

# It's all good, you've got a warranty

**New condos.** Tarion covers all new buyers in Ontario with coverage over seven years



**CONDO TRENDS**  
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So you've just moved into your brand new condo. After a few months, you realize you have a nasty problem with your plumbing. Who are you going to call?

All new condo buyers in Ontario are protected by the Tarion new home warranty. Condos have a limited warranty coverage of up to \$300,000 over a seven year term, which is provided by the builder and backed by Tarion.

There is also separate coverage of up to \$2.5 million for the common elements of the condominium.

Tarion is the regulator of Ontario's new home building industry. It's a not-for-profit corporation created back in the 1970s by the construction industry with the intent to regulate new home builders and to administer the warranty plan.

"We are not an insurance company," explains Karen Mortfield, Tarion's VP of stakeholder relations. "What we do is backstop the builders."

Most things are covered under the early years of a warranty, especially the first year, says Mortfield,

and if a homeowner or condo board has an issue with the way things are playing out in terms of warrantable defects being looked after by the builder, then Tarion steps in.

"We have put together documents that are of such huge value to consumers and are readily available on our website under something called the Construction Performance Guidelines (CPG). It has everything you could ever want to know about what's covered by the warranty and what has to happen before it is," says Mortfield.

Tarion has put considerable effort into their new web presence called MyHome that offers homebuyers a wealth of information and services.

"We cannot recommend strongly enough that new homebuyers need to sign up to MyHome because what it does for them is track all their Tarion warranties, materials and interactions.

"It will send homeowners reminders when various timelines are due. We've moved into social media, so we have a Facebook presence, we have training videos available on YouTube," says Mortfield.

Every year, Tarion presents their coveted Award of Excellence to a few select builders, based on the results of a massive customer satisfaction survey.

"We send surveys out to all new home buyers in the first year, so you're looking at 50,000 surveys," says Mortfield.

"It's intended to tell



Tarion is a not-for-profit corporation that helps regulate new home builders and administer the warranty plan. ISTOCK IMAGES

us who provides the best customer service. We ask people, 'How were you treated after the deal closed? Did you get your concerns addressed and what was that experience like for you?' And that's what forms the basis for these awards.

"On April 23 we name the winners of this research, so they are customer-chosen builders."

You can access Tarion's website at [tarion.com](http://tarion.com) and on Facebook at [facebook.com/tarionwarrantycorp](https://www.facebook.com/tarionwarrantycorp).

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