

TARION ANNUAL REGULATORY PLAN – 2023

The following is a brief summary of policy initiatives Tarion plans to pursue in 2023 that may lead to regulatory changes. More details as they become available will be posted at tarion.com as will information on how submissions on these issues may be made to Tarion.

Proposed Initiative	Rationale / Need for Change	Possible Regulatory Change
<p><i>Consumer protection measures under consideration</i></p>	<p>Tarion is consulting on certain consumer initiatives. For example:</p> <ul style="list-style-type: none"> ➤ Tarion is consulting on a proposal to create a right and process to better protect homeowners who take possession of a home with unfinished or missing items so that they retain their full warranty rights with respect to such items. ➤ Tarion is consulting on proposed changes to the Customer Service Standard (CSS) to improve homeowners' ability to seek assistance from Tarion when they have a warranty dispute with their builder. Tarion's CSS is the key process for how claims are handled. The CSS includes the steps a homeowner must take to submit a claim, the timelines for submitting the claim, builder's opportunity to resolve claims and Tarion's role in conciliating differences of opinion. 	<ul style="list-style-type: none"> • Regulatory changes will depend upon the changes recommended