

ADVISORY FROM TARION TO HOMEOWNERS AND BUILDERS ON PROVINCIAL COVID-19 PANDEMIC EMERGENCY ORDERS

In response to the continuing COVID-19 pandemic, the Ontario government has passed an [Emergency Order](#) suspending for the duration of the emergency any provisions of any Government statute, regulation, rule or by-law that imposes limitation periods. The suspension is retroactive to March 16, 2020 and can last up to 90 days and be renewed. As the Ontario New Home Warranties Plan Act includes a number of mandated deadlines, we are issuing the following advisory which supersedes previously issued advisories:

Warranty coverage

The warranty coverage time periods (one year, two year, three to seven year, delayed closing, financial loss and deposit claims) remain in place but to ensure claim rights are not jeopardized the claim submission periods are effectively extended as noted below.

Warranty claim submissions + requests for conciliation

- Until the Emergency Order has been lifted, all warranty claim submission deadlines (30-day, Year-End, Second-Year, MSD, delayed closing, financial loss and deposit claims) are suspended. Homeowners should still submit forms to their builder and to Tarion but are not required to meet the regular statutory deadlines for submitting forms and will not have forms rejected for being late. Once the Emergency Order has been lifted, homeowners will receive a reasonable extension to submit their forms. Please note: *If forms submitted via Tarion's MyHome homeowner portal are automatically rejected for being late due to the system's programming, Tarion will amend this by accepting the form as on time and a new letter will be sent outlining the next steps in the process.*
- The 30-day period in which homeowners must request a conciliation is suspended until the Emergency Order has been lifted. Once the emergency is over, homeowners will receive a reasonable extension to submit a request for conciliation.
- Conciliations and inspections are postponed and will be rescheduled at the earliest possible date after the Emergency Order has been lifted.

Builder repair periods

- All repair timelines are suspended until after the emergency period is declared over. This does not apply to emergencies or health and safety issues.

Access to Homes

- Reluctance to open your home for trades and builders will not be viewed by Tarion as denied access during the period of the time period covered by the province's Emergency Order. When it comes to after-sales service in a home, we do not expect any homeowner to open their homes to trades or suppliers if they do not wish to do so. Similarly, builders and their trades and suppliers who do not wish to enter a home are not expected to do so.

Emergencies and Health and Safety Issues

- Homeowners should still contact their builder and Tarion regarding any concerns with health and safety issues or other emergency concerns. Builders are advised to continue to follow the emergency processes outlined in Builder Bulletin 42 and Builder Bulletin 49. If either builders or homeowners have questions in these circumstances, they should contact Tarion as noted below.

Other Concerns or Questions

- If you have any concerns or questions, contact Tarion's Customer Service team at 1-877-982-7466 or email covid19@tarion.com

We are continuously monitoring information from official health authorities and planning and adjusting for business continuity in an evolving environment. Thank you for your patience and understanding.