

# Making the warranty process work for you



HOWARD BOGACH  
**YOUR  
NEW HOME**

Many big ticket items that we buy — cars and appliances, for example — come with warranties. Your newly built home does too. The warranty, provided by your builder and backstopped by Tarion, offers you peace of mind but it also comes with some responsibilities.

If you identify an issue with your new home, the first step in the warranty process is to submit your claim using the appropriate form based on where you are in your warranty period (e.g., in your

first 30 days, you use the 30-Day Form).

Once you submit your claim, the builder has a certain number of days to repair or otherwise resolve the issues you've put on your warranty form. Ultimately you and your builder both want these issues resolved so the best approach is cooperation and communication. To help things go as smoothly as possible and to protect your warranty rights, I've got a few tips.

**Provide reasonable access.** When repair work is required, be sure to give your builder and their tradespeople access to your home during normal business hours, at a time that you have mutually agreed upon in advance. Since this may

require you to take time off work, your builder in turn should do their best to respect your schedule and have the tradespeople show up on time and equipped to do the work that was agreed to. If you think you have a valid reason for denying your builder access to your home, we strongly recommend that you contact Tarion for guidance.

**Document the situation.** Take photos before and after repairs are completed. This way if you're not satisfied with your builder's repairs, you'll have documented evidence of the work in case you want to get a second opinion.

**Know exactly what you're signing.** Many builders or their tradespeople ask homeowners to "sign off"

on repairs. In some cases, they will ask you to confirm that you're satisfied with the work they have done in order to prevent you from raising the issue again at a later time. While it is fair for your builder to ask you to sign an acknowledgement that work has been done, they cannot require you to sign a document indicating that you are satisfied or agree with a resolution if that is not the case.

**Don't make changes to repairs.** No matter how handy you are, you should not consider warranty repairs to be a DIY project. It is important that you do not attempt to further resolve an issue after it has been addressed by your builder. Homeowners who in any way alter their builder's work run a serious risk of

excluding the item from warranty coverage.

While warranty repairs are between you and your builder, our staff are here to help if you have questions or run into roadblocks. If your builder does not complete your repairs, be sure to contact us to request a conciliation.

To learn more about the warranty process and timelines, visit [Tarion.com](http://Tarion.com) or give us a call anytime at 1-877-9TARION or email [customerservice@tarion.com](mailto:customerservice@tarion.com).

**— Howard Bogach is president and CEO of Tarion Warranty Corp. which protects the rights of new home buyers and regulates new home builders in Ontario. Visit [www.tarion.com](http://www.tarion.com).**