



2019 New Home Owner Satisfaction Survey
Understanding New Homeowner Impressions of Tarion

Executive Summary and Detailed Findings

Prepared for: Tarion Warranty Corporation

**Year 1 Possessions
20 April 2020**

Proprietary Warning

The information contained herein is proprietary to Tarion Warranty Corporation and may not be used, reproduced or disclosed to others except as specifically permitted in writing by the originator of the information. The recipient of this information, by its retention and use, agrees to protect the same and the information contained therein from loss, theft or compromise. Any material or information provided by Tarion Warranty Corporation and all data collected by Forum Research will be treated as confidential by Forum Research and will be stored securely while on its premises (adhering to industry standards and applicable laws).

Table of Contents

Why the Need for Research?	4
Research Approach.....	4
Executive Summary.....	6
Drivers of New Homeowner Satisfaction with Tarion	6
Homeowner Impressions of Tarion	7
Contact with Tarion.....	8
Conciliation or Claim Inspections	8
Tarion’s Communication Materials	8
Differences Among Homeowner Possession Groups.....	9
The Builder Experience.....	10
Builder Outreach Opportunities	11
Detailed Findings.....	12
Homeowner Impressions of Tarion	13
Overall Impression of Tarion	13
Homeowner Advocacy of Tarion	14
Specific Impressions of Tarion	15
Specific Areas of Listening and Understanding.....	16
Homeowner Evaluation of Tarion’s Service Capabilities	17
Nature of Contact and Engagement Levels with Tarion	17
Overall Interactions with Tarion.....	18
Enquiries by Telephone and e-Mail/Mail.....	19
Conciliation or Claims Inspections.....	20
Overall Satisfaction with the Service Experience.....	20
Satisfaction with Home Inspection Decisions	21
Satisfaction with Specific Aspects of the Inspection Experience	22
Perceptions of the Warranty Assessment Report.....	23
Perceptions of Tarion Communication Materials.....	24
Satisfaction with Statutory Warranty Service Form Submissions.....	25
Informedness of Warranty Repair Period Timelines	26
Using the Tarion Construction Performance Guidelines (CPG)	27
The Builder Experience.....	28
APPENDIX – 2019 New Homeowner Satisfaction Survey	29

Introduction

This report highlights the results from a survey of new home owners who recently purchased and took possession of a newly constructed dwelling in Ontario (“homeowners”). The report is designed to help Tarion understand trends and identify the challenges and opportunities of maintaining and improving service to homeowners.

Why the Need for Research?

The primary goal of this research is to understand homeowners’ perceptions of Tarion’s service and image, among various other factors. Tarion will use the insights gained from this research to gauge perceptions of its corporate performance. In addition, the results will provide current data that can be used in decision-making about future homeowner communications and service improvement strategies.

Research Approach

Forum Research used a questionnaire provided by Tarion to survey new homeowners.

In 2019, the research approach deployed multiple invitation methods requesting homeowners to complete our survey online. In all instances where Tarion had the homeowner’s email address on file, Forum sent the survey invitation by email. High-Rise purchasers for whom we did not have an email address on file received a full mail package containing a paper copy of the survey, and a postage paid return envelope. Freehold purchasers without email addresses received a postcard invitation. A series of reminders were sent to non-responders including email messages, postcards by mail, and telephone (Interactive Voice Response) messages. Paper copies of the survey were mailed to homeowners in response to requests callers made to a toll-free line available to survey invitees. All consumers in Ontario who took possession of a new home between October 1, 2018 and September 30, 2019 were invited to participate. In total, approximately 45,303 survey invitations were sent to new homeowners who purchased from a builder with 1 or more Freehold or High-Rise possessions in the period of the study. These homeowners represent the entire universe of all new home possessions in the period.

The survey had two parts. The first part asked questions about the homeowners’ experiences with Tarion and the second part asked questions about their experience with their new home builder. The results of the second part were used to determine recipients of the 2020 Tarion Homeowners’ Choice Awards (formerly the Tarion Awards of Excellence) and are not covered in this report.

Homeowners responded online by visiting a survey website provided in the invitation. The survey was offered in English, French, Mandarin, Punjabi, and Farsi.

All homeowners received a personal identification number to permit access to the online survey and to prevent duplicate responses. Incentives (draws for one of five cash prizes of \$500) were offered to encourage both overall and online participation. Tarion agreed not to discuss the contents of the survey with homeowners at any time while it was in the field.

Survey invitations were sent in October 2019 and the published deadline to complete the survey was January 15th, 2020. Forum Research accepted and tabulated all surveys received on or before January 15th, 2020.

In total, 8,500 completed surveys were received. The breakdown of the 8,500 completed surveys consisted of the following:

- 2,609 purchased a High-Rise condominium (“High-Rise Homeowners”)
- 2,632 purchased a home from a Large Volume builder (“Large Homeowners” i.e., bought from a builder that had 100+ possessions during the previous 12 months)
- 1,906 purchased a home from a Medium Volume builder (“Medium Homeowners” i.e., bought from a builder that had 21-99 possessions during the previous 12 months)
- 936 purchased a home from a Small Volume builder (“Small Homeowners” i.e., bought from a builder that had 5-20 possessions during the previous 12 months)
- 417 purchased a home from a “Micro” builder (i.e., bought from a builder that had 1-4 Freehold or Low-rise condo possessions)

The survey response rate was 19%, decreasing by 2% from the previous year.

Results are accurate to within +/- 0.96%, 19 times in 20. Most measures are tracked against a survey of 11,376 homeowners completed during the same period of 2018, which had similar statistical accuracy. Results for sub-samples by builder segment have a somewhat higher margin of error, as do questions asked among only a subset of homeowners (e.g. those reporting a claim or conciliation home inspection with Tarion).

This report begins with an Executive Summary outlining the key findings as well as the conclusions from the research, followed by a detailed analysis of the results.

Note: Some percentages in this report may not add up to their individual parts due to rounding. Total percentages (e.g., % favourable) do accurately reflect their unrounded parts. “n/c” denotes no change.

Executive Summary

This Executive Summary highlights the results from Tarion’s 2019 New Homeowner Survey. Detailed descriptions of the findings are provided in subsequent sections. A copy of the questionnaire is appended at the end of this report.

Drivers of New Homeowner Satisfaction with Tarion

An analysis was conducted to determine the service attributes that most drive homeowner satisfaction with Tarion (i.e., likelihood of willing to advocate for/say positive things about Tarion). The following factors are important drivers of satisfaction, and areas in which Tarion performs particularly well and not as well.

Important Drivers of Homeowner Satisfaction with Tarion

Tarion’s Performance is Strong Areas that Tarion Can Leverage/Promote	Tarion’s Performance is Weaker Areas of Opportunity for Tarion
<ul style="list-style-type: none"> • Enquiries by Telephone - Overall courtesy (73%) • Conciliation/Claim Inspection - Overall courtesy (66%) • Enquiries by Telephone - Ability to listen to and understand your needs (65%) • Enquiries by Telephone - Ability to answer your questions (64%) • Enquiries by Telephone - Timeliness of response (62%) • Stays focused on interaction, undisturbed by other goings on (59%) 	<ul style="list-style-type: none"> • Easily recognizes and provides required information (58%) • Conciliation/Claim Inspection – Ability to answer your questions (58%) • Satisfaction with interactions with Tarion (58%) • Gives sense inquiries taken seriously (57%) • Offers relevant information to questions asked (57%) • Shows patience and willingness (57%) • Conciliation/Claim Inspection – Ability to listen to and understand your needs (57%) • Conciliation/Claim Inspection - Ability to reach a fair and impartial decision (54%) • Conciliation/Claim Inspection- Sat. with overall service (regardless of final outcome) (54%) • Helpfulness of Construction Performance Guidelines (48%) • Satisfaction with final outcome of Conciliation/Claim Inspection (48%) • Informedness of warranty repair period timelines (47%)

As indicated in the chart above, the green items are strengths that can be leveraged and promoted to homeowners for the greatest impact on satisfaction with Tarion. The items in red font are service attributes that homeowners are comparatively less satisfied with, and which therefore should be the

focus for improvement initiatives by Tarion.

It should be noted that the Tarion's KPI are not ranked as Key Satisfaction Drivers.

Homeowner Impressions of Tarion

- In general, homeowner impressions of Tarion have remained relatively stable, or decreasing slightly across some measures, in 2019. There has been little substantial change.
- Overall impressions of Tarion remain positive.
 - More than 8-in-10 homeowners (82%) have a favourable impression of Tarion.
 - 2 in 3 homeowners (67%) are willing to advocate for/say positive things about Tarion.
 - Tarion's Corporate Key Performance Indicator (KPI) used for measuring Homeowner Satisfaction is calculated using satisfaction scores based on three criteria: Tarion's accessibility, Tarion listening to the needs and concerns of new homeowners, and Tarion being easy to do business with. In 2019, Tarion's KPI is 81%, decreasing 3% from the highest KPI score of 84% in the previous year and being just below the SOI goal.
 - Impressions of specific service attributes are positive—about 8-in-10 homeowners agree that Tarion performs well on all attributes including its three KPIs: accessibility (85%), being easy to do business with (79%), and listening to the needs and concerns of new homeowners (78%). Accessibility remains Tarion's greatest strength among those listed (85%).
 - Opinions of Tarion have decreased by 3%-4% from the previous year across all impressions of Tarion regarding: helping homeowners understand their warranty rights and obligations (79%), being open and transparent in its dealings with new homeowners and builders (78%), giving buyers confidence in the home buying experience (79%), ensuring fairness in overseeing the warranty rights and obligations of new home buyers and builders (78%), and ensuring builders fulfill their warranty obligations (77%).
 - Satisfaction amongst those homeowners who contacted Tarion via phone were significantly less likely to be satisfied with Tarion's timeliness of response, decreasing by 5% from the previous year to 62% in 2019. Similarly, those who contacted Tarion via phone were less satisfied with Tarion's ability to listen to and understand needs as well as their ability to answer questions, decreasing 4% in both measures. There continues to be room to improve on the satisfaction scale for those who contacted Tarion via Email or the CCI process regarding all measures, as satisfaction amongst those homeowners decreased by 2%-7%.
- Tarion performs well on all broad aspects of helping homeowners with the warranty process. Almost 8-in-10 owners are satisfied with Tarion in terms of: helping them understand their warranty rights and obligations and increasing their confidence (79%), ensuring that builders fulfill their obligations (77%), and ensuring fairness in the rights of both parties (78%).
- Tarion continues to have room for improvement when it comes to informing homeowners about their warranty repair timelines. The measure on being informed has remained stagnant compared to 2017 and 2018 results with no significant changes in scores. In 2019, 47% feel Extremely or Very well informed

Contact with Tarion

- In 2019, 87% of homeowners report some contact with Tarion by telephone, e-mail/mail, visiting the website, registering for “MyHome”, having a claim or conciliation inspection, or submitting a warranty service form.
 - In 2019, the main points of contact that homeowners had with Tarion were either by: registering with the “MyHome” portal (55%), by submitting a statutory warranty form (53%), or by visiting Tarion’s website (47%).
 - The proportion of survey respondents that have registered for the Tarion “MyHome” interactive warranty management site steadily grew since 2012 but dropped significantly by 8% from 2016 to 2018. This year’s score has increased from the previous year.
 - “MyHome” users have historically been more satisfied with their interactions with Tarion than non-users and this continues to hold true for 2019 (63% vs. 57% satisfied).
- Satisfaction with overall interactions among homeowners who reported contact with Tarion has decreased by 2% from 2018 to 2019 (58%). Further improvement in this area would positively impact overall satisfaction with Tarion.
 - Tarion’s performance has decreased in 2019 in all areas of telephone and e-mail/mail interactions since last year. For telephone interactions, satisfaction with interactions decreased by 2%-5%. Satisfaction amongst e-mail/mail interaction also decreased by 2%.
 - In 2019, courtesy is, again, the highest rated service attribute for telephone enquiries (73% extremely/very satisfied). More than 6-in-10 homeowners are satisfied with all other aspects of their telephone and e-mail/mail interactions (62%-65%).

Conciliation or Claim Inspections

- The proportion of homeowners reporting Tarion conciliation or claim inspections in recent years is relatively static and small (7% of the total number of homeowners having CCI interactions with Tarion in 2019). This is an area that has been identified as an opportunity for improvement, specifically in terms of satisfaction with the outcome, satisfaction with the overall service, and ability to reach a fair and impartial decision.
 - Less than half of those reporting a Tarion conciliation or claim inspection (CCI) are satisfied with the outcome (48%) and this has decreased by 5% since the previous year.
 - Over half of homeowners reporting they had a CCI are satisfied with the overall service regardless of the final decision outcome. Satisfaction with this measure decreased from the previous year by 5% (59% → 54%).
 - Satisfaction with the CCI process decreased in all focus areas in 2019 by 5%-7%. In 2019, satisfaction is relatively consistent across most attributes (over half satisfied), with courtesy generating the highest satisfaction level (66%).

Tarion’s Communication Materials

- In terms of communication materials...
 - Ease of understanding the Homeowner Information Package (HIP) decreased this year from 2018 (down 2% to 82%).
 - About 6-in-10 homeowners who submitted a statutory warranty service form are satisfied with the timeliness of response (62%) and follow-up correspondence (58%).

- One-third of homeowners (34%) used Tarion's Construction Performance Guidelines in 2019, and this score is consistent with the previous year. 48% of users found the guidelines to be helpful. This is 3% lower than the previous year. Improvement in this area would impact overall satisfaction with Tarion.

Differences Among Homeowner Possession Groups

- There are some differences in impressions of Tarion between homeowner possession groups.
 - High-Rise owners have historically been the least satisfied of any buyers and this remains prevalent in 2018. This is consistent across many key measures (likelihood to recommend, customer service before/after move, scheduling services, warranty coverage satisfaction, builder accessibility, listening and understanding needs, overall customer service, communication effectiveness, ability to follow through, and ability to instill confidence in work and service).
 - Micro homeowners have remained the most satisfied with Tarion this year and this is consistent across many key measure (meeting expectations, likelihood to recommend, customer service before/after move, scheduling services, builder accessibility, completing repairs, listening and understanding needs, overall customer service, communication effectiveness, ability to follow through, overall quality of service and repairs, ability to instill confidence in work and service, response timeliness, and home readiness).
 - It should be noted however that overall impressions of Tarion are consistent across all homeowner categories with the smaller categories having slightly less favourable impressions of Tarion (79% for Micro, compared to 84% for High-Rise).

The Builder Experience

- Generally, there has been little change in satisfaction amongst homeowners with builders in 2019. Small homeowners tend to be the most satisfied with most aspects of the builder process, and High-Rise owners are consistently the least satisfied. This is a trend that remains consistent year after year.
- As seen each year, the homeowners experience with the builder has a direct and significant impact on their impressions of Tarion. When builders fall below expectations, homeowners are more likely to have an unfavourable view of Tarion.
- An analysis was conducted to determine the service attributes that most drive homeowner satisfaction with builders (i.e., likelihood of recommending them). The following factors are important drivers of satisfaction, and areas in which builders perform comparatively less well and may be negatively impacting perceptions of Tarion. These present leverage points and advocacy opportunities for Tarion.

Builders Performance is Weaker - Areas of Opportunity for Tarion

- **Customer service AFTER moving in (45%)**
- **Ability to instill confidence in work and service (46%)**
- **Overall quality of service and repairs (46%)**
- **Ability to follow through on commitments (46%)**
- **Timeliness of response to service and repair requests (43%)**
- **Experience with new home and builder expectations (27%)**

Builder Outreach Opportunities

The opportunities for Tarion to further foster relationships with homeowners through 2019 and beyond are summarized below.

- The chart included in the Executive Summary lists the strengths of Tarion that can be leveraged and promoted with homeowners for the greatest impact on satisfaction with Tarion. These mainly revolve around the enquiry process and the CCI.
- The chart also summarizes the service attributes that homeowners are comparatively less satisfied with, and which therefore should be the focus for improvement initiatives by Tarion. These mainly include (but are not limited to) enquiries, CCI, Tarion interactions, and customer service aspects. Continued improvement in these areas would positively impact overall satisfaction with Tarion.
- Although accessibility remains a key strength of Tarion, it should be monitored to avoid any significant declines.
- A continued focus on improving processes and relations with homeowners in the High-Rise possession group is required. Despite stabilized perceptions this year, this sizeable segment of the housing market remains the most dissatisfied with their builders and with Tarion.
- Extra focus should be put on the High-Rise homeowner group in assisting them with their builder experience. They are consistently the least satisfied builder category. Leveraging and advocating for the various aspects of the homeowner and builder experience will ultimately yield the most positive outcome for Tarion.

Detailed Findings

This report is divided into five broad sections. The first and second sections explore homeowners' impressions of and interactions with Tarion. The third section presents homeowners' evaluations of the home inspection process. The fourth section evaluates the effectiveness of Tarion's communication materials. The fifth and final section addresses the relationship between the builders and Tarion.

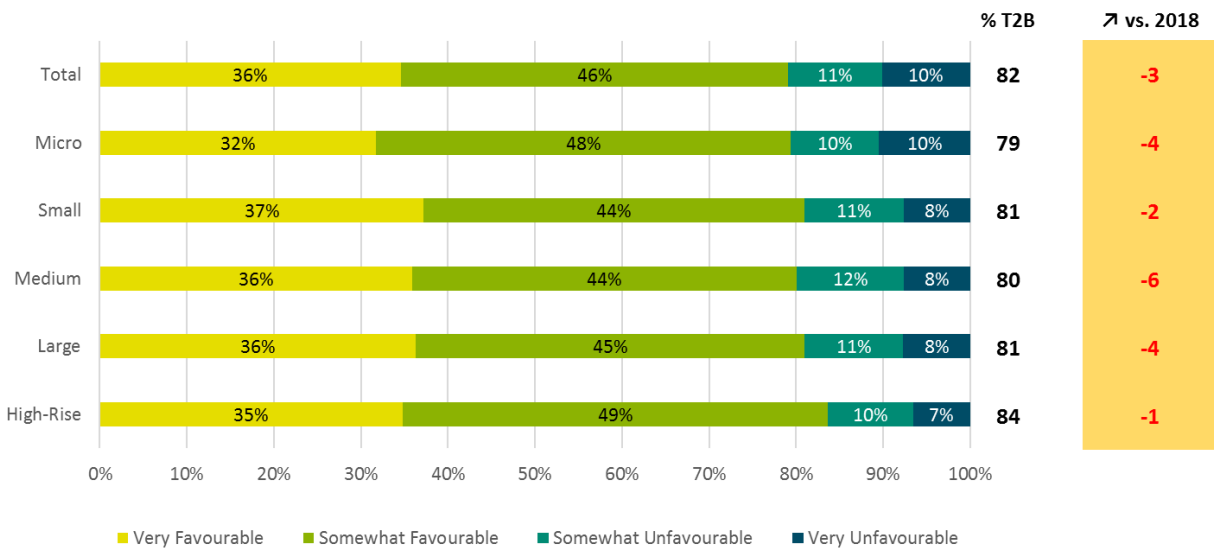
Comparisons of the current survey findings to previous results from Tarion's 2019 New Homeowner Satisfaction Survey are included.

Homeowner Impressions of Tarion

Overall Impression of Tarion

A key overall impression measure in our survey assesses how favourable homeowners view Tarion. Homeowners view Tarion positively, with the majority (82%) having a favourable impression (46% Somewhat favourable + 36% Very favourable). However, the overall 2019 favourability score rating is lower than the previous year, decreasing by 3%. The favourability score has also decreased for each builder categories in the current year compared to the previous year.

In 2019, homeowners in all builder categories have favourable impressions of Tarion. Homeowners of the High-Rise builder category had the highest favourability towards Tarion (84%) compared to the other builder categories. This score for the High-Rise builder category is 3 percentage points higher than the next closest builder category (small and large at 81%), which is a statistically significant difference.



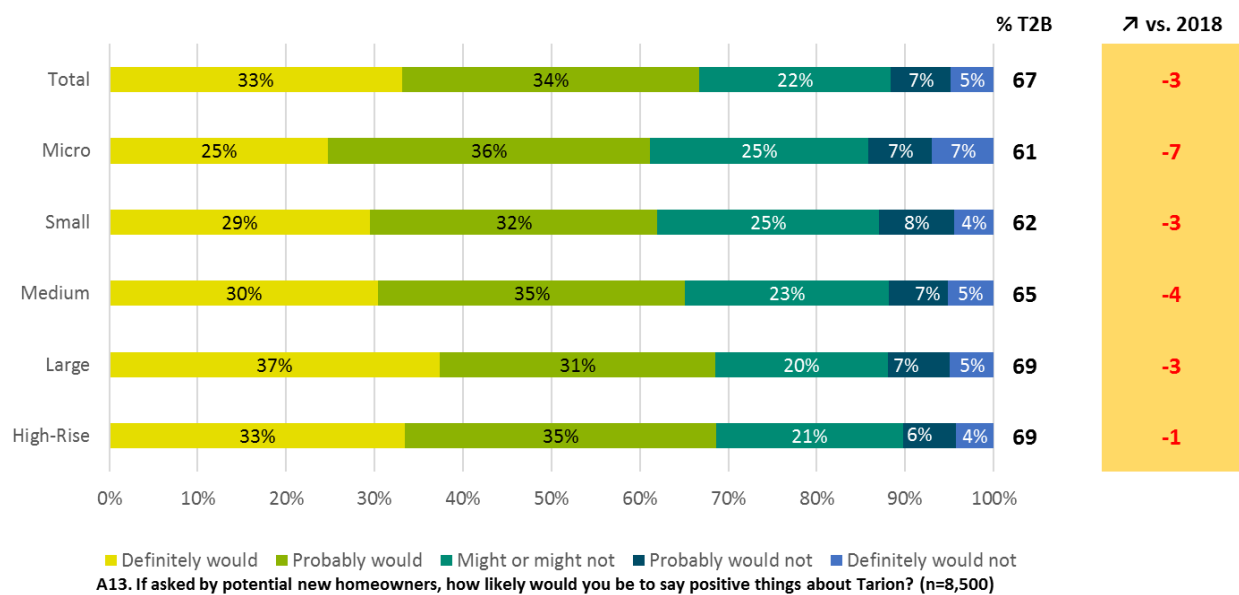
A12. Overall, is your impression of Tarion... (n=7,628)

Homeowner Advocacy of Tarion

Overall, Tarion’s advocacy measure (likelihood to recommend an organization or to say positive things about it to others) has remained relatively constant since 2014, ranging between 67%-70% (67% definitely/probably saying positive things about Tarion in 2019). However, this score has decreased by 3 percentage points from 2018.

Large and High-Rise builders had the highest advocacy score (69% for both), and High-Rise builders had the smallest decrease in 2019, where the score dropped 1 percentage point from 2018.

In contrast, Micro builders had the lowest advocacy score, with 61% who would likely say positive things about Tarion, and had the greatest decrease from the previous year, dropping 7 percentage points from 2018 to 2019.

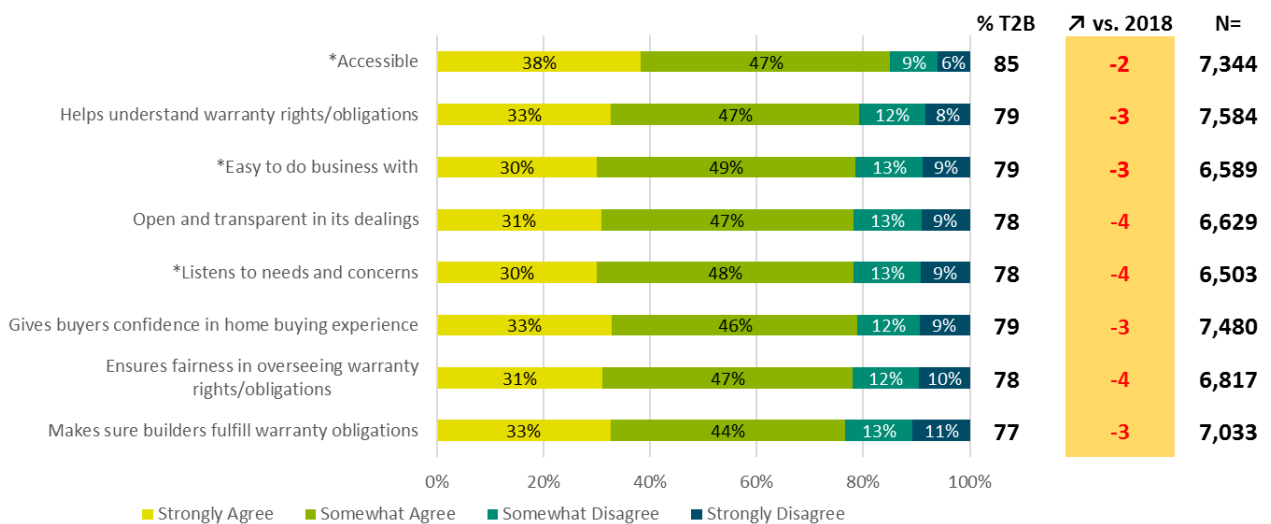


Specific Impressions of Tarion

Homeowners were offered the opportunity to agree or disagree with several statements about Tarion. Overall, homeowners' specific impressions of Tarion are positive, with roughly 8-in-10 agreeing that Tarion delivers on each of the service attributes listed below (77%-85%).

As the following figure shows, opinions of Tarion decreased in all areas compared to the previous year, including opinions on the three Key Performance Indicators (KPIs): being accessible (down 2%, 87%→85%), being easy to do business with (down 3%, 82%→79%) and listening to the needs and concerns of new homeowners (down 4%, 82%→78%).

Accessibility continues to be Tarion's top strength (85%) and this remains consistent year after year.



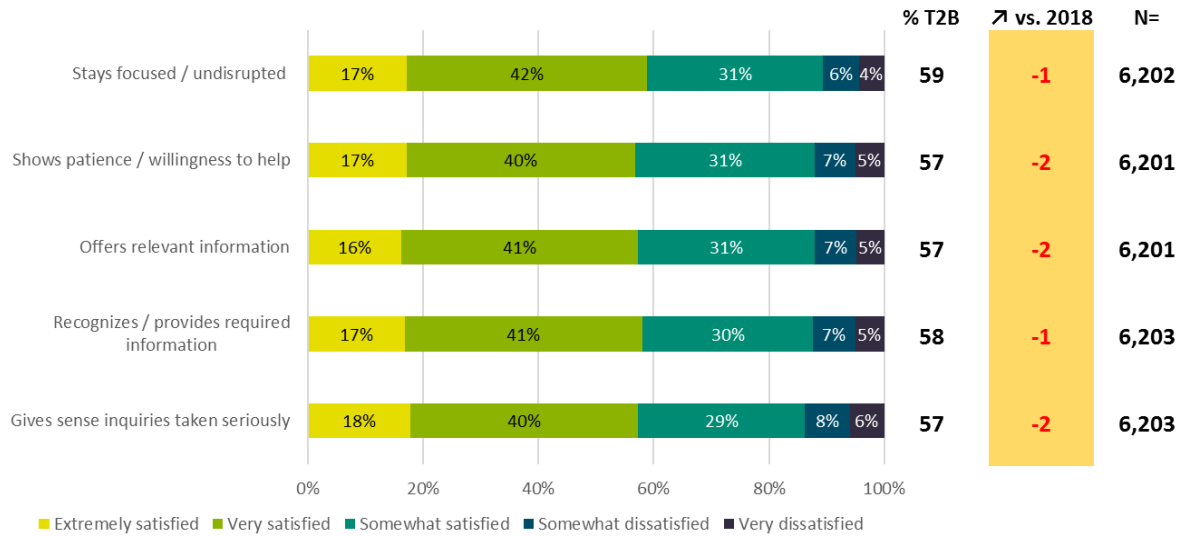
A10-11. Based on your impressions of Tarion, to what extent do you agree or disagree...?

*Attributes used to calculate the Service Orientation Index (KPI)

Specific Areas of Listening and Understanding

Those who have had contact with Tarion report about the same level of satisfaction with Tarion’s ability to listen and understand as they did in 2018, with small decreases of 1%-2%. Over half of the respondents are satisfied with Tarion in each of the areas of “listening and understanding” listed below.

Almost 9 in 10 homeowners were satisfied (Extremely satisfied, Very satisfied, or Somewhat satisfied) with Tarion’s ability to listen and understand (86%-89%).



A7DA-E. Taking all interactions into consideration, please rate your satisfaction with Tarion on these aspects of listening and understanding. Base: A1 - "Enquiries by telephone" or "Enquiries by e-mail and/or mail" "Submitted a Tarion statutory warranty form" or "Had a Tarion claim or conciliation inspection

Homeowner Evaluation of Tarion's Service Capabilities

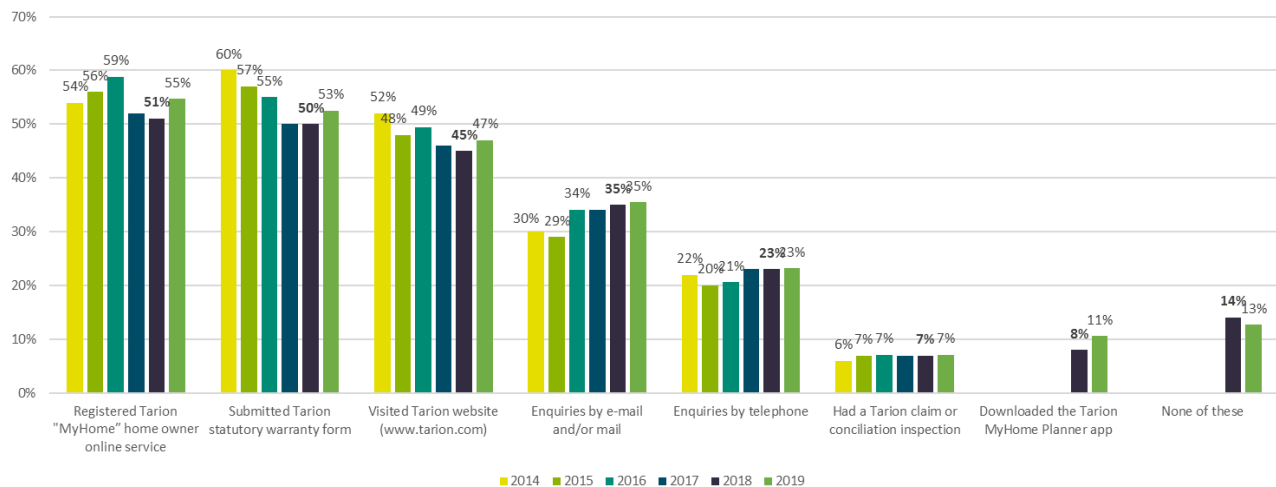
Nature of Contact and Engagement Levels with Tarion

In 2019, the main points of contact that homeowners had with Tarion were either by registering to use the "MyHome" portal (55%), by submitting a statutory warranty form (53%), or by visiting Tarion's website (47%). This hierarchy remains unchanged from the previous year but scores have increased from 2018.

Use of the "MyHome" portal was steadily growing from 2012 to 2016, dropped significantly by 7% in 2017, and continued to decrease in 2018. This year, the downward trend of the "MyHome" usage has stopped, with usage increasing by 4% from 51% in 2018 to 55% in 2019. Similarly, statutory warranty form submissions increased 3% in 2019 to 53% and visiting the Tarion website increased 2% to 47% this year.

Newly measured since 2018, 11% of homeowners contacted Tarion when downloading the Tarion MyHome Planner app in 2019, which was a 3% increase from 8% in 2018.

13% did not have contact with Tarion via any of the avenues measured.



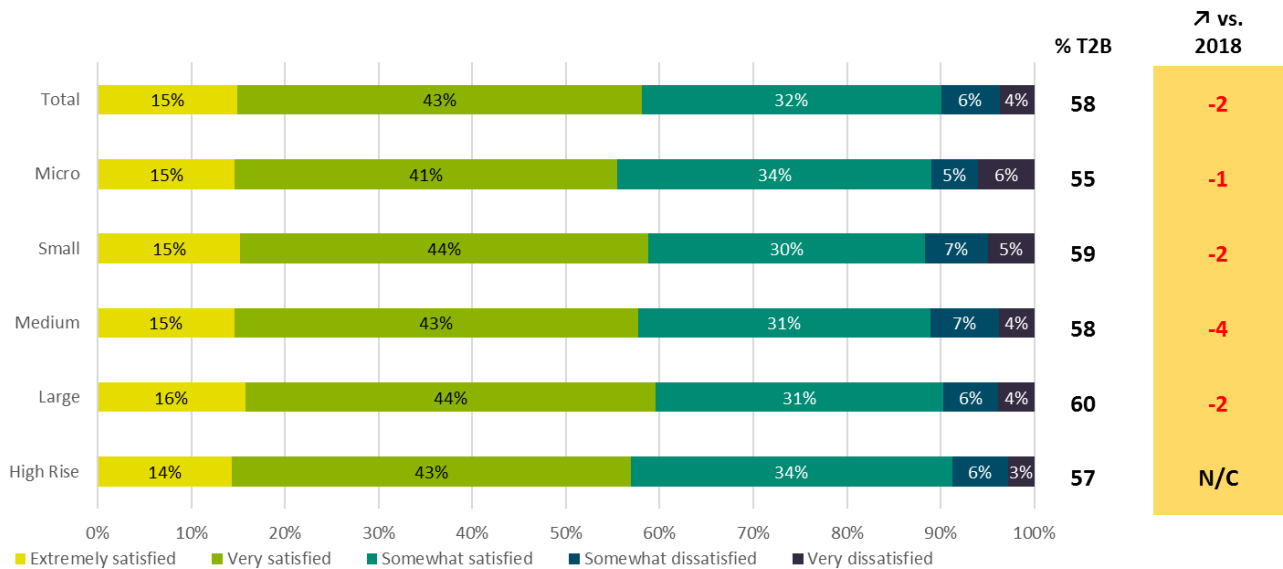
A1. What contact, if any, have you had with Tarion? (N=8,500)

Overall Interactions with Tarion

Overall, satisfaction with Tarion interactions decreased for all types of builder categories compared to the previous year. Although, the majority stated they were at least somewhat satisfied with interactions with Tarion (90% T3B).

Almost 6 in 10 (58%) homeowners who interacted with Tarion in 2019 are extremely or very satisfied with their interactions. This is slightly lower than the previous year (down 2%, 60%→58%).

Large homeowners had the highest reported satisfaction (60%) compared to other builder categories, followed by Small homeowners (59%).



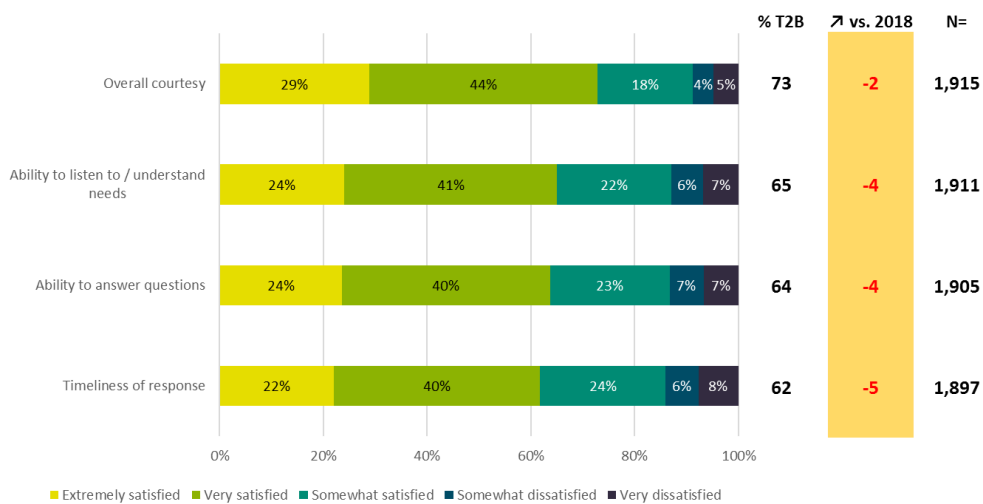
A1A. How satisfied were you with your interactions with Tarion? Base: Excluding "None of these" @ A1 (N=7,423)

Enquiries by Telephone and e-Mail/Mail

Tarion's performance has decreased in all areas of telephone and e-mail/mail interactions.

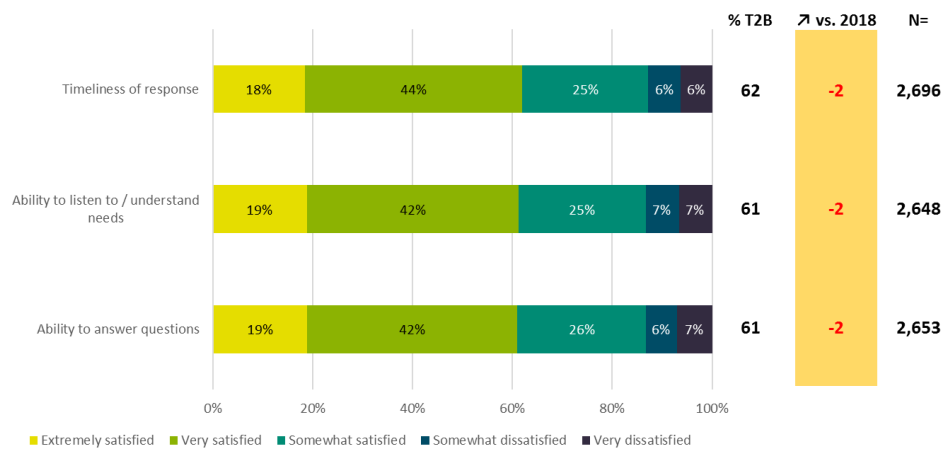
- Overall courtesy is, again, the highest rated service attribute for telephone enquiries but it has decreased by 2% this year (73% extremely/very satisfied).
- Timeliness of response saw the greatest decrease for telephone enquiries, dropping 5% this year (62%).
- Roughly 6 in 10 are satisfied with areas of e-mail/mail interactions; however, performance has decreased by 2% this year for each area of e-mail/mail interactions. 62% are satisfied with the timeliness of response. 61% are satisfied with Tarion's ability to listen to and understand their needs, and 61% are satisfied with Tarion's ability to answer questions.

TELEPHONE



Enquiries by Telephone A2A-D. Please rate your level of satisfaction on each of the following. Base: A1 - "Enquiries by telephone"

E-MAIL/MAIL



Enquiries by e-mail and/or mail A3A-C. Please rate your level of satisfaction on each of the following. Base: A1 - "Enquiries by e-mail and/or mail"

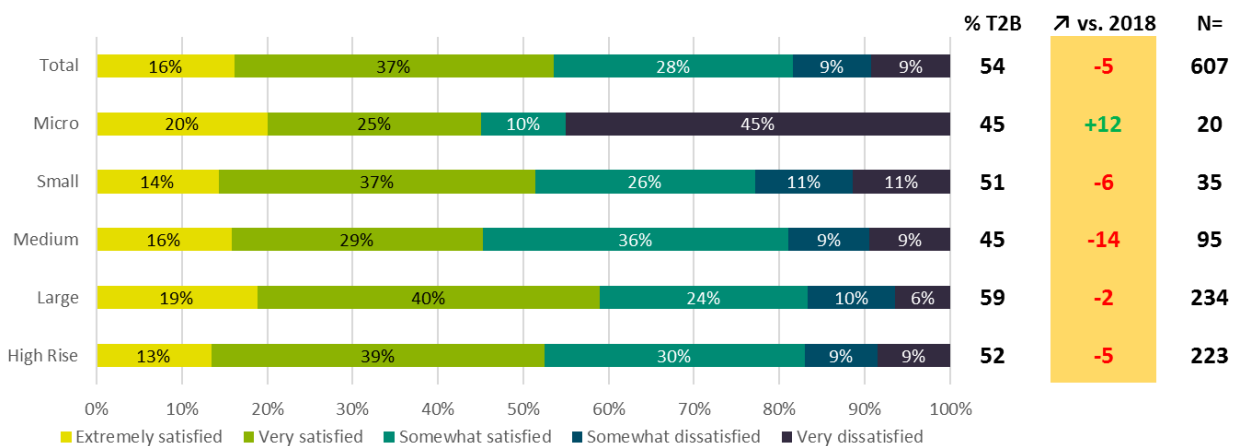
Conciliation or Claims Inspections

Overall Satisfaction with the Service Experience

The proportion of homeowners reporting Tarion conciliation or claim inspections in recent years has been relatively static and small (7% of the total number of homeowners having interactions with Tarion in 2019). Among those reporting a Tarion conciliation or claim inspection (CCI), over half (54%) are satisfied with the overall service regardless of the final decision outcome, which is 5% lower than 2018.

Large homeowners had the highest level of satisfaction in 2019 (59%) compared to the other categories.

Almost all builder categories are significantly less satisfied compared to last year with the overall service of the claims or conciliation inspection process regardless of the final outcome. Micro homeowners are the only exception, with a 12% increase this year (45%). In contrast, Medium homeowners had the greatest decrease in satisfaction this year, dropping 14% to 45% this year.



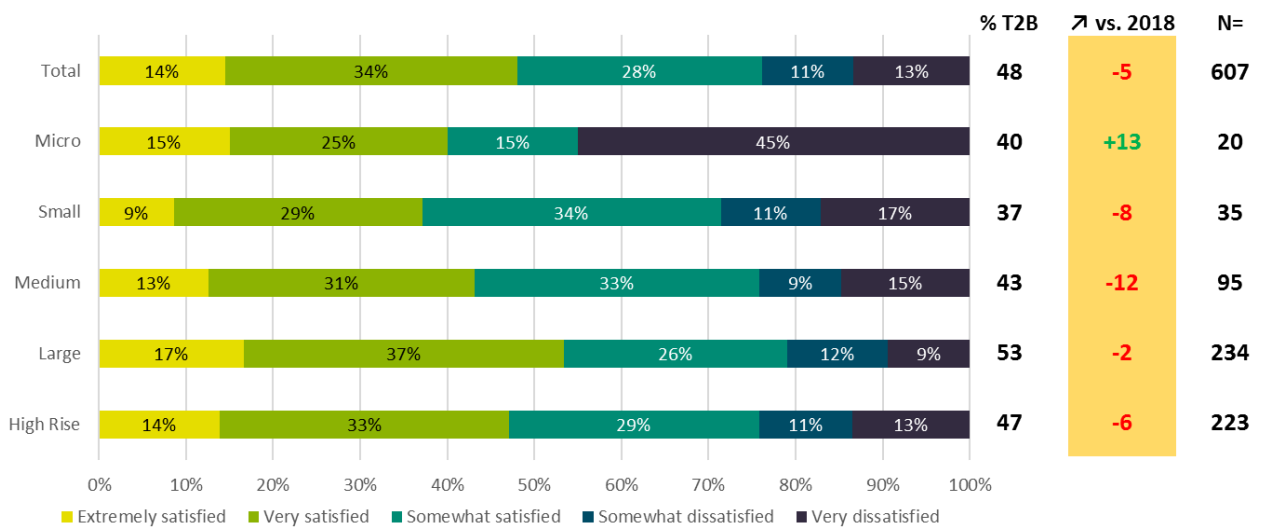
A7B. With respect to the conciliation or claim inspection, please rate your satisfaction with the overall service (regardless of the final outcome)?
 Base: A1 - "Had a Tarion claim or conciliation inspection" (N=607)

Satisfaction with Home Inspection Decisions

A little less than half of homeowners are extremely or very satisfied with the outcome of their home inspection (48%), which is a 5% decrease from the previous year.

Large homeowners are most satisfied with the decision (53%) and Small homeowners are least satisfied (37%).

Satisfaction with the inspection decision for almost all types of homeowners has decreased in 2019, except for Micro homeowners. Satisfaction for Micro homeowners increased 13% since the previous year to 40% in 2019. In contrast, satisfaction decreased the most for Medium homeowners, from 55% in 2018 to 43% in 2019, which was a 12% decrease.

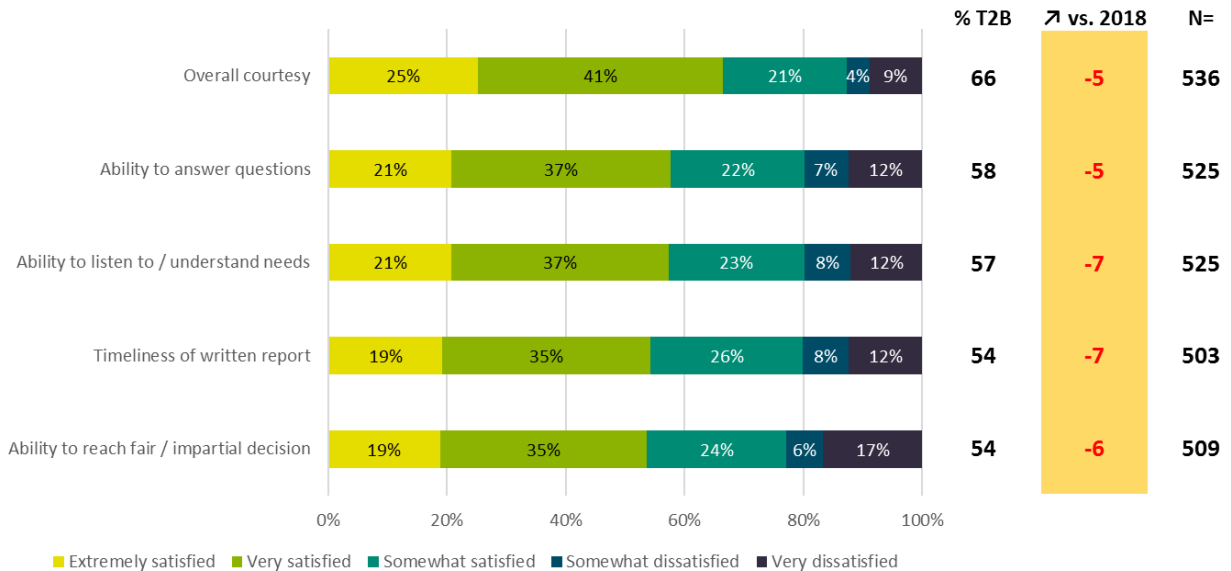


A7C. Please rate your satisfaction with the final outcome of the conciliation or claim inspection. Base: A1 - "Had a Tarion claim or conciliation inspection" (N=607)

Satisfaction with Specific Aspects of the Inspection Experience

Homeowner satisfaction with the claims and conciliation inspection process decreased in 2019 by roughly 5-7% for all statements from the previous year.

Overall courtesy continues to have the highest satisfaction among homeowners (66%). In contrast, timeliness of written report and the ability to reach a fair or impartial decision has the lowest satisfaction, with 54% of homeowners satisfied with both aspects.



Conciliation or Claim Home Inspection A5A-E. Please rate your level of satisfaction on each of the following. Base: A1 - "Had a Tarion claim or conciliation inspection"

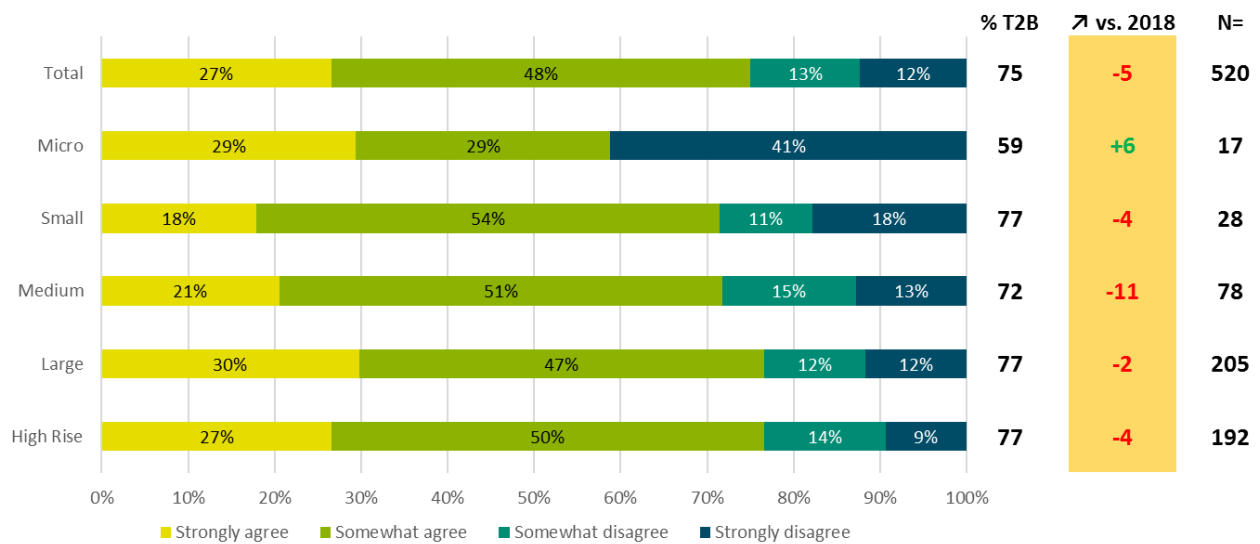
Perceptions of the Warranty Assessment Report

4 in 5 (80%) of homeowners who had a Tarion conciliation or claim inspection, agree that their Warranty Assessment Report is easy to understand. This is 4% higher than the previous year.

It should be noted that significantly more Small-volume homeowners (including Micro) agreed with this statement in comparison to last year's results, jumping 20% from 2017 (49% → 69%).

A quarter (75%) of homeowners who had a Tarion conciliation or claim inspection agree that their Warranty Assessment report is easy to understand, which is 5% lower than the previous year.

Scores for almost all homeowner categories has decreased this year, apart from Micro homeowners, whose scores increased by 6% to 59% in 2019. Although more Micro homeowners are agreeing that the report was easy to understand, this remains the lowest score in 2019 compared to other homeowner categories.

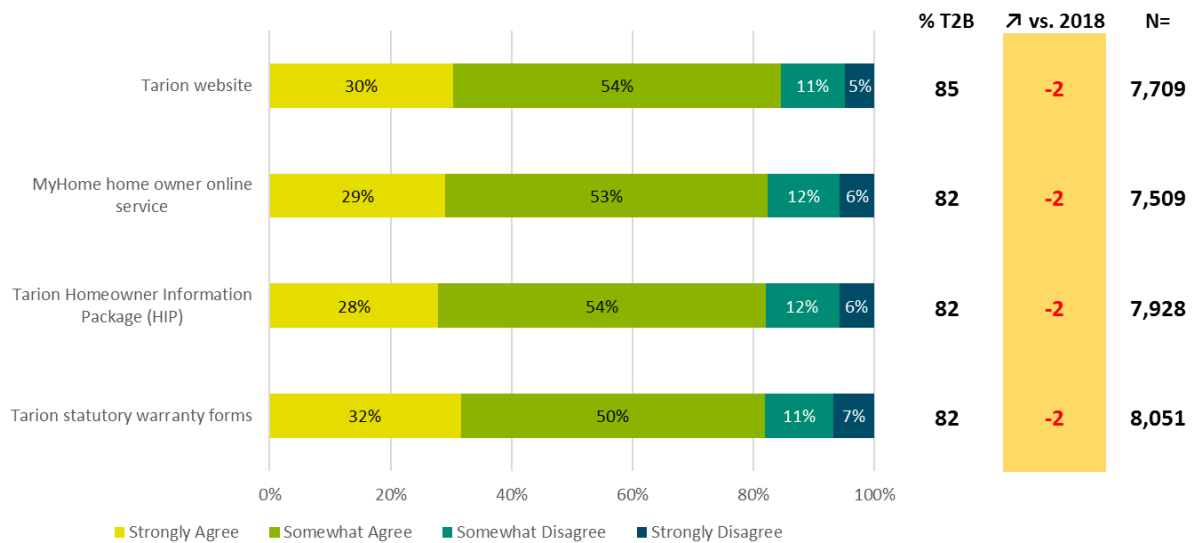


A7A. To what extent do you agree or disagree the Warranty Assessment Report (outlining which items were or were not deemed warrantable) was easy to understand? Base: A1 - "Had a Tarion claim or conciliation inspection" (N=520)

Perceptions of Tarion Communication Materials

Perceptions of the ease of understanding Tarion communication materials have decreased this year by 2% in each area, but this measure remains strong with scores above 80% for all areas.

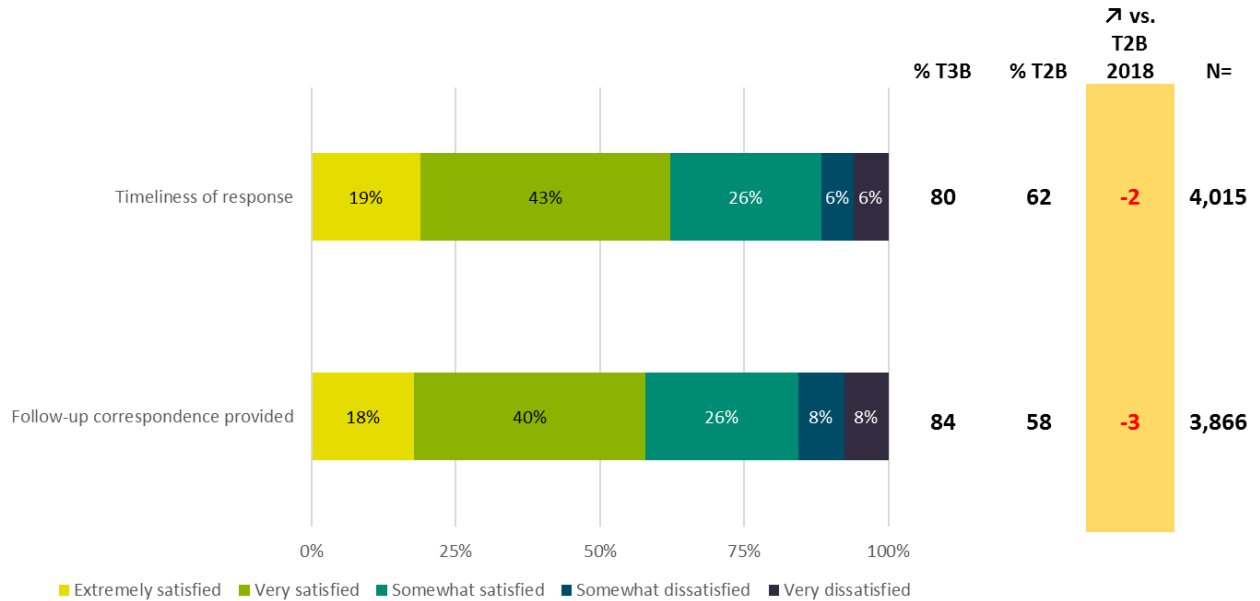
The Tarion website continues to be the top area with the highest level of agreement among respondents that it is easy to use and understand (85% in 2019).



A9A-D. To what extent do you agree or disagree with the following Tarion items are "easy to use and understand"?

Satisfaction with Statutory Warranty Service Form Submissions

Roughly 6-in-10 homeowners who submitted a statutory warranty service form are extremely or very satisfied with the timeliness of Tarion’s response (62%), which is a 2% decrease from the previous year. 58% are satisfied with their follow-up correspondence, which is a 3% decrease from the previous year.



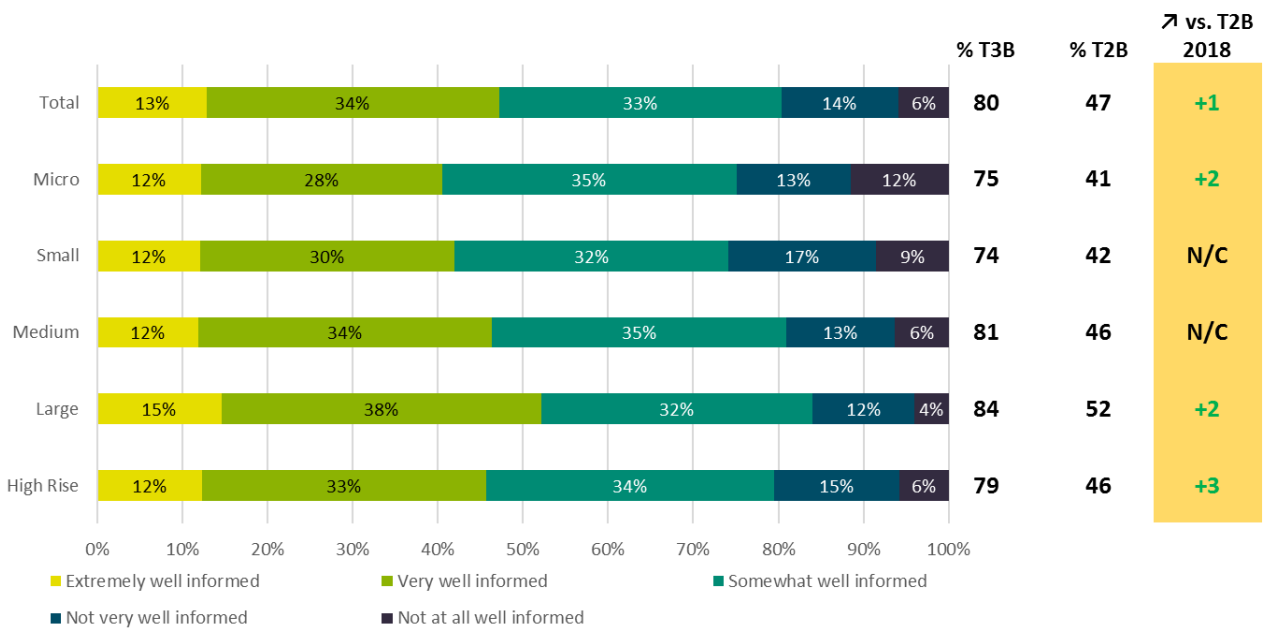
Submission of Tarion Statutory Warranty Forms A4A-B. Please rate your level of satisfaction on each of the following.

Informedness of Warranty Repair Period Timelines

8 in 10 homeowners feel informed about their warranty repair period timelines. Top 2 box scores on this measure has slightly increased for most homeowner categories by 2%-3%.

47% of respondents are extremely or very well informed about the warranty repair period timelines, which is a 1% increase from the previous year.

Large homeowners are most informed, with 52% being extremely or very well informed about the warranty repair period timelines, which is a 2% increase from the previous year. In contrast, Micro homeowners have the lowest score, with 41% being extremely or very well informed. Although the Micro homeowners' score is the lowest, it has increased by 2% from the previous year.



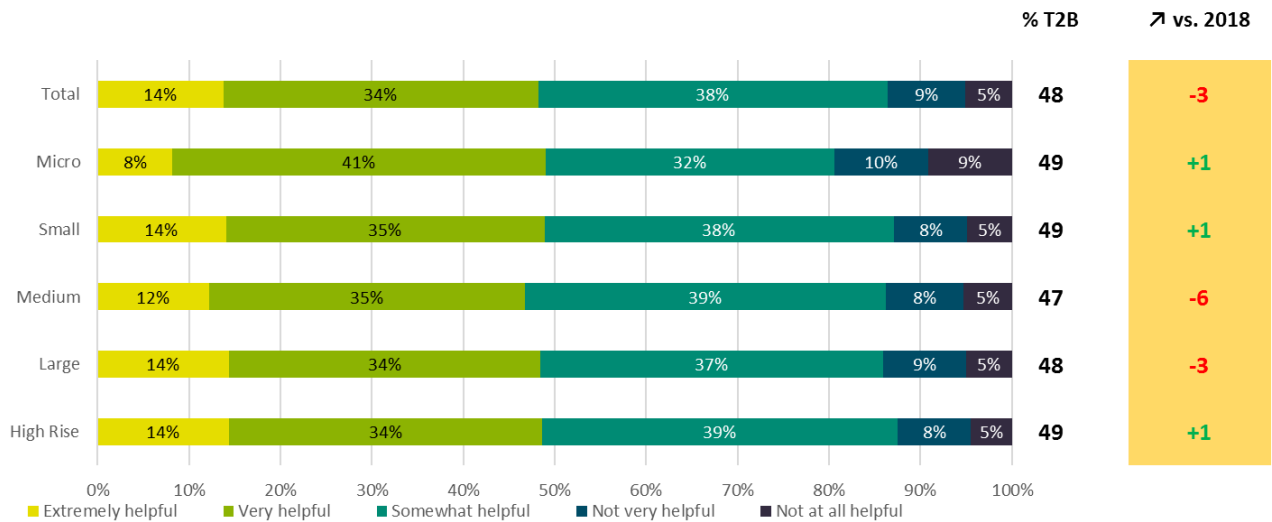
A8. How informed do you feel you are about the warranty repair period timelines? (N=8,500)

Using the Tarion Construction Performance Guidelines (CPG)

34% of homeowners used or referenced Tarion’s Construction Performance Guidelines in 2019.

Of those who have used the guideline, almost half (48%) found it extremely or very helpful, which is a 3% decrease from the previous year.

Scores in 2019 increased slightly for some homeowner categories by 1%, but also decreased for others by 3%-6%. Helpfulness scores increased for Micro, Small, and High-Rise homeowners by 1% in 2019. In contrast, scores for Medium homeowners decreased the most by 6% from the previous year to 47% in 2019.



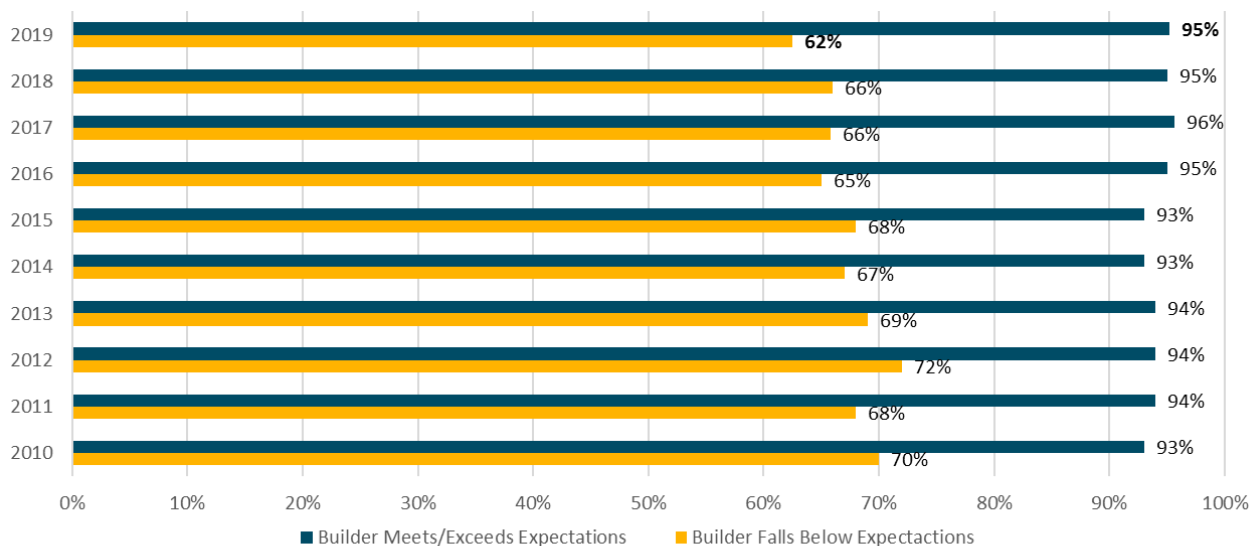
A9E. Have you ever used or referenced Tarion's Construction Performance Guidelines? If yes, how helpful was the information you obtained from the Tarion Construction Performance Guidelines? (N=2,900)

The Builder Experience

As is the case each year, the builder experience has a direct and significant impact on homeowners' impressions of Tarion and their likelihood to say positive things about the organization. When builders have met, or exceeded homeowner expectations, opinions of Tarion are significantly higher. Similarly, when builders do not meet expectations, homeowners' opinions of Tarion are significantly lower.

The following graph shows the strength of this relationship in each year. When builders meet, or exceed expectations (blue bars), homeowners are more likely to have a favourable view of Tarion. When builders fall below expectations, homeowners are less likely to have a favourable impression of Tarion (yellow bars).

In 2019, 95% of homeowners had a favourable impression of Tarion because their builder met or exceeded expectations, which remains unchanged from the previous year. Meanwhile, 66% had a favourable impression of Tarion because their builder fell below expectations, which decreased by 4% from the previous year.



A12. Overall, is your impression of Tarion... (N=7,629)

**APPENDIX –
2019 New Homeowner Satisfaction Survey**

New Home Owner Satisfaction Survey



This study is being conducted by Forum Research Inc. on behalf of Tarion Warranty Corporation. All your responses will be kept anonymous and strictly confidential.

Complete the survey **online** by going to survey.forumresearch.com/SE/1/tarionyr1survey and typing in your unique ID: #####.

Remplissez le sondage **en ligne** en vous rendant à l'adresse suivante survey.forumresearch.com/SE/1/tarionyr1survey et inscrivez ensuite votre numéro d'identification unique: #####.

ਇਸ ਲਿੰਕ survey.forumresearch.com/SE/1/tarionyr1survey ਤੇ ਜਾ ਕੇ ਅਤੇ ਆਪਣੀ ਅਨੁਠੀ ਪਛਾਣ ਸੰਖਿਆ ##### ਟਾਈਪ ਕਰਕੇ ਸਰਵੇਖਣ ਨੂੰ ਆਨਲਾਈਨ ਪੂਰਾ ਕਰੋ।
 با رجوع به survey.forumresearch.com/SE/1/tarionyr1survey و وارد کردن شماره شناسه منحصر به فرد خود ##### ، نظرسنجی را به طور آنلاین تکمیل کنید.

进入 survey.forumresearch.com/SE/1/tarionyr1survey 并输入您的唯一 ID 号 ##### ，完成在线调查

Part A: Understanding Your Experience with Tarion

A1. What contact, if any, have you had with Tarion? Please check all that apply:	
<input type="radio"/> Enquiries by telephone	<input type="radio"/> Visited the Tarion website (www.tarion.com)
<input type="radio"/> Enquiries by e-mail and/or mail	<input type="radio"/> Registered to use the Tarion "MyHome" home owner online service
<input type="radio"/> Submitted a Tarion statutory warranty form	<input type="radio"/> Downloaded the Tarion MyHome Planner app
<input type="radio"/> Had a Tarion claim or conciliation inspection	<input type="radio"/> None of these (If "None of these" Go to A8)

A1a. How satisfied were you with your interactions with Tarion?				
<input type="radio"/> Extremely Satisfied	<input type="radio"/> Very Satisfied	<input type="radio"/> Somewhat Satisfied	<input type="radio"/> Somewhat Dissatisfied	<input type="radio"/> Very Dissatisfied

Enquiries by Telephone

A2. If you have made an enquiry by telephone, please rate your satisfaction with Tarion on:	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Ability to listen to & understand your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Ability to answer your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Overall courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enquiries by E-Mail and/or Mail

A3. If you have made an enquiry by e-mail and/or mail, please rate your satisfaction with Tarion on:						
a) Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Ability to understand your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Ability to answer your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Submission of Tarion Statutory Warranty Forms

A4. If you have submitted a Tarion statutory warranty service form, please rate your satisfaction with Tarion on:						
a) Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Follow-up correspondence provided to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conciliation or Claim Home Inspection

A5. If a Tarion representative has conducted a conciliation or claim inspection at your home, please rate your satisfaction with Tarion on:						
a) Timeliness of the written report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Ability to listen to & understand your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Ability to answer your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Ability to reach a fair and impartial decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Overall courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conciliation or Claim Home Inspection Continued

	Yes	No
A6. Did the Tarion representative arrive for the conciliation or claim inspection on time?	<input type="radio"/>	<input type="radio"/>
A7. Did the Tarion representative show you corporate identification upon arrival for the conciliation claim inspection?	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable
A7a. To what extent do you agree or disagree the Warranty Assessment Report (outlining which items were or were not deemed warrantable) was easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
A7b. With respect to the conciliation or claim inspection, please rate your satisfaction with the overall service (regardless of the final outcome)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A7c. Please rate your satisfaction with the final outcome of the conciliation or claim inspection.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ANSWER IF YOU CHECKED ANY TARION STAFF INTERACTIONS IN A1 (i.e. phone, email/mail, inspection)

A7d. Taking all interactions into consideration, please rate your satisfaction with Tarion on these aspects of listening & understanding:	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a) Gives you the sense they take your enquiries seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Easily recognizes & provides the information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Offers relevant information to the questions you ask	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Shows patience & willingness to spend as much time as an interaction might require	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Stays focused on your interaction, undisrupted by other goings on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Communication

A8. How informed do you feel you are about the warranty repair period timelines?
<input type="radio"/> Extremely well informed <input type="radio"/> Very well informed <input type="radio"/> Somewhat well informed <input type="radio"/> Not very well informed <input type="radio"/> Not at all well informed

A9. To what extent do you agree or disagree that each of the following Tarion items are "easy to use & understand":	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Applicable
a) Tarion Homeowner Information Package (HIP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Tarion statutory warranty forms (i.e., 30-day form, year-end form)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Tarion website (tarion.com)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) MyHome home owner online service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A9a2. How did you receive the Homeowner Information Package (HIP)? <i>Select one.</i>
<input type="radio"/> Builder printed & provided a hard copy <input type="radio"/> Other (please specify): _____
<input type="radio"/> Builder sent it as an attachment by email (e.g. PDF) <input type="radio"/> I don't recall "how" I received it
<input type="radio"/> Builder sent an email with a link to the e-version online <input type="radio"/> I did not receive it at all
<input type="radio"/> Builder provided it on a memory stick or CD

A9d. How did you research your builder's past performance prior to making your purchase decision? <i>Please check all that apply:</i>
<input type="radio"/> "Ontario Builder Directory" section of the Tarion website <input type="radio"/> Google search
<input type="radio"/> Recommendation from friends, family, acquaintances <input type="radio"/> Facebook
<input type="radio"/> Talked to previous owners of builder <input type="radio"/> Twitter
<input type="radio"/> Web search for award recipients (e.g. Tarion, OHBA or BILD) <input type="radio"/> New Home Information website (specify): _____
<input type="radio"/> Builder's website or other advertising <input type="radio"/> Other (please specify): _____
<input type="radio"/> Local Home Builders' Association

A9e. Have you ever used or referenced Tarion's Construction Performance Guidelines? If yes, how helpful was the information you obtained from the Tarion Construction Performance Guidelines?
No – <input type="radio"/> I have not used or referenced Tarion's Construction Performance Guidelines
Yes – <input type="radio"/> Extremely helpful <input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not at all helpful

Impressions of Tarion

A10. To what extent do you agree or disagree:	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Opinion
a) Tarion is accessible to new home owners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Tarion listens to the needs & concerns of new home owners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Tarion is easy to do business with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Tarion is open & transparent in its dealings with new home owners & builders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A11. To what extent do you agree or disagree:	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Opinion
a) Tarion helps new home owners understand their warranty rights & obligations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Tarion makes sure new home builders fulfill their warranty obligations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Tarion gives new home buyers confidence in the home buying experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Tarion ensures fairness in overseeing the warranty rights & obligations of both new home buyers & builders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A12. Overall, is your impression of Tarion...					
<input type="radio"/> Very Favourable	<input type="radio"/> Somewhat Favourable	<input type="radio"/> Somewhat Unfavourable	<input type="radio"/> Very Unfavourable	<input type="radio"/> No Opinion	

A12a. Why did you rate your impression of Tarion the way you did? (Please feel free to attach additional pages if needed).

A13. If asked by potential new home owners, how likely would you be to say positive things about Tarion?					
<input type="radio"/> Definitely would	<input type="radio"/> Probably would	<input type="radio"/> Might or might not	<input type="radio"/> Probably would not	<input type="radio"/> Definitely would not	

A14. Please describe how Tarion can better serve the needs of new home owners. (Please feel free to attach additional pages if needed.)

Part B: Understanding Your Experience with Your Builder

For each of the following questions, please indicate whether you were extremely satisfied, very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. Please check only one circle per line.

Agreement of Purchase and Sale (APS)

B1. Please rate your satisfaction with your builder on:	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Explanation(s) of the Agreement of Purchase & Sale (APS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Responses to your questions or concerns about the APS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Ability to deliver the home as agreed to in the APS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Prior to Moving In

B2. Please rate your satisfaction with your builder on:						
a) Ongoing communication before moving into your new home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Ability to follow through on commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Explanation of the Tarion Homeowner Information Package (HIP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Explanation of the warranty on your new home & your role & obligations under the warranty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pre-Delivery Inspection (PDI)

B3. Please rate your satisfaction with your builder on:	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Amount of time scheduled for & pace of your PDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Accuracy in recording all follow-up items identified during your PDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Explanation of how your home's systems & equipment function (e.g. windows, heating, A/C)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Overall thoroughness of your PDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B4. Overall, how satisfied were you with your builder's customer service BEFORE you moved into your new home?					
<input type="radio"/> Extremely Satisfied	<input type="radio"/> Very Satisfied	<input type="radio"/> Somewhat Satisfied	<input type="radio"/> Somewhat Dissatisfied	<input type="radio"/> Very Dissatisfied	

B4i. Why did you rate your satisfaction with your builder's customer service BEFORE you moved into your new home the way you did? Please provide as much detail as possible.

	Yes	No
B4a. Did you close and/or take occupancy of your new home on the originally scheduled or properly extended date?	<input type="radio"/>	<input type="radio"/>

Home/Condominium Readiness

B5. Please rate your satisfaction with the timely completion of your home's or condominium unit's/building's...	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Interior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Exterior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Landscaping or driveway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) CONDO OWNER: Your building's common areas (e.g. lobby, pool, fitness centre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Customer Service After Moving In

	Yes	No
B6. Did your builder provide you with complete and accurate contact information for service and repairs?	<input type="radio"/>	<input type="radio"/>

B7. Please rate your satisfaction with your builder on:	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Timeliness of response to service & repair requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Willingness to schedule service & repairs at a time convenient to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Ability to complete the repairs & leave your home clean & damage free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Overall quality of service & repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Ability to instill a feeling of confidence in their work & ongoing commitment to service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B8. Overall, how satisfied were you with your builder's customer service AFTER you moved into your new home?
<input type="radio"/> Extremely Satisfied <input type="radio"/> Very Satisfied <input type="radio"/> Somewhat Satisfied <input type="radio"/> Somewhat Dissatisfied <input type="radio"/> Very Dissatisfied

B8i. Why did you rate your satisfaction with your builder's customer service AFTER you moved into your new home the way you did? Please provide as much detail as possible.

Overall Satisfaction

B9. Please rate your satisfaction with your builder on:	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
a) Being accessible to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Ability to listen to & understand your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Overall communication effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Overall customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B9e. Overall, how satisfied have you been with the home warranty coverage available on your home?
<input type="radio"/> Extremely Satisfied <input type="radio"/> Very Satisfied <input type="radio"/> Somewhat Satisfied <input type="radio"/> Somewhat Dissatisfied <input type="radio"/> Very Dissatisfied

B9e2. Which of these problems or issues, if any, have you experienced?	
<input type="radio"/> Water penetration (e.g. foundation, roof, or other part of building envelope)	<input type="radio"/> Defect in the exterior cladding (e.g. brick, siding or stucco)
<input type="radio"/> Defect in the interior finishes (e.g. trim, cabinetry, drywall, or paint)	<input type="radio"/> Structural problems (e.g. issues with load-bearing walls, foundations, etc.)
<input type="radio"/> Heating & ventilation distribution system (i.e. HVAC)	<input type="radio"/> Other (please specify): _____
<input type="radio"/> Defect in the flooring	<input type="radio"/> I did not experience any problem with my home (SKIP TO B10)

	Yes	No (Skip to B10)
B9e3. Has a repair been scheduled or completed to address the problem(s) in your home?	<input type="radio"/>	<input type="radio"/>

B9e4. Did the repair fix the problem(s) with your home the first time or did the problem(s) recur? *Select the ONE response that best describes your situation.*

<input type="radio"/> Repair fixed the problem(s) the first time	<input type="radio"/> The problem(s) recurred, but was (were) eventually resolved
<input type="radio"/> The problem(s) recurred & remains unresolved	<input type="radio"/> A repair has been scheduled to be completed

	Yes	No
B10. Did your builder contact you for feedback after you moved into your new home?	<input type="radio"/>	<input type="radio"/>

B11. How well did your experience with your new home and your builder meet your expectations?

<input type="radio"/> Well above expectations	<input type="radio"/> Above expectations	<input type="radio"/> Met expectations	<input type="radio"/> Below expectations	<input type="radio"/> Well below expectations
---	--	--	--	---

B12. How likely would you be to recommend your builder to friends or family members thinking of buying a new home?

<input type="radio"/> Definitely would	<input type="radio"/> Probably would	<input type="radio"/> Might or might not	<input type="radio"/> Probably would not	<input type="radio"/> Definitely would not
--	--------------------------------------	--	--	--

B12i. What parts of your new home ownership experience had the most influence on your likelihood to recommend response? Please provide as much detail as possible.

Just for Condo Owners (If not a condo owner, skip to B18)

	Extremely well informed	Very well informed	Somewhat well informed	Not very well informed	Not at all informed	Not Applicable
B13. How informed do you feel you are about the difference between making a claim on your own unit versus your condo board/property manager making a claim on a common element?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
B14. As you may know, there's a period of time where a condo owner takes possession of their new unit before the formal registration & transfer of control from the builder to the condo board. How satisfied were you with your builder's timely registration of your condo?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B15. How satisfied are you with your property manager's knowledge about Tarion warranty coverages & claims procedures for your building's common elements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Extremely well informed	Very well informed	Somewhat well informed	Not very well informed	Not at all informed	Not Applicable
B16. How informed do you feel you were about the final completion timelines for the common elements in your building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments About Your Builder

B18. Please use this space to share any final comments with us about your experience with your builder. (Please feel free to attach additional pages if needed).

Part C: About You and Your Home

	Male	Female	Other	Prefer not to say
C1. Are you...?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Prefer not to say
C2. In what year were you born? (Enter 4 digits) _ _ _ _				<input type="radio"/>
	Single	Married / Living common law	Other	Prefer not to say
C3. Are you...?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				Yes No
C4. Is this the first newly constructed home you have ever purchased from a new home builder?				<input type="radio"/> <input type="radio"/>
	Yes	No	Other (Please Specify):	Prefer not to say
C5. Is English the language you most often speak at home?	<input type="radio"/>	<input type="radio"/>	-----	<input type="radio"/>
C6. Including you, how many people live in the household?				
	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
				<input type="radio"/> 5
				<input type="radio"/> 6 or more
				<input type="radio"/> Prefer not to say
				Yes No Prefer not to say
C7. Do you have any children under the age of 18 living in your household?				<input type="radio"/> <input type="radio"/> <input type="radio"/>
C8. What is the highest level of schooling that you have completed?				
<input type="radio"/>	Elementary school (less than grade 9)	<input type="radio"/>	Some university	
<input type="radio"/>	Some high school	<input type="radio"/>	Undergraduate degree	
<input type="radio"/>	Completed high school	<input type="radio"/>	Post-graduate degree (e.g. MA, MD, MSc, MBA, PhD, etc.)	
<input type="radio"/>	Some college, technical school/CEGEP	<input type="radio"/>	Prefer not to say	
<input type="radio"/>	Completed college, technical school/CEGEP			
C9. What is your estimated total annual household income before taxes?				
<input type="radio"/>	Under \$40,000	<input type="radio"/>	\$100,000 to under \$120,000	
<input type="radio"/>	\$40,000 to under \$60,000	<input type="radio"/>	\$120,000 or more	
<input type="radio"/>	\$60,000 to under \$80,000	<input type="radio"/>	Prefer not to say	
<input type="radio"/>	\$80,000 to under \$100,000			

Responding to This Survey

	Yes	No	
A. Did your builder, or anyone working with your builder, pressure you or offer an incentive to provide a positive response to this survey?	<input type="radio"/>	<input type="radio"/>	
B. Can Tarion's research partners contact you in the future for their research purposes?	<input type="radio"/>	<input type="radio"/>	
		(Please provide contact information below)	
	Telephone	E-mail	Either
C. Would you prefer to be contacted by telephone or e-mail?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PHONE NUMBER (HOME/CELL): -----			
E-MAIL ADDRESS: -----			

If you are mailing your completed survey, please use the postage-paid envelope provided and return it before December 31st, 2019.

***Your responses are very valuable to us.
Thank you very much for taking the time to provide your feedback.***

