

**ADVISORY FOR HOMEOWNERS & BUILDERS:
SHORTAGES IN TRADES AVAILABILITY AND BUILDING MATERIALS,
HARDWARE, APPLIANCES & EQUIPMENT**

The COVID-19 outbreak has caused significant disruptions in the manufacturing and distribution of building materials, hardware, appliances and equipment required for new home construction, as well as the availability of trades. One consequence of this has been a publicly reported shortage of lumber (e.g., plywood, pressure treated wood and interior doors) which is impacting builders across Ontario and in other provinces. There also may be future shortages in additional building materials, hardware, appliances and equipment.

These shortages may cause delays in one or both of (1) the completion of new homes; or (2) required repairs in connection with after sales service.

Delays in Home Delivery

If builders feel that these supply shortages may impact the closing of homes currently under construction, they should consider whether they need to invoke or extend the unavoidable delay provisions of the Addendum (which forms part of the purchase agreement). Under those provisions the builder may be entitled to unilaterally extend critical dates if the shortages relate to the COVID-19 outbreak and affect the delivery time of the home. However, the builder must follow the rules set out in the Addendum to do so and must follow the procedures outlined in the [Information Sheet for Builders: COVID-19 -- Possible Effects on Construction Schedules for New Homes](#).

Delays in Making Repairs

If additional time may be needed to complete warranty repairs, builders must follow the process for requesting time extensions under the provisions set out in Registrar Bulletin 01 and Registrar Bulletin 02. This process is also outlined in the [Warranty Alert – COVID-19 & Reinstatement of Repair Periods](#).

Please note that Tarion is moving chargeability assessments back to the time of conciliation and adding a new temporary COVID-19 exception to chargeability to address issues with supply chains, material shortages and trades as a result of the COVID-19 pandemic. This new temporary exception to chargeability will apply to conciliations conducted by Tarion on or after November 29, 2021. Please refer to the [COVID-19 Temporary Supplement to Registrar Bulletin 04 \(Effective Nov. 29, 2021\)](#) for more information.

More Information

Homeowners with concerns or questions regarding the potential impact on their homes are encouraged to contact their builder or to contact Tarion's Customer Service team at 1-877-982-7466 or email covid19@tarion.com

Builders with general inquiries can also direct them to Tarion's Customer Service team using the contact information noted above. Specific questions about extensions under RB01 or RB02 should be directed to the following contacts:

Freehold and condo units

Trudy Napoleone
Manager, Warranty Services
1-877-982-7466, ext 3198
JacquieDeAth@tarion.com

Common elements

Bonnie Douglas
Manager, Warranty Services, Common Elements
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