

Outstanding Recommendations from the Ombudsperson

Year & Recommendation	Actual Recommendation Wording	Status	Target Date
<p>2009 - Complaints to VP customer service (late warranty forms and requests for inspection)</p>	<p>That the complaint process for exemptions to late form submission and late requests for inspections be formalized and made public.</p> <p>That the criteria as to what constitutes exceptional circumstances be clarified along with the fact that Tarion may require documentation to support a claim of exceptional circumstances.</p> <p>That the complaint process has a specific timeframe for responses and a requirement that Tarion provide reasons for its decisions.</p> <p>That decisions are made in consultation with both Claims and L&U given that builders are often consulted for their opinions or consent to accept late forms or exceptional requests.</p>	<p>Complete</p>	<p>June 15, 2020</p>
<p>2009 - Fair settlement offers</p>	<p>That the claims process operate in a manner that is consistent with the expectations outlined in the scope of work training module, which indicates that Tarion should provide the rationale for all settlement offers and share the scope of work so that a homeowner can make accurate comparison between Tarion and third party contractors.</p> <p>That the rationale and breakdown of components in a settlement offer be provided to homeowners in all cases where Tarion is making a cash settlement - not only when the homeowners request it.</p> <p>That the scope of work training module is updated to include an enhanced focus on the relationship between Tarion and the homeowner, to ensure fairness and transparency in negotiating settlement of warranty claims.</p> <p>That training conducted by the Claims Department should continue to include how to make an accurate settlement offer and should incorporate how to demonstrate that the quote is fair.</p>	<p>Complete</p>	<p>June 15, 2020</p>

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2010 - Best Practices for Chargeability	<p>In order to ensure that decisions are accurate and transparent, Tarion should identify and develop best practices for what determines a chargeable conciliation.</p> <p>These practices should include consulting with homeowners to verify that information provided by the builder is accurate and understanding if there are any mitigating circumstances that Tarion should be aware of in making its determination.</p>	Complete	June 15 2020
2011 - Plain language focus	<p>That Tarion develop and adopt corporate standards for best practices in plain language communication.</p> <p>That Tarion incorporate these standards into corporate communications.</p> <p>That Tarion develop or adapt tools to support clear communication and make resources and training available to staff.</p> <p>That staff be encouraged to incorporate clear communications principles into their daily work.</p>	Complete	June 15, 2020
2012 - Opportunities for improvement	<p>Improve decision making.</p> <p>Understand fairness.</p> <p>Reduce unnecessary delays.</p> <p>Improve internal communication about cases.</p> <p>Hear from both sides of a dispute before making a decision.</p>	Complete	June 15, 2020

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2012 - Builder Honesty and Integrity	<p>Tarion revisit the current approach used to evaluate and monitor builder honesty and integrity and its connection to builder registration.</p> <p>Tarion enhance the capacity of the existing builder honesty and integrity complaint process by:</p> <ul style="list-style-type: none"> • Reviewing it such that it meets the standards for a credible complaints process. • Allowing consumers to submit complaints about builder H&I directly to Tarion. • Developing consistent internal record keeping so that appropriate staff are aware if a builder's conduct raised a concern. • Conducting ongoing training so that appropriate staff are aware if a builder's conduct raises a concern. • Developing communications to stakeholders about how the honesty and integrity complaint process functions. 	<p>Complete</p>	<p>November 30, 2021</p>
2012 - Enhancing complaint process	<p>To enhance existing complaint and appeal mechanisms to ensure the processes meet the credibility criteria by:</p> <ul style="list-style-type: none"> • Articulating an accessible, consistent process for handling requests for review of warranty decisions for builders and homeowners. • Articulating a consistent process for handling complaints regarding Tarion service or policies. • Developing capacity to handle complaints and requests for reviews of warranty decisions including training and support for management so reviews are credible. 	<p>Complete</p>	<p>November 30, 2021</p>

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Year & Recommendation	Actual Recommendation Wording	Status	Target Date
2018 - Builder Directory Information 2	That the current wording on the Builder Directory about the information contained within it be revised to more accurately reflect the claims that appear there.	Complete	June 15, 2020
2011 - Requirement to Provide HIP	That Tarion develop a more effective mechanism to ensure that builders comply with the requirement to provide the HIP and a mechanism to better protect consumers who fall victim to builders who fail to provide them with this required information.	Complete	November 30, 2020
2013 - Case Documentation and Handover	That Tarion establish and monitor documentation standards for its CRM system and develop a clear process for case handovers.	Complete	November 30, 2020
2013 - Best Practices for Eligibility of a Home	That Tarion revise the process to determine if a home is eligible for warranty.	Complete	November 30, 2020
2015 - Policy and Process Development	That Tarion review its policy development and implementation process and implement changes to make it more effective.	Complete	November 30, 2020
2015 - Delayed Closing, Financial Loss, Deposit Claims	That Tarion review and revise its procedures for Delayed Closing, Financial Loss and Deposit Claims to ensure that they meet the requirements of fair process.	In Progress	November 30, 2021