



## **2025 Annual Public Meeting**

### **Additional Questions & Answers**

**1. How many employees does Tarion have currently?  
Shouldn't Tarion need fewer staff given that some  
responsibilities were transferred to the HCRA?**

Tarion administers the new home warranty and protection program for all new homes across the entire province. Tarion currently has 354 employees. Our staff count reflects the current needs of our organization to deliver a best-in-class new home warranty program to Ontario consumers.

For context, in 2024 the warranty program:

- Provided coverage for more than 400,000 Ontario homes;
- Made claim payments in excess of \$100 Million;
- Processed over 50,000 warranty service forms from homeowners across the province;
- scheduled over 7000 inspection visits;
- conducted over 2400 inspections; and
- handled over 145,000 calls and emails from stakeholders.

Tarion's staffing levels are appropriate to provide support for our specific consumer protection mandate – which is independent and distinct from the role and mandate of the Home Construction Regulatory Authority.

**2. Can you confirm whether Registrar Bulletin 7 applies exclusively to homes with an Agreement of Purchase and Sale (APS) signed on or after July 1, 2023?**

Yes, the Temporary Relocation Warranty outlined in Registrar Bulletin 7 is available for owners of new homes where the purchase agreement or construction contract was entered into on or after July 1, 2023.

**3. Section 14(3) of the Ontario New Home Warranties Plan Act states that “an owner of a home is entitled to receive payment out of the guarantee fund for damages resulting from a breach of warranty.” Does this mean that only deficiencies or issues that fall under a defined warranty are counted toward the warranty cap?**

Yes, a breach of one of the various warranties — for example, the one-year or two-year - must occur in order for Tarion to provide compensation out of the guarantee fund for that home.

Payments made for a home are counted towards its maximum statutory warranty coverage, which depends on the date the agreement of purchase and sale was signed but can be up to \$400,000 in coverage.

For more details regarding coverage limits please click on one of the links below:

- [Coverage Before You Move In](#)
- [Coverage After You Move In](#)