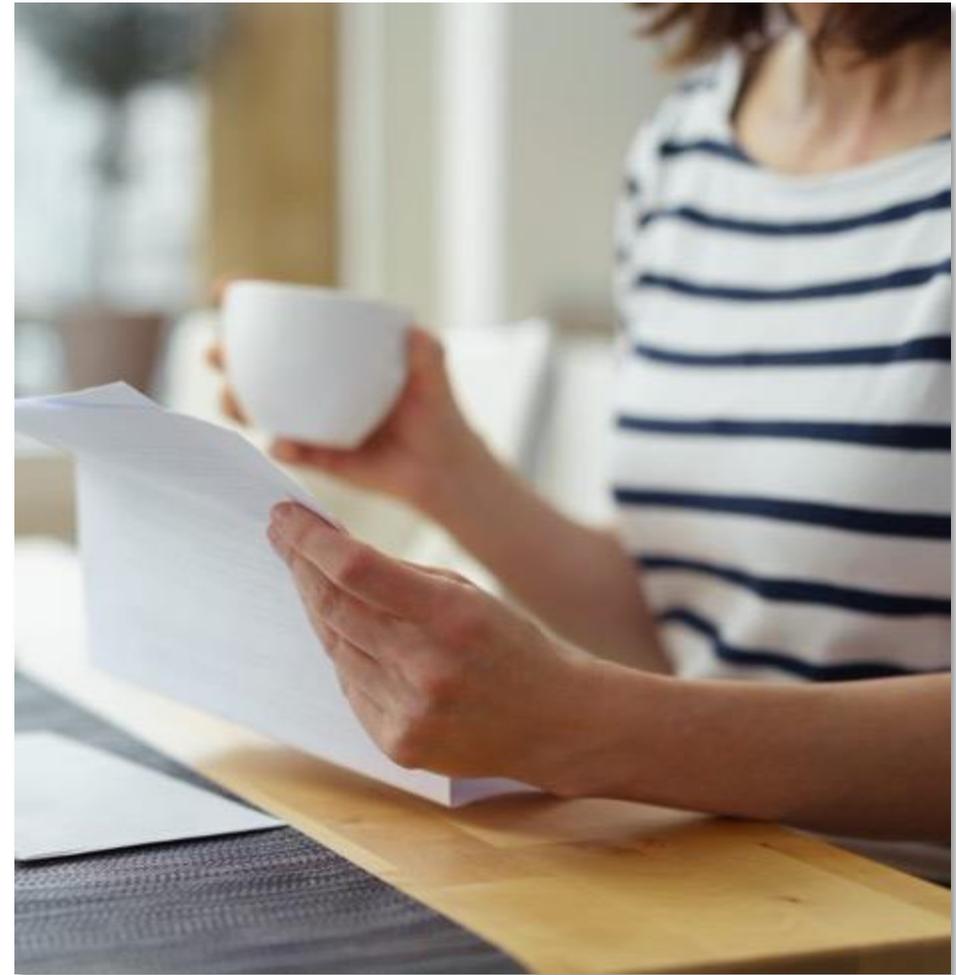
- Emergencies that place home or homeowner at risk
- Air Conditioning/Heating
- Seasonal items
- Special Seasonal items
- Conditions beyond builder's control



# Warranty Exclusions

---

- Defects in materials, designs and work supplied by the owner
- Secondary damage
- Normal wear and tear
- Normal shrinkage of materials caused by drying after construction
- Damage resulting from improper maintenance
- Damage from floods, 'acts of god', vandalism
- Visit [www.tarion.com](http://www.tarion.com) for full list



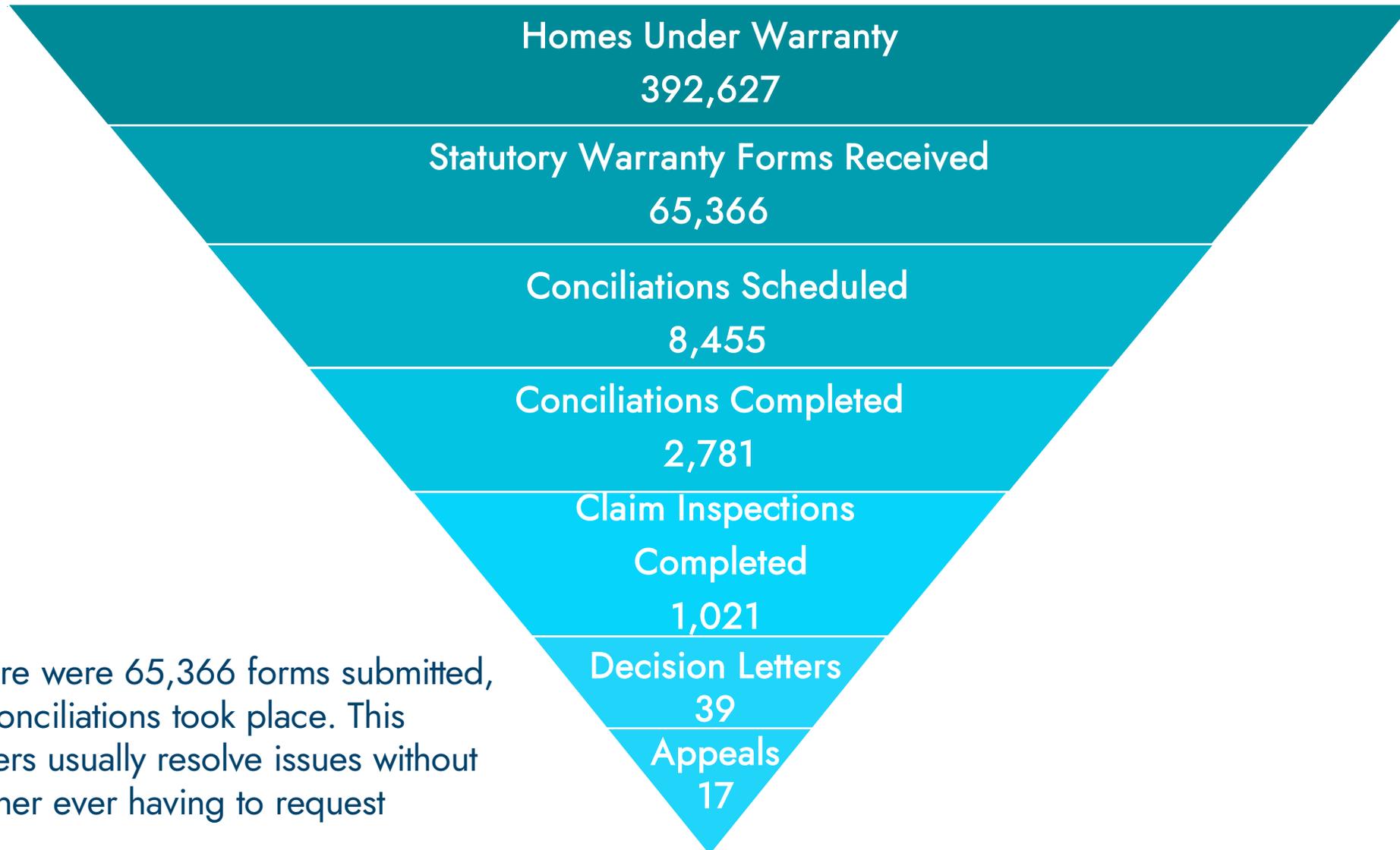
# Essential Items Supplied by the Homeowner

---



- Supplying essential parts of a home to a contract home may mean the home is no longer eligible for warranty coverage
- Any non-essential components supplied by the homeowner or work completed by the homeowner will not be warranted

# Most builders resolve issues that are submitted on Forms



- Although there were 65,366 forms submitted, only 2,781 conciliations took place. This means builders usually resolve issues without the homeowner ever having to request conciliation.

# Top 5 Claims for 2022

---

First year defects in materials and work:

- Stairs and Steps
- Walls
- Washrooms
- Doors
- Floors

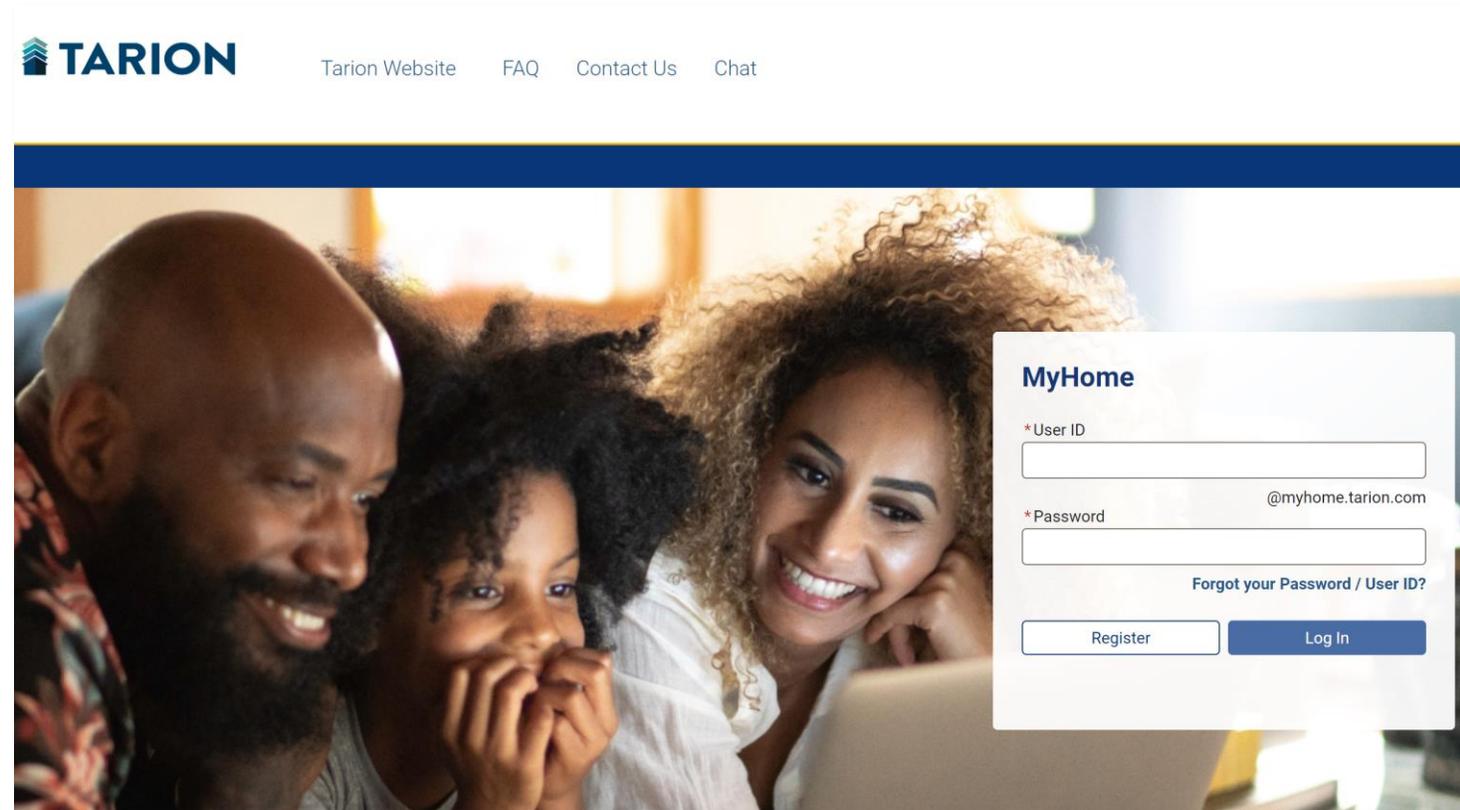




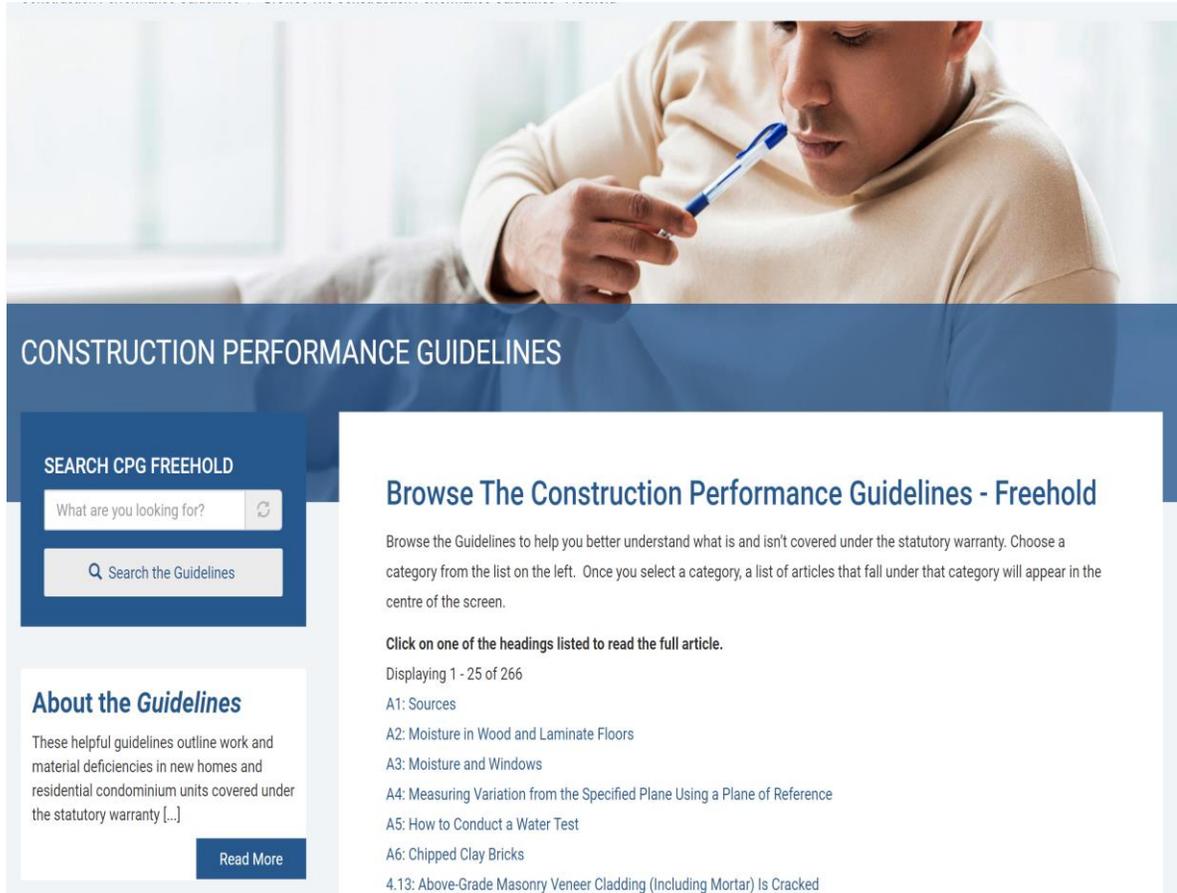
Technology and Resources for you and your Clients

# MyHome

- Online submission of warranty claim forms
- Email correspondence from Tarion
- E-mail alerts for important warranty deadlines
- Attach photos and supporting documents



# Construction Performance Guidelines (CPGs)



**CONSTRUCTION PERFORMANCE GUIDELINES**

**SEARCH CPG FREEHOLD**

What are you looking for?

**About the Guidelines**

These helpful guidelines outline work and material deficiencies in new homes and residential condominium units covered under the statutory warranty [...]

**Browse The Construction Performance Guidelines - Freehold**

Browse the Guidelines to help you better understand what is and isn't covered under the statutory warranty. Choose a category from the list on the left. Once you select a category, a list of articles that fall under that category will appear in the centre of the screen.

Click on one of the headings listed to read the full article.

Displaying 1 - 25 of 266

- A1: Sources
- A2: Moisture in Wood and Laminate Floors
- A3: Moisture and Windows
- A4: Measuring Variation from the Specified Plane Using a Plane of Reference
- A5: How to Conduct a Water Test
- A6: Chipped Clay Bricks
- 4.13: Above-Grade Masonry Veneer Cladding (Including Mortar) Is Cracked

- Determine warrantability
- Provide objective & uniform criteria regarding construction performance
- Allow for consistency in interpretation

# Home Explorer – Illustrated CPG

What kind of home do you live in?

FREEHOLD HOME

CONDOMINIUM



[FH 6.12: Manufactured Solid-Surface Countertop \(Integrated Basin\) Cracks At The Drain](#)

[FH 9.11: Paint Is Splattered On Surfaces Not Intended To Be Painted](#)

[FH 11.1: Seams \(Joints\) in Stone Countertops Are Too Wide Open](#)

[FH 11.6: Laminated Countertop \(Including Seams, Joints or Edges\) Has Swelled](#)

[FH 11.7: Laminated Countertop is Delaminated](#)

[FH 11.8: Cracks in Countertop Surfaces](#)

[FH 11.9: Scratches/Chips on Countertops](#)

[FH 11.11: Surface Pits, Fissures or Veins in Natural Stone Countertops](#)

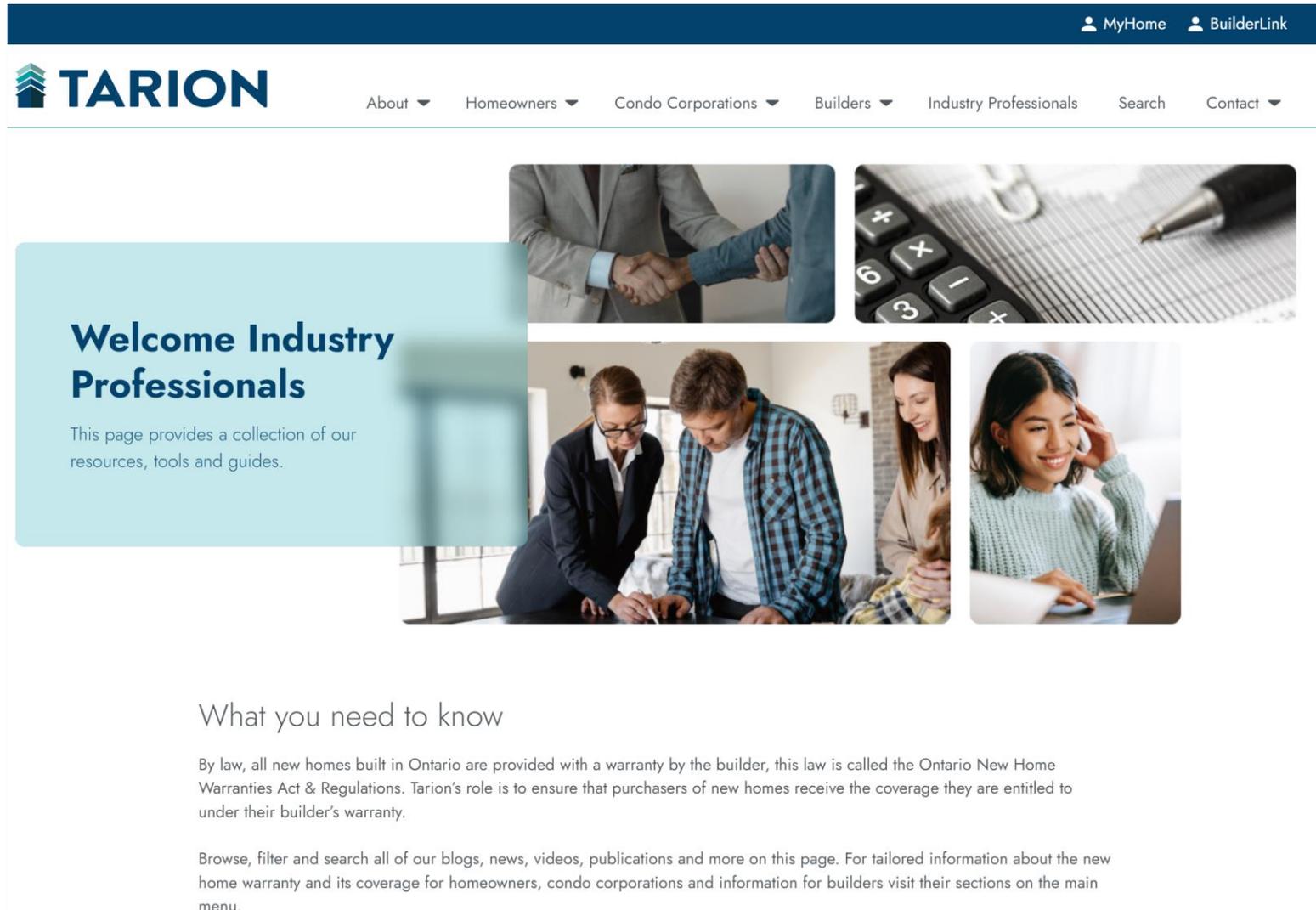
[FH 11.12: Staining Of Natural Stone Products](#)

Make it easier to access for those not familiar with construction language.

Encourage a **better process** in builder customer service practices.

Facilitate a platform that is **user-friendly**.

# Resources on Tarion.com



MyHome BuilderLink

**TARION**

About Homeowners Condo Corporations Builders Industry Professionals Search Contact

## Welcome Industry Professionals

This page provides a collection of our resources, tools and guides.









### What you need to know

By law, all new homes built in Ontario are provided with a warranty by the builder, this law is called the Ontario New Home Warranties Act & Regulations. Tarion's role is to ensure that purchasers of new homes receive the coverage they are entitled to under their builder's warranty.

Browse, filter and search all of our blogs, news, videos, publications and more on this page. For tailored information about the new home warranty and its coverage for homeowners, condo corporations and information for builders visit their sections on the main menu.

# Real Estate Watch



## Real Estate Watch

Welcome to Tarion's *Real Estate Watch* - offering information that you can easily share with your buyers about warranty coverage on homes that are seven years old or less. If you have any questions, email us at: [stakeholderrelations@tarion.com](mailto:stakeholderrelations@tarion.com).

---

*March 10, 2023*

### Introducing a New & Improved Tarion.com

If you or your clients visit Tarion's website this week, you may find things look a little different. We've introduced a redesigned Tarion.com with tailored, user friendly content and simple navigation to make it easier for new homeowners, builders, realtors, and other stakeholders to find home warranty information for every stage of the new home journey – from getting ready to buy, to resolving a warranty claim.

Some of the improvements include:

- A home buyer landing page with tailored information and an overview of all the pages & content that take them step-by-step through important processes and make it easier to understand the entire warranty and how to submit claims.
- Alerts and advisories about issues in the industry that may impact your clients and their new homes (such as trade strikes) and important warranty updates.

- Our e-newsletter for realtors
- Keep on top of changes at Tarion and be notified of important information
- Email [stakeholderrelations@tarion.com](mailto:stakeholderrelations@tarion.com) to be added to our mailing list

# We are here to help!

---

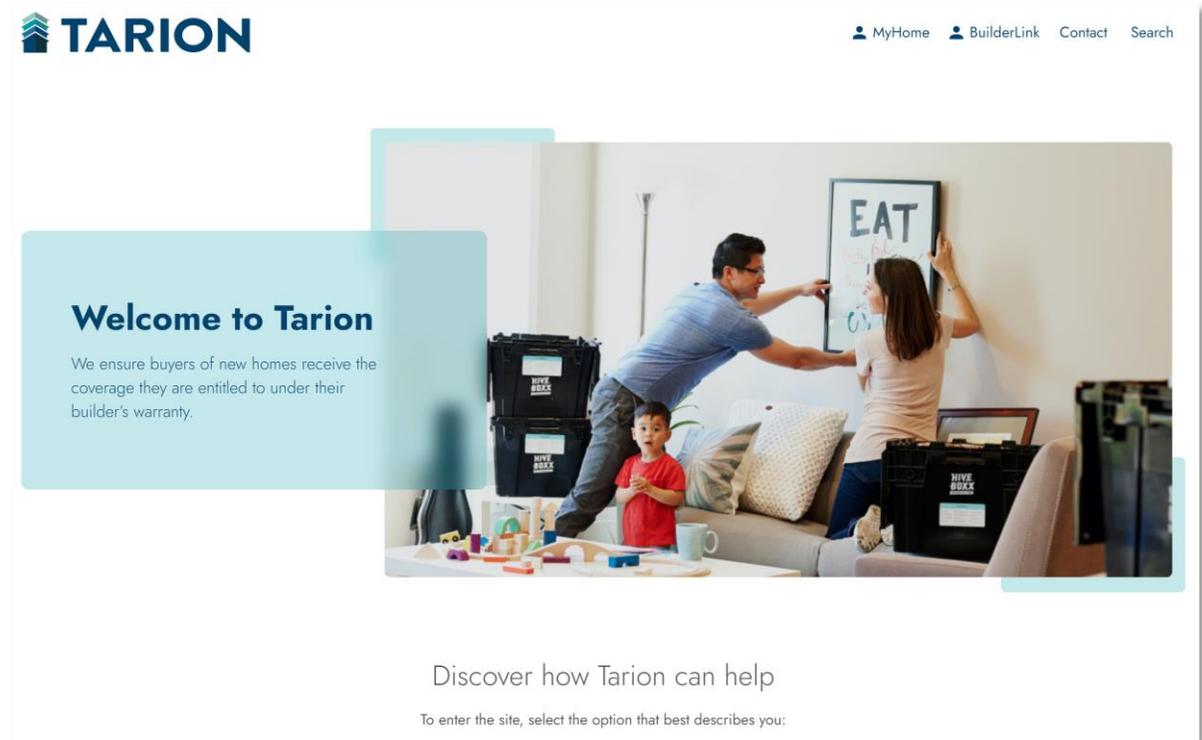
Contact Tarion's Customer Service team at:

Phone: 1-877-982-7466

Email:  
[customerservice@tarion.com](mailto:customerservice@tarion.com)

Unsure if a home should be enrolled?

Email:  
[ismyhomecovered@tarion.com](mailto:ismyhomecovered@tarion.com)



The screenshot shows the Tarion website homepage. At the top left is the Tarion logo. At the top right are navigation links: MyHome, BuilderLink, Contact, and Search. The main content area features a large photograph of a family (a man, a woman, and a child) in a living room. The man is leaning over a sofa, and the woman is standing next to him, both looking at a framed picture on the wall that says "EAT". There are black storage bins and toys on the floor. A light blue text box on the left side of the image contains the following text:

**Welcome to Tarion**  
We ensure buyers of new homes receive the coverage they are entitled to under their builder's warranty.

Below the image, there is a call to action: "Discover how Tarion can help" followed by the text "To enter the site, select the option that best describes you:".



# Thank you

Sharon Henderson

[sharon.henderson@tarion.com](mailto:sharon.henderson@tarion.com)

[www.tarion.com](http://www.tarion.com)

