



2019 Home Owner Satisfaction Survey

Understanding Homeowner Impressions of Tarion

Executive Summary and Detailed Findings

Prepared for: Tarion Warranty Corporation

Year 2-7 Possessions
20 April 2020

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Introduction

This report highlights the results from a survey of homeowners who are in their second through seventh year of possession of a new construction dwelling in Ontario (“homeowners”). This study has been conducted by Tarion since 2009. This report is designed to help Tarion understand trends and identify the challenges and opportunities of maintaining and improving service to homeowners across all stages of the warranty lifecycle.

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 across all stages of the warranty lifecycle. 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 across all stages of the warranty lifecycle.

Research Approach

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

Survey invitations and reminders were sent to a randomly selected sample of 147,317 homeowners who took possession of their homes between October 1, 2012 and September 30, 2018. Coinciding with the timing of the Year 1 survey in 2019, qualified home buyers were either emailed an invitation to complete an online survey, or were postage mailed an invitation to an online survey.

- **115,157** invitations were sent via email
 - To enhance response rates, 10 reminders were sent by email to those non-respondents where an email address was present
- **32,123** invitations were sent via postage mail
 - 3 post card reminders were sent to those non-respondents who received an initial postage mail survey initiation
- **25,135** calls were made by IVR method
 - 2 reminder calls were made to those non-respondents where a valid telephone number was present

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 builder.

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

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.

Respondents could complete the survey between October 21st, 2019 and January 15th, 2020. Forum Research accepted and tabulated all surveys received on or before this date.

In total, 16,147 completed surveys were received. This represented a survey response rate of 11%. Almost all survey respondents (98%) reported that they were the person(s) who originally purchased the home from the builder. The breakdown of the 16,147 completed surveys by year of possession consisted of the following:

- 5,622 - 2nd year homeowners
- 4,870 - 3rd year homeowners
- 3,116 - 4th year homeowners
- 1,434 - 5th year homeowners
- 822 - 6th year homeowners
- 283 - 7th year homeowners

At a 95% level of confidence, the margin of error on the total sample size of 16,147 is +/- .73%. Results for sub-samples by each year of possession have a higher margin of error.

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 Homeowner Satisfaction survey of Ontario consumers in their second through seventh year of warranty coverage (i.e., those who took possession of a new home between October 1, 2012 and September 30, 2018 – otherwise known as “Year 2-7 homeowners”). Where survey questions are common, we compare these results with the results of Tarion's 2019 survey of homeowners in their first year of warranty coverage (those who took possession of their home between October 1, 2018 and September 30, 2019).

This survey sought to understand homeowners' overall impressions of Tarion and their satisfaction with Tarion's customer service and overall warranty coverage. A copy of the questionnaire is appended to this report.

Key Findings of Tarion's 2019 Year 2-7 Homeowner Survey

- Impressions of Tarion have stayed relatively static from the previous year on most key performance measures.
- The consistent pattern seen throughout the research is that homeowners in the earlier stages of the warranty lifecycle (particularly Year 1 and 2) have the strongest or most positive perceptions of Tarion. Impressions begin to decline and flatten in Years 3 through 5. This pattern has occurred since the survey began in 2009. In 2018, homeowners in the later stages of the warranty lifecycle (particularly Year 7) had the lowest perceptions of Tarion. However, the results from 2019 demonstrated a pattern that homeowners in the later stages have more positive impressions of Tarion compared to those in the middle of the lifecycle (Years 3 to 5).

More specifically...

- Overall perceptions of Tarion among Year 2-7 homeowners are positive, with 73% having a very/somewhat favourable view of Tarion and 33% having a very favourable impression. Further, positive impressions of Tarion are the weakest for those in their later warranty stages. 78% of Year 2 homeowners have a favourable impression of Tarion, while just over two-thirds of Year 7 homeowners have a favourable impression (67%). The impression of Tarion drops almost every year, displaying a downward trend with each year (Year 2: 78%, Year 3: 71%, Year 4: 69%, Year 5: 67%, Year 6: 70%, Year 7: 67%).
- Tarion's “Advocacy” measure follows the same pattern. Willingness to say positive things about Tarion to others is higher amongst more recent home owners when compared to those homeowners in their later warranty stages. Year 2 homeowners are significantly more likely to say something positive (66%), followed by those in year 3 and year 6 (59% for both), year 7 (58%), year 4 (57%), and year 5 (55%) of their warranty.
- Similarly, owners are more satisfied with their Tarion interactions earlier in the warranty lifecycle. Following year 2, owners are more satisfied in the later warranty stages compared to the middle stages. Satisfaction declines in years 3 to 5 (45% in year 3, 43% in year 4, and 41% in year 5) but increases again in year 6 and 7 (46% for both).

- In 2019, Tarion’s performance on its Key Performance Indicators is strong: 4-in-5 Year 2-7 homeowners agree that Tarion is accessible to new homeowners (81%). 7-in-10 agree that Tarion is easy to do business with (71%) and listens to needs and concerns (70%). Impressions of Tarion have improved over time on the Key Performance Indicators: scores on these attributes increased between 2% to 13% over time, with the Year 2 results revealing the highest level of customer satisfaction.

% Agree Tarion is...	Total Yr 2-7	Yr 2 2018	Yr 3 2017	Yr 4 2016	Yr 5 2015	Yr 6 2014	Yr 7 2013
Accessible	81	84	80	79	79	81	79
Easy to do business with	71	77	69	67	64	70	65
Listens to needs and concerns	70	76	68	66	63	68	74

- Roughly 7-in-10 Year 2-7 respondents agree that Tarion performs well on all measures of confidence, fairness, transparency and efficiency. 75% specifically agree that Tarion helps new homeowners understand their warranty rights and obligations; this remains the highest rated attribute for the fifth year in a row.
- Impressions of Tarion on all measures of confidence, fairness, transparency and efficiency are significantly higher amongst homeowners in their earlier warranty stages. There is a notable increase in positive impressions of Tarion amongst homeowners in their 2nd warranty year when compared those in their 3rd to 7th warranty year. Scores drop by 5% to 9% from the 2nd to the 3rd warranty year. Homeowners that are in their 6th warranty year are the second most satisfied group amongst all homeowners, with scores roughly 1% to 3% higher when compared to the years 3 to 5, and year 7.
- Year 1 homeowners are significantly more satisfied with the warranty coverage available on their homes than Year 2-7 buyers (50% v. 37%, respectively).
- Registration to Tarion’s “MyHome” online service declined by 2% since 2018 among Year 2-7 owners. In 2019, 50% of these have registered with the service. “MyHome” registration has dropped 14% in the last three years (64% → 57% → 52% → 50%).

Detailed Findings

The Detailed Findings are divided into five broad sections. The first, second and third sections explore homeowners' impressions of interactions with Tarion.

The fourth section presents a summary of interactions with customer service and the final section evaluates homeowners' satisfaction with Tarion's warranty coverage.

Homeowner's Overall Impression of Tarion

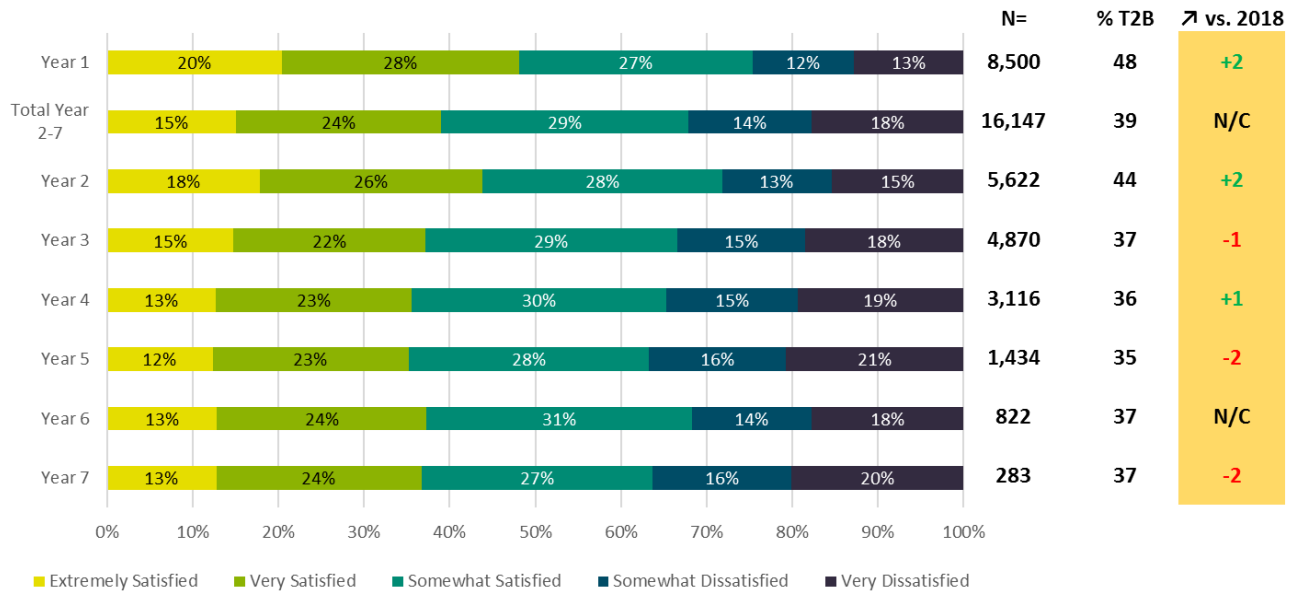
Homeowner Experiences with their Home and Builder

Results of Tarion's survey of homeowners in their first year of possession revealed that the experience they had with their builder influences their impression of Tarion. The following Year 2-7 homeowner results show similar findings: early problem resolution positively affects the likelihood of homeowners to recommend their builders to family and friends and also has a cascading effect on Tarion advocacy (that is, 56% of those who had first-time resolution would say positive things about Tarion versus 11% of those whose repair has not been resolved).

Problem Experienced	2019 (Year 2-7 %)	2018 (Year 2-7 %)	2017 (Year 2-7 %)	2016 (Year 2-7 %)	2015 (Year 2-7 %)	2014 (Year 2-7 %)	2019 Impact on Likelihood to Recommend (% T2B)
No Problem Experienced	9	9	9	8	8	9	14
Problem Experienced: <i>Repaired Resolved 1st Time</i>	47	47	47	48	26	27	56
Problem Experienced: <i>Repair Resolved Eventually</i>	36	36	35	35	21	21	33
Problem Experienced: <i>Recurred – Unresolved</i>	17	17	18	17	11	10	11
Problem Experienced but NO Repair	39	40	38	35	34	33	28

An examination of overall homeowner satisfaction with their builder after taking possession of their homes shows that Year 2-7 owners are significantly less satisfied with the customer service than Year 1 buyers (39%, compared to 48%). Those in Year 2 have the highest satisfaction with their builder (44%) compared to those in Year 3 to 7.

Compared to 2018, satisfaction rating remains unchanged for Year 2-7 owners in 2019.

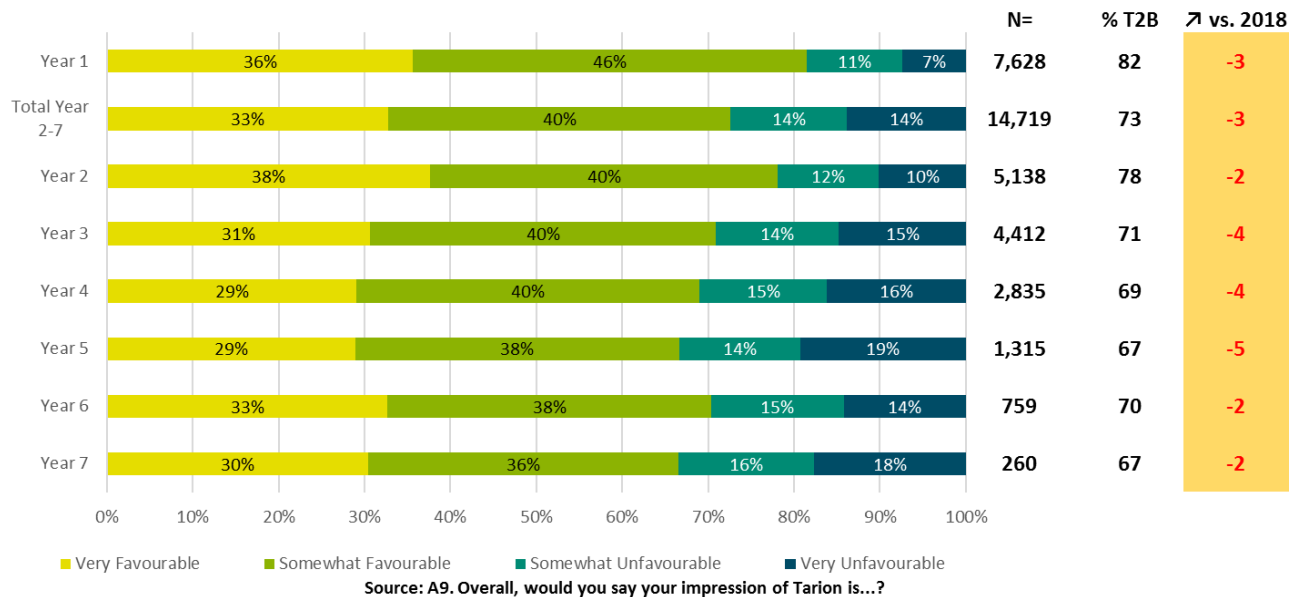


Source:
 B11D. Please rate your satisfaction with your builder since you took possession of your home on ... Overall customer service?

Overall Impressions of Tarion

Year 2-7 homeowners have significantly less favourable impressions of Tarion when compared to Year 1 homeowners (73%, compared to 82%). This score for Year 2-7 owners decreased by 3% from 2018.

Year 2 homeowners have more favourable impressions of Tarion when compared to Year 3 to 7 homeowners (78% in Year 2 v. 67% to 71% in Year 3 to 7).



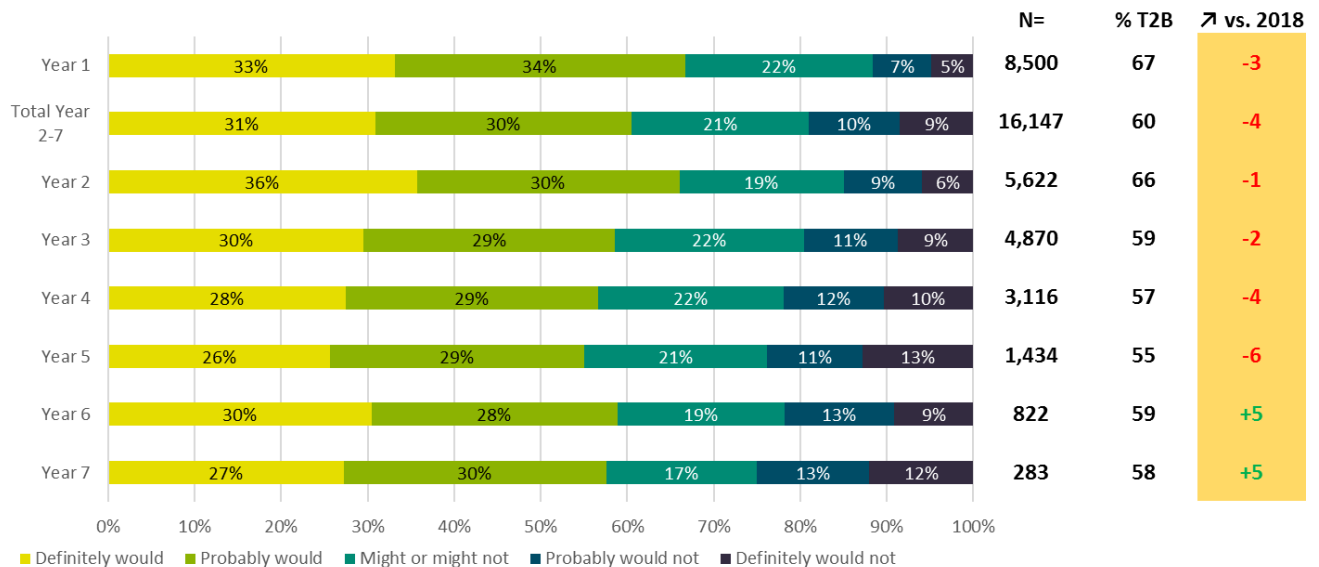
Homeowner Advocacy for Tarion

Likelihood of Homeowners Recommending Tarion

Overall, Tarion’s “Advocacy” measure (likelihood to recommend an organization or to say positive things about it to others) follows the same pattern as its “favourability” measure.

Again, Year 2-7 homeowners are significantly less willing to advocate for Tarion than Year 1 owners (60%, compared to 67%). The advocacy score also decreased by 4% since 2018 for Year 2-7 homeowners.

Year 2 homeowners have the highest advocacy score (66%) when compared to Year 3-7 homeowners. Furthermore, scores have decreased since 2018 for almost all homeowners by 1% to 6%, with the exception of year 6 and 7 homeowners (5% increase for both Year 6 and 7).

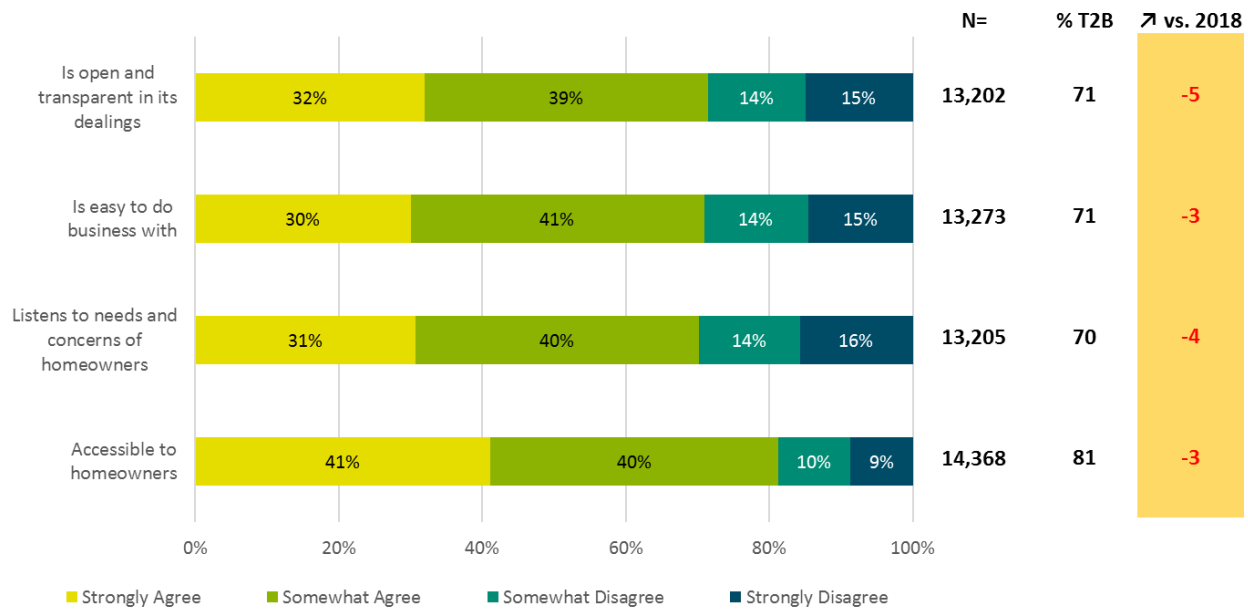


Source:
A10. If asked by potential new home owners, how likely would you be to say positive things about Tarion?

Homeowner Specific Impressions of Tarion

In 2019, 7-in-10 Year 2-7 homeowners agree that Tarion is open and transparent (71%), is easy to do business with (71%), and listens to needs and concerns (70%). Accessibility to new homeowners is Tarion’s greatest strength; about four-in-five homeowners agree with this (81%).

Specific impressions of Tarion in 2019 have decreased by 3%-5% since the previous year.



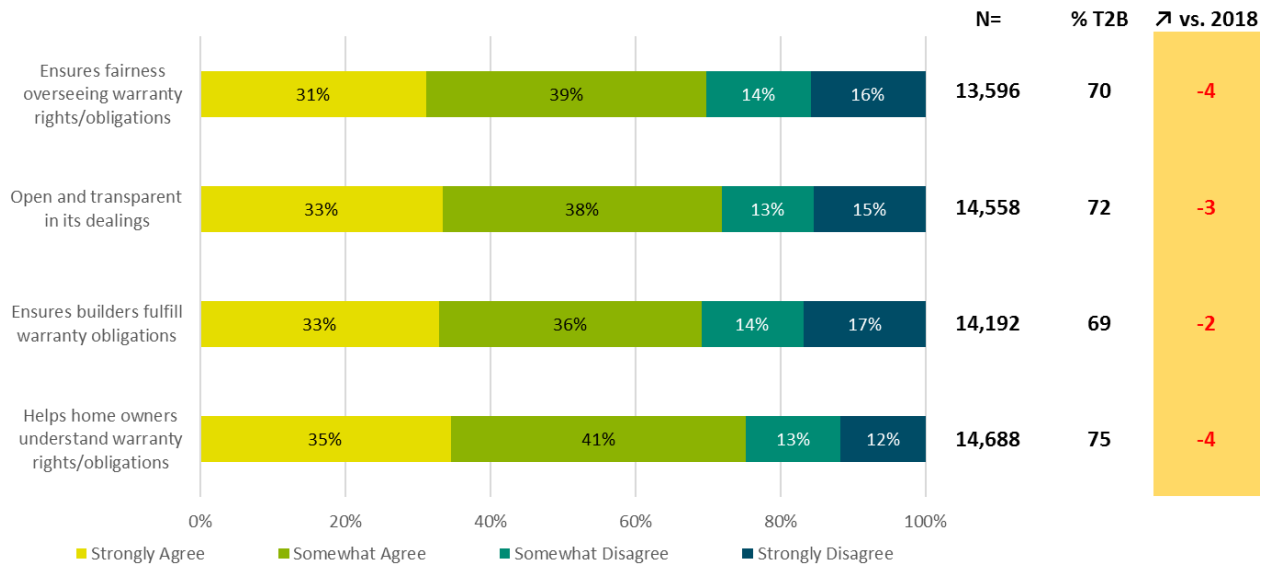
Source:
A7A-D: Based on your impressions of Tarion, to what extent do you agree or disagree...?

Impressions of Tarion have improved over time on all Key Performance Indicators. That is, those who have taken possession of their homes more recently rate Tarion higher than more established homeowners, specifically on ease of doing business and listening skills. Scores on these attributes increased between 2% and 13% over time, with the Year 2 results revealing the highest ever level of customer satisfaction.

% Agree Tarion is...	Total Yr 2-7	Yr 2 2018	Yr 3 2017	Yr 4 2016	Yr 5 2015	Yr 6 2014	Yr 7 2013
Accessible	81	84	80	79	79	81	79
Easy to do business with	71	77	69	67	64	70	65
Listens to needs and concerns	70	76	68	66	63	68	74

Roughly 7-in-10 Year 2-7 respondents agree that Tarion performs well on all measures of confidence, fairness, transparency and efficiency (69% to 75%). 75% specifically agree that Tarion helps new homeowners understand their warranty rights and obligations; this remains the highest rated attribute for a fifth year in a row.

When looking at all measures on impressions of Tarion, scores have decreased by 2% to 4% since 2018.

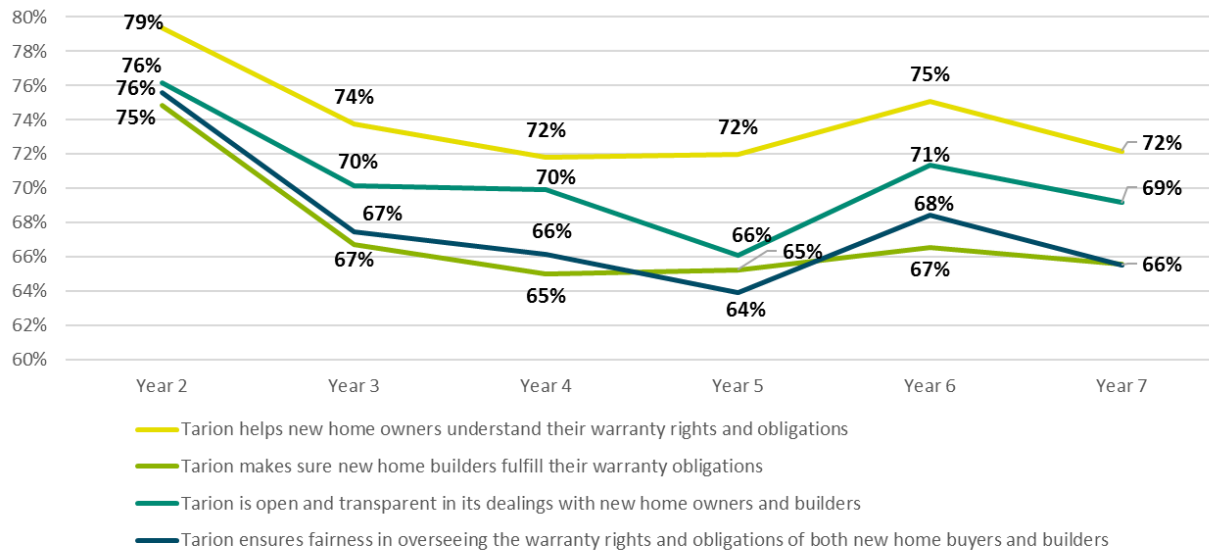


Source: A8A-D: Based on your impressions of Tarion, to what extent do you agree or disagree...? (Total Valid Responses)

Impressions of Tarion confidence, fairness, transparency, and efficiency are significantly higher amongst homeowners in their earlier warranty stages; however, the scores flatten out by the 4th year of owning a newly built home.

There is a notable decrease in positive impressions of Tarion amongst homeowners in their 3rd warranty year when compared those in their 2nd warranty year. Scores drop by 5% to 9% from the 2nd to the 3rd warranty year.

Homeowners in their 6th warranty year have the second most positive impressions of Tarion. Scores are roughly 1% to 3% higher when compared to Year 3 to 5 and Year 7 scores.



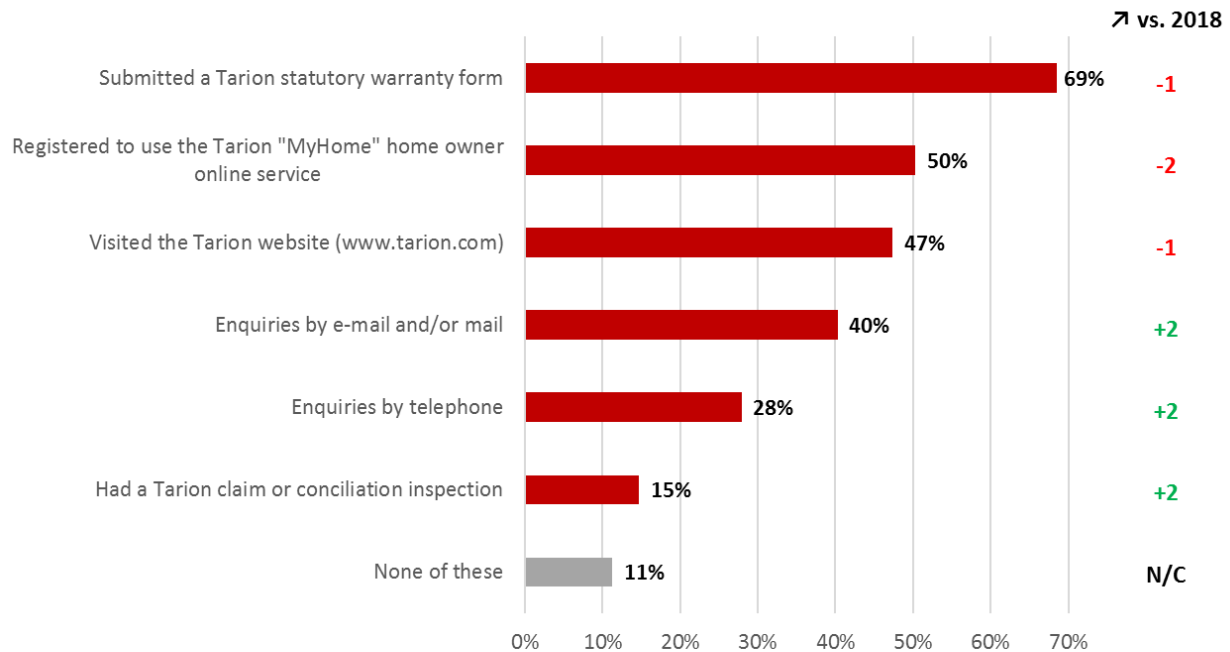
Source: A8A-D. Based on your impressions of Tarion, to what extent do you agree or disagree...?

Tarion Contact and Customer Service

Nature of Contact with Tarion

Year 2-7 homeowners interact with Tarion primarily by submitting statutory warranty forms (69%), followed by registering to use “MyHome” (50%) and by visiting Tarion’s website (47%).

Interactions dropped amongst Year 2-7 homeowners for those top three communication avenues by 1% to 2% from 2018. In contrast, direct interactions with Tarion, such as enquiries by e-mail/mail, enquiries by phone, and a claim/conciliation inspection, have increased by 2% from 2018.



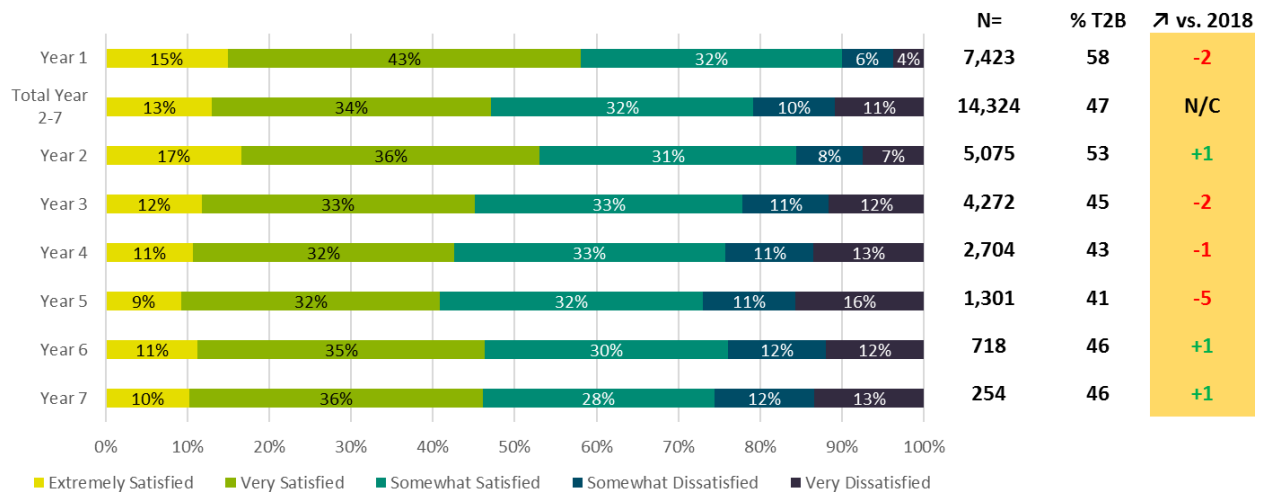
Source:
A4. What contact, if any, have you had with Tarion? Please check all that apply...
(N=16,147)

Satisfaction with Tarion Interactions

Homeowners express higher levels of satisfaction with their Tarion interactions in early or later warranty stages when compared to homeowners in the middle warranty stages (53% in Year 2 and 46% in Year 6-7, compared to 43% average in Year 3-5).

In comparison to Year 1 homeowners, Year 2-7 homeowners had significantly fewer satisfactory interactions with Tarion (58% Extremely/Very Year 1, compared to 47% Year 2-7).

Overall, satisfaction amongst Year 2-7 owners remained unchanged from the previous year. There were a few increases in satisfaction among some homeowners and decreases among others. Satisfaction with interactions for homeowners in the 2nd, 6th, and 7th year increased by 1% from 2018 while satisfaction for homeowners in the 3rd to 5th year decreased by 1% to 5% from 2018.

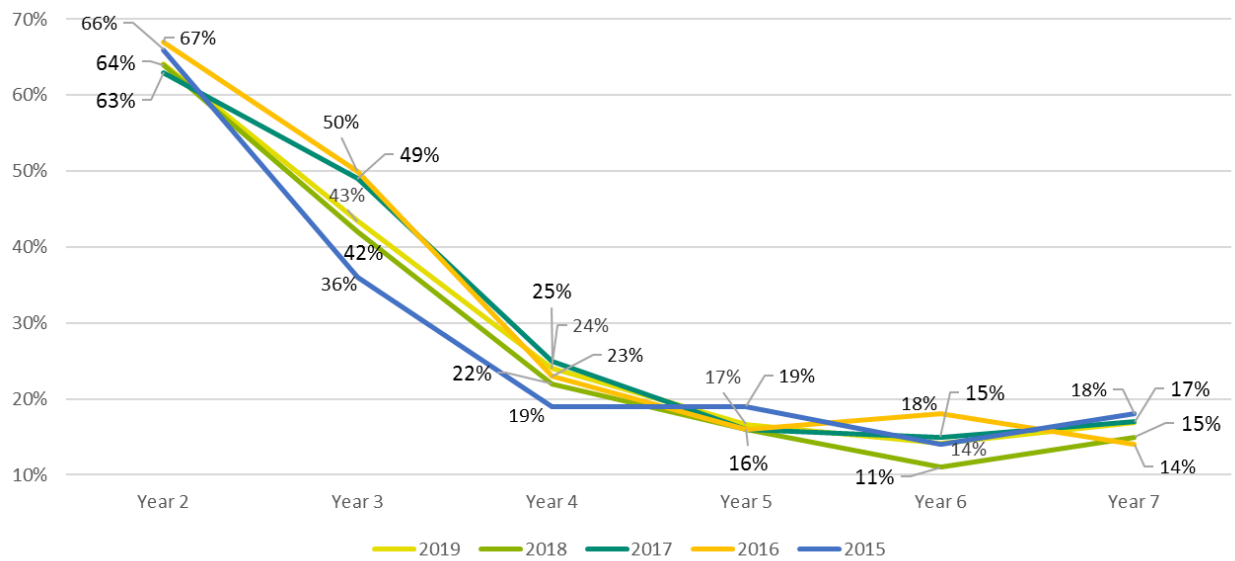


Source:
A6. Overall, how satisfied were you with your interactions with Tarion?
 Base: Excluding None of these @ A4

Homeowner Contact with Tarion over the Past Year

Satisfaction with the level of contact with Tarion closely mirrors the amount of contact that homeowners have with the company. The amount of contact with Tarion is highest in Year 2 of the warranty lifecycle and declines over time (with significant drops in Years 3 and 4). In 2019, 64% of Year 2 homeowners had recent contact with Tarion. Contact with Tarion dropped to 43% for Year 3 homeowners and 24% for Year 4 homeowners. By Year 5 to 7 of the warranty lifecycle, contact with Tarion dropped to 14% to 17%.

Compared to 2018, there were few changes in the amount of contact with Tarion throughout the warranty lifecycle in 2019.

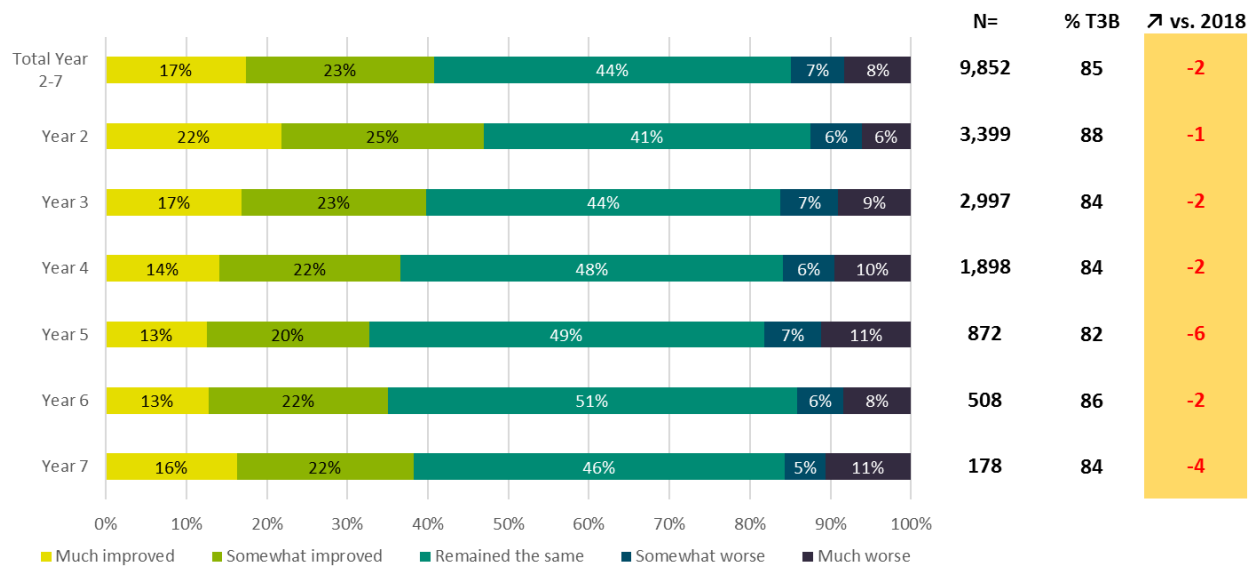


Source:
A5. Have you had contact with Tarion in the past year? (N=14,324)

Perceived Change in Tarion's Commitment to Customer Service

Perceptions of Tarion's customer service commitment over the warranty lifecycle are consistently high, among those who have an opinion. Perceptions remain consistent across all warranty years. Over 8-in-10 Year 2-7 homeowners were of the opinion Tarion's commitment to customer service has either improved or remained the same (85%) based on their experiences. This score decreased by 2% from 2018, with the largest decrease observed in Year 5 (down 6%) and Year 7 (down 4%).

Year 2 homeowners have the highest score, with 88% with the perception that Tarion's commitment to customer service improved or remained the same.



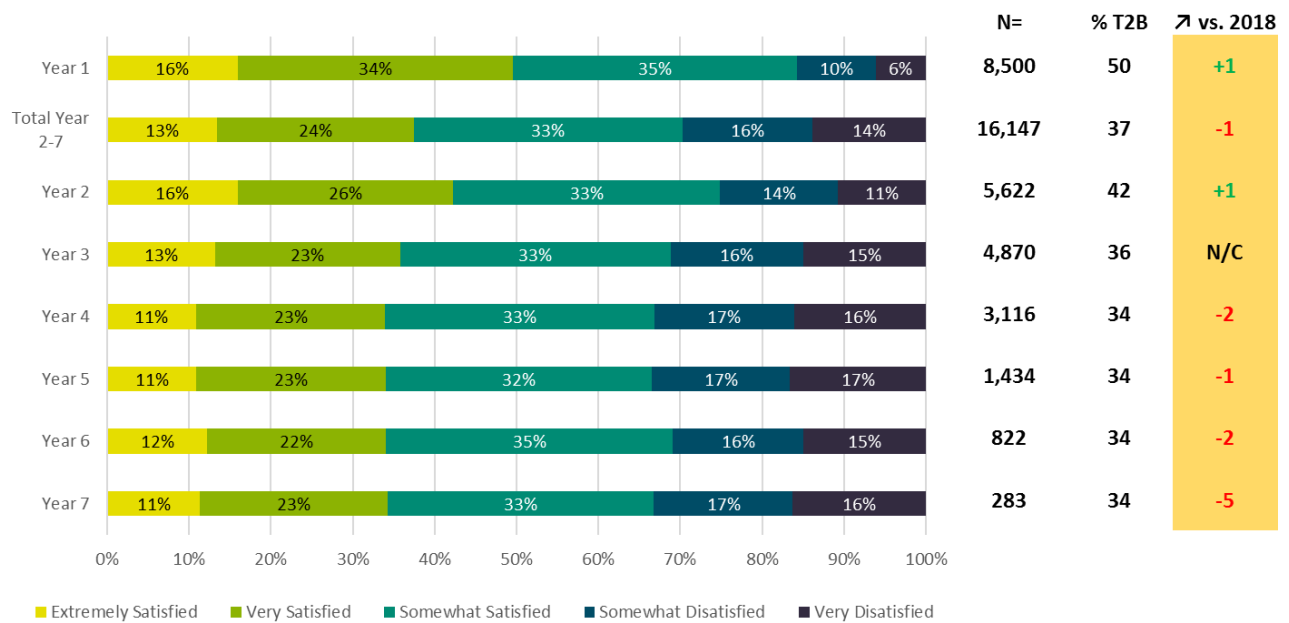
Source:
A11. Based on your experiences, how has Tarion's commitment to customer service changed over time?

Satisfaction with the Warranty and Repair Timelines

Overall Satisfaction with the Warranty Coverage

Year 2-7 homeowners are significantly less satisfied with the warranty coverage available on their homes when compared to Year 1 homeowners (37%, compared to 50%). These scores remain relatively consistent with previous years.

Year 2 homeowners are most satisfied with the warranty coverage available on their homes compared to homeowners in other stages of the warranty lifecycle (42% of Year 2 homeowners compared to 34% to 36% of Year 3-7 homeowners).

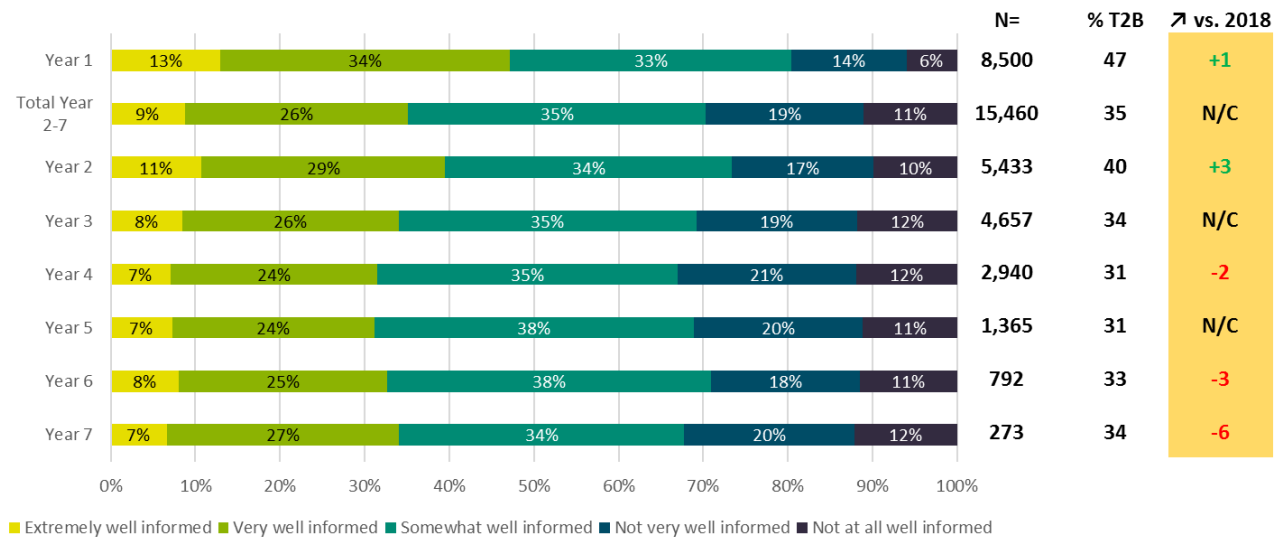


Source:
B5. Overall, how satisfied have you been with the warranty coverage available on your home?

Awareness of Warranty Repair Period Timelines

Those who most recently purchased a new home feel the most informed about the warranty repair timelines (47% of Year 1 buyers); this is significantly more than Year 2-7 homeowners (35%).

Year 2 homeowners are most informed about the warranty repair period timelines compared to homeowners in other stages of the warranty lifecycle (40% of year 2 homeowners compared to 21% to 34% of Year 3-7 homeowners).

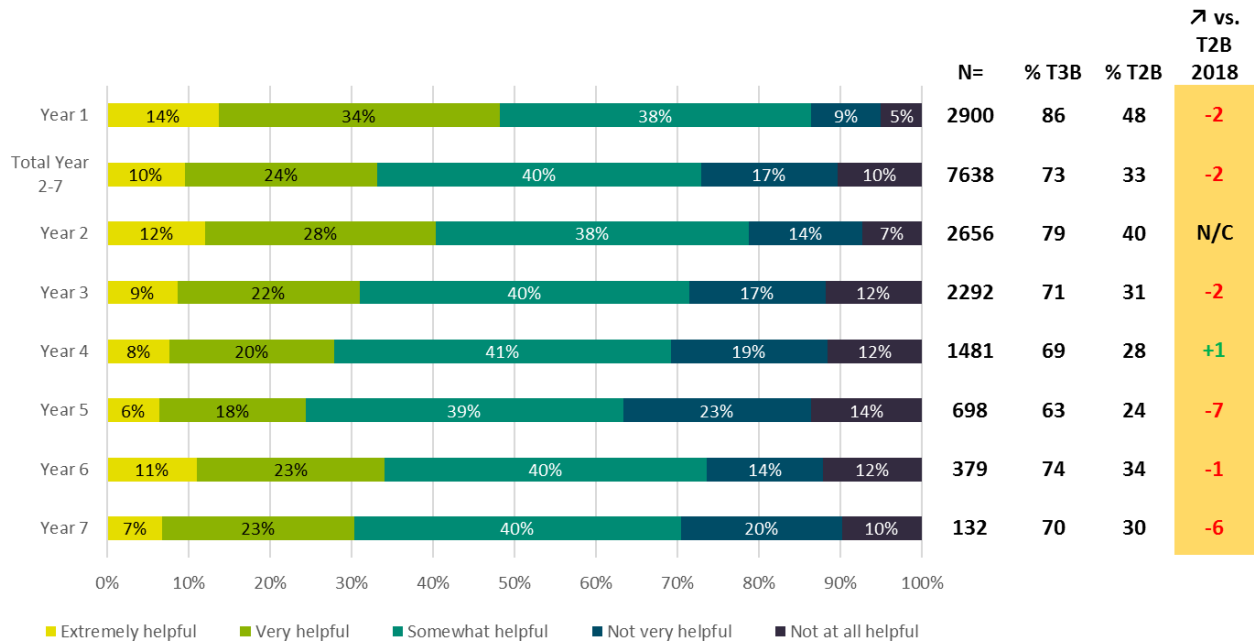


Source:
B10. How informed do you feel you were about the warranty repair period timelines?

Tarion's Construction Performance Guidelines (CPG)

In 2019, 47% of Year 2-7 homeowners have used or referenced Tarion's Construction Performance Guidelines. Year 1 homeowners were significantly more likely to find the CPG to be helpful when compared to Year 2-7 homeowners (86% Extremely/Very/Somewhat helpful in Year 1 compared to 73% in Year 2-7).

Overall, the CPG helpfulness score decreased by 2% from 2018 for Year 2-7 homeowners. Scores decreased the most for Year 7 homeowners by 6% from 2018.



Source:
B9A. Have you ever used or referenced Tarion's Construction Performance Guidelines? If yes, how helpful was the information you obtained?

Appendix – 2019 Homeowner Satisfaction Survey

Homeowner 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/tarionyr27survey and typing in your unique ID: #####.

Remplissez le sondage **en ligne** en vous rendant à l'adresse suivante survey.forumresearch.com/SE/1/tarionyr27survey et inscrivez ensuite votre numéro d'identification unique: #####.

ਇਸ ਲਿੰਕ survey.forumresearch.com/SE/1/tarionyr27survey ਤੇ ਜਾ ਕੇ ਅਤੇ ਆਪਣੀ ਅਨੁਠੀ ਪਛਾਣ ਸੰਖਿਆ ##### ਟਾਈਪ ਕਰਕੇ ਸਰਵੇਖਣ ਨੂੰ ਆਨਲਾਈਨ ਪੂਰਾ ਕਰੋ।

با رجوع به survey.forumresearch.com/SE/1/tarionyr27survey و وارد کردن شماره شناسه منحصر به فرد خود ##### ، نظرسنجی را به طور آنلاین تکمیل کنید.

进入 survey.forumresearch.com/SE/1/tarionyr27survey 并输入您的唯一 ID 号 ##### ，完成在线调查

Part A: Your Home & Understanding Your Experience with Tarion

A1. Are you the person(s) who originally purchased this home from your builder?	
<input type="radio"/>	Yes
<input type="radio"/>	No – If no, how many years have you owned the home: _ _ _ _ (SKIP TO A4)

A3. Is your home part of a subdivision or is it a condominium unit?					
<input type="radio"/>	Part of a subdivision	<input type="radio"/>	Condominium unit	<input type="radio"/>	Other

A4. What contact, if any, have you had with Tarion? Please check all that apply:	
<input type="radio"/>	Enquiries by telephone
<input type="radio"/>	Enquiries by e-mail and/or mail
<input type="radio"/>	Submitted a Tarion statutory warranty form [e.g., 30-day Form, Year-End Form, Second-Year Form; Major Structural Defect (MSD) Form]
<input type="radio"/>	Had a Tarion claim or conciliation inspection
<input type="radio"/>	Visited the Tarion website (www.tarion.com)
<input type="radio"/>	Registered to use the Tarion "MyHome" home owner online service
<input type="radio"/>	None of these (If "None of these" SKIP TO A7)

	Yes	No
A5. Have you had contact with Tarion in the past year?	<input type="radio"/>	<input type="radio"/>

A6. Overall, how satisfied have you been 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

Impressions of Tarion

A7. Based on your impressions of Tarion, to what extent do you agree or disagree:	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Opinion
a) Tarion is accessible to new homeowners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Tarion listens to the needs and 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 and transparent in its dealings with new home owners and builders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A8. Based on your impressions of Tarion, 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 and 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 and obligations of both new home buyers and builders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A9. Overall, would you say your impression of Tarion is...?				
<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

A10. If asked by potential new homeowners, 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

A11. Based on your experiences, how has Tarion's commitment to customer service changed over time?	Much Improved	Somewhat Improved	Remained the same	Somewhat worse	Much Worse	No Opinion
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A12. Based on your experiences, please describe how Tarion can better serve the needs of homeowners throughout the seven-year new home warranty period.

Part B: Understanding Your Experience with Your Builder

	Yes	No
B1. Did you ever initiate contact with your builder for questions, concerns or issues after you moved into your home?	<input type="radio"/>	<input type="radio"/>
B2. Did your builder ever contact you for feedback after you moved into your home?	<input type="radio"/>	<input type="radio"/>
B3. Have you had contact with your builder about your home in the past year?	<input type="radio"/>	<input type="radio"/>

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
B4. Overall, how satisfied have you been with your interactions with your builder?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B5. Overall, how satisfied have you been with the warranty coverage available on your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B6. Which of these problems or issues, if any, have you experienced with your home?

- Water penetration (e.g. foundation, roof, or other building envelope)
- Defect in the interior finishes (e.g., trim, cabinetry, drywall or paint)
- Heating and ventilation distribution system (i.e., HVAC)
- Defect in the flooring
- Defect in the exterior cladding (e.g. brick, siding or stucco)
- Structural problems (e.g. Issues with load-bearing walls, foundations, etc.)
- Other (please specify): _____
- I **DID NOT** experience any problems with my home (SKIP TO B9a)

ANSWER IF PROBLEM:

	Yes	No
B7. Was a repair completed to address the problem(s) with your home?	<input type="radio"/>	<input type="radio"/>

ANSWER IF REPAIR:

B8. 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 eventually resolved	
<input type="radio"/> The problem(s) recurred and remains unresolved	

ANSWER IF REPAIR:

B9. How satisfied were you with the warranty repair period timelines?				
<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

B9a. Have you ever used or referenced Tarion's Construction Performance Guidelines? If yes, how helpful was the information you obtained?				
No – <input type="radio"/> I have NOT used or referenced the Tarion 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

Overall Satisfaction

B10. How informed do you feel you were 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	<input type="radio"/> Not Applicable

B11. Please rate your satisfaction with your builder since you took possession of your home 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"/>
b) Ability to listen to and 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"/>

B12. How well has your experience with your new home and your builder met 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

B13. 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

	Much Improved	Somewhat Improved	Remained the Same	Somewhat worse	Much Worse	No Opinion
B14a. Based on your experiences, how has your builder's commitment to customer service changed over time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B14b. Please use this space to share any final comments with us about your experience with your builder.

B15. Based on your experiences, how likely would you be to buy a newly constructed home again?					
<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	

If you are mailing your completed survey, please use the postage-paid envelope provided and return it no later than December 31st, 2019.

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

