

## TARION WARRANTY CORPORATION

### ANNUAL REGULATORY PLAN – 2021

*The following is a brief summary of policy initiatives Tarion plans to pursue in 2021 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
<b><i>Changes to address recommendations from the Standing Committee on Public Accounts</i></b>	The Standing Committee on Public Accounts issued a report in February 2021 with a number of recommendations. Tarion is considering the report and its recommendations which could lead to policy initiatives which in turn may require regulatory changes.	<ul style="list-style-type: none"> <li>● Regulatory changes will depend upon the changes recommended</li> </ul>
<b><i>Changes to address Auditor General recommendations</i></b>	<p>The Auditor General of Ontario issued a Special Audit of Tarion in October 2019 that made recommendations which Tarion has accepted. Most of the recommendations have been implemented and Tarion is consulting on certain remaining recommendations. For example:</p> <ul style="list-style-type: none"> <li>➤ Tarion is consulting on a proposal to create a right and process to better protect homeowners who take possession of an unfinished home so that they retain their full warranty rights.</li> <li>➤ Tarion is consulting to consider 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, the repair period for builders to complete warranty repairs and Tarion's role in conciliating differences of opinion.</li> </ul>	<ul style="list-style-type: none"> <li>● Regulatory changes will depend upon the changes recommended</li> </ul>
<b><i>Creation of a "temporary relocation" cost warranty</i></b>	Tarion is consulting on a proposal to compensate homeowners when a repair covered by warranty is so disruptive that the homeowner needs to relocate during the repair period.	<ul style="list-style-type: none"> <li>● Regulatory changes will depend upon the changes recommended</li> </ul>