



Tarion's HomeHub

Homeowner User Guide

December 2025



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What is Tarion's HomeHub?

Once a form has been submitted to Tarion through MyHome, a case is created. This case can be accessed and updated through HomeHub – an easy-to-use tool that allows you and your builder to work together to resolve items. HomeHub helps guide you through the warranty and repairs process using standardized progress updates and the ability to share comments and photos between builder and homeowner.

Which cases are available in HomeHub?

Tarion's HomeHub launched on May 1, 2024. Only new warranty form cases accepted by Tarion and created on or after May 1st, 2024, will appear in HomeHub. All case types except for Emergency, Delayed Closing/Delayed Occupancy & Common Elements are available in HomeHub.

✓ Initial	✓ Second-Year	✗ Emergency
✓ Mid-Year	✓ Major-Structural Defect	✗ DC/DO
✓ Year-End	✓ Air Conditioning	✗ Common Elements

Who can use the tool?

Homeowners

You will only have access to Tarion's HomeHub if:

1. You are registered on MyHome, and;
2. Your builder is using HomeHub to manage their warranty and repairs process.

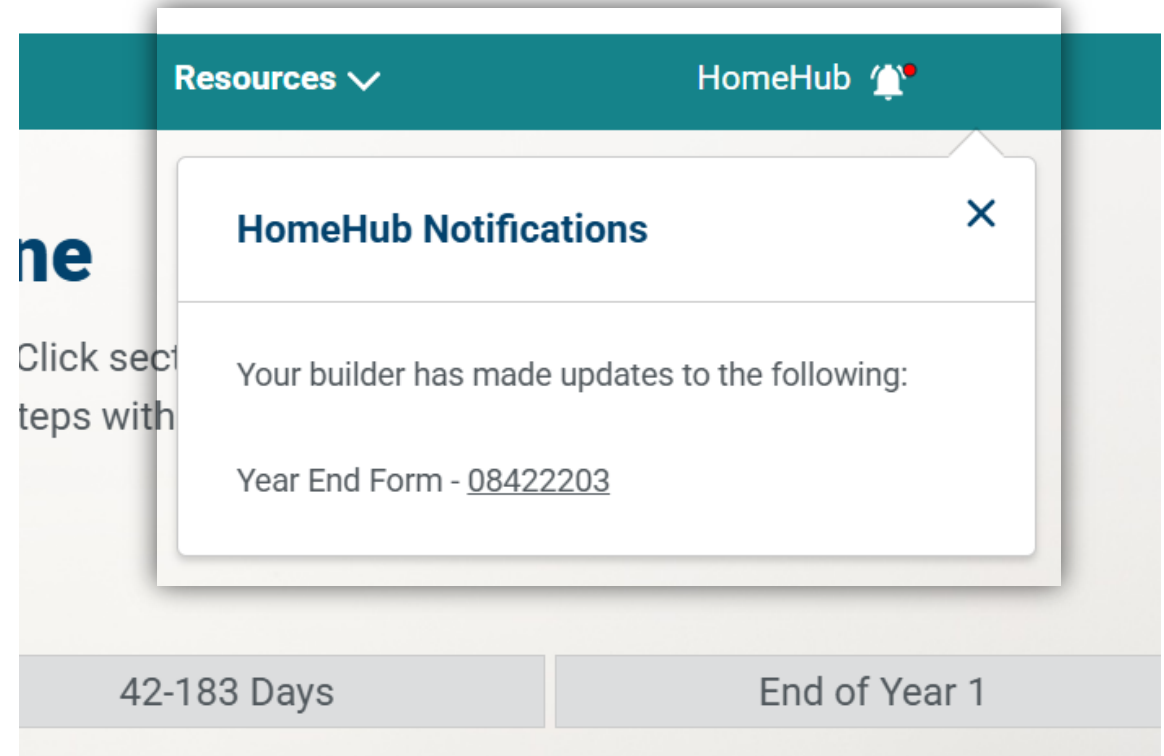
Important note: If your builder is not using HomeHub, they are likely using another tool or program to manage their warranty and repairs process.

Accessing HomeHub

If your builder is using Tarion's HomeHub, you can access the tool in the following areas on your MyHome account:

Option 1: Under HomeHub menu option

From the top menu, you can select '**HomeHub**' to be directed to the HomeHub landing page where you can select a case and leave a comment for an item(s) or update a position.



Accessing HomeHub

Option 2: From Your Case Details Page

You can also access HomeHub from your case details page in MyHome as follows:

Step 1:

Scroll down to the **'Form History'** table. Navigate to the **'Case Number'** column and click the case number link for the one you would like to access.

Step 2:

If the case is available on HomeHub, you will see a section on the Case Details page. Click the **'Visit HomeHub'** button below the **'Case Activity'** table. This will take you to that specific case page in HomeHub.

Form History
Previous forms that have been submitted and their status.

Form Type	Case Number	Submission Date	Status	Action
Initial Form	07956543	May 15, 2023	Open	

[View All Accepted Items](#)

Step 1

Initial Form Submission

Case: 07956543
Case Creation Date: Apr 05, 2023
Case status: Open

[View Warranty Form](#)
(This opens a printable PDF)

Case Activity

Date	Activity Description
Apr 04, 2023	Statutory Warranty Form Received.
Apr 04, 2023	Statutory Warranty Form Accepted.
Apr 05, 2023	Request For Conciliation Accepted.
Apr 05, 2023	Conciliation Inspection scheduled for case 07956543 for Apr 05, 2023 10:03 AM.
Apr 05, 2023	Conciliation Inspection rescheduled for case 07956543 for Apr 05, 2023 10:00 AM.

< First < 1 2 3 > Last >

[View All](#)

Looking to connect with your builder about your case or items? [Visit HomeHub](#)

Step 2

Warranty Timeline

Once you've logged into MyHome you will see your warranty timeline with the following features:

- Indicators for where you are in the warranty timeline based on your Warranty Start Date.
- Allows you to click into the timeline to view more details on that particular milestone including – adding items, builder repair periods, requesting a conciliation.
- Links to resources and information such as Home Explorer tool.
- Reminders and notifications including form submission deadlines, Builder Repair Period Deadlines, Conciliations and quick links to active cases.

Your Warranty Timeline

You are on **Day 217** of your warranty timeline. Click sections of your timeline for more details on your warranty milestones, forms, and next steps with your builder and Tarion.

You are Here

First 41 Days

42-183 Days

End of Year 1

Year 2

Year 3-7

End of Year 1 Timeline

You may create a Year-End Form between 184 and 365 days after your warranty start date **14/04/2025**. Click the sections below to learn more about your next steps.

You are Here

Add items to form

Form Submitted & Builder Repairs

Conciliation

Closed

Add items to Year-End Form

Add items to your Year-End form any time within the 184 and 365 days after your warranty start date. **This is your final opportunity** to report warranty items to Tarion covered under the 1-year warranty, including outstanding items from your Pre-Delivery Inspection, items you may have missed on the Initial Form and Mid-Year Forms and items covered under the 1-, 2- and 3-7-year warranties. You can add, delete, or edit items as many times as needed until it is auto submitted.

[Use Home Explorer to learn about warranty coverage by room >](#)

[Information about general warranty coverage for year 1, 2 and 3-7 >](#)

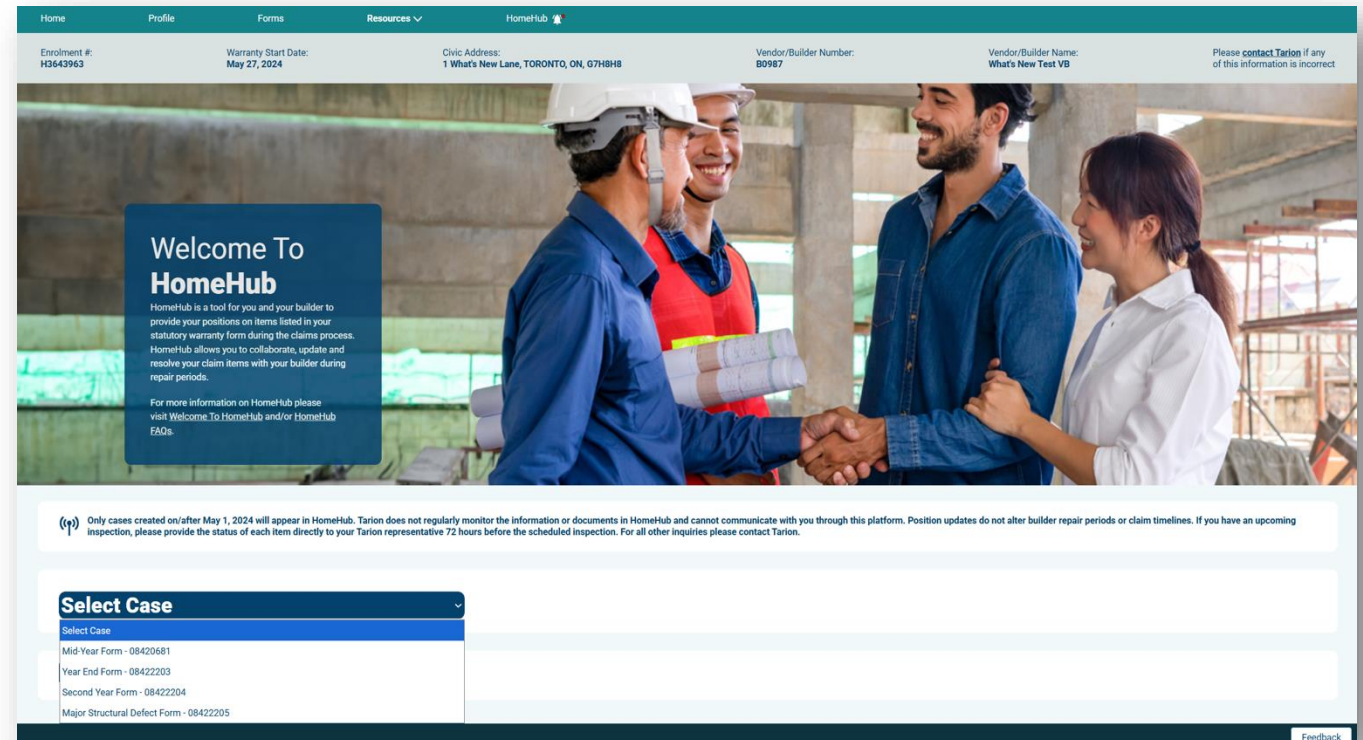
If started, your Year-End Form will be auto-submitted on Apr 15, 2026.

[Add Items to your Year-End Form >](#)

HomeHub Landing Page

The HomeHub landing page has the following elements:

- A short description of the HomeHub tool and how it works.
- A drop-down option to select a case to view in HomeHub.
- Only cases created after May 1st, 2024, will be shown on HomeHub



Individual Cases | Selecting a Case

To view and make updates to a specific case and its items, follow the steps below:

Step 1:

Navigate to the HomeHub landing page or select an eligible case from your case details page in MyHome.

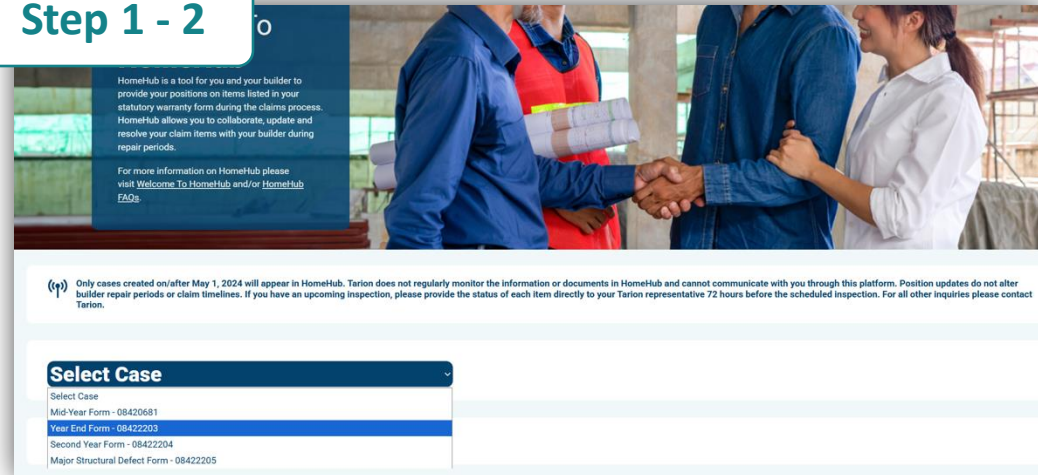
Step 2:

Click the drop-down menu titled **'Select Case'** then select one of your cases.

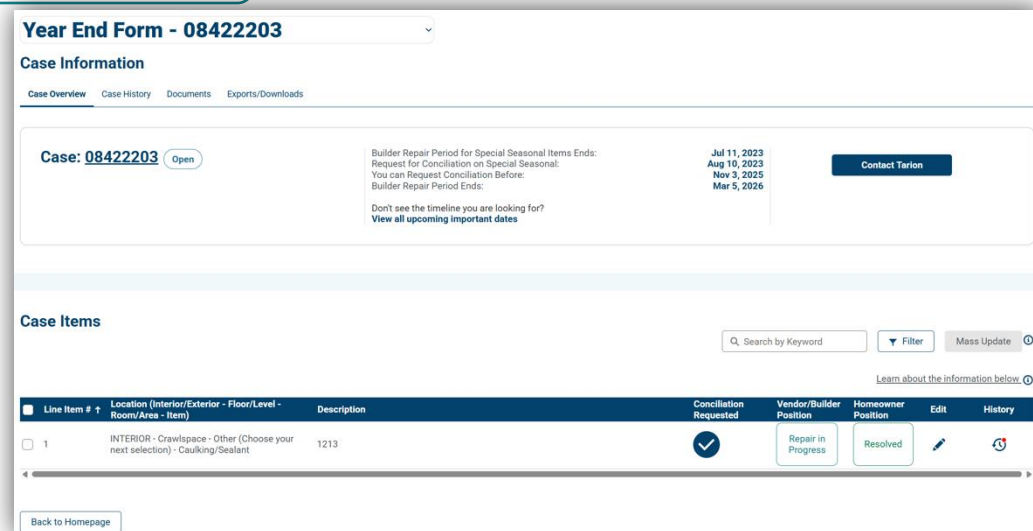
Step 3:

Once the case has been selected, the details will automatically display on the page.

Step 1 - 2



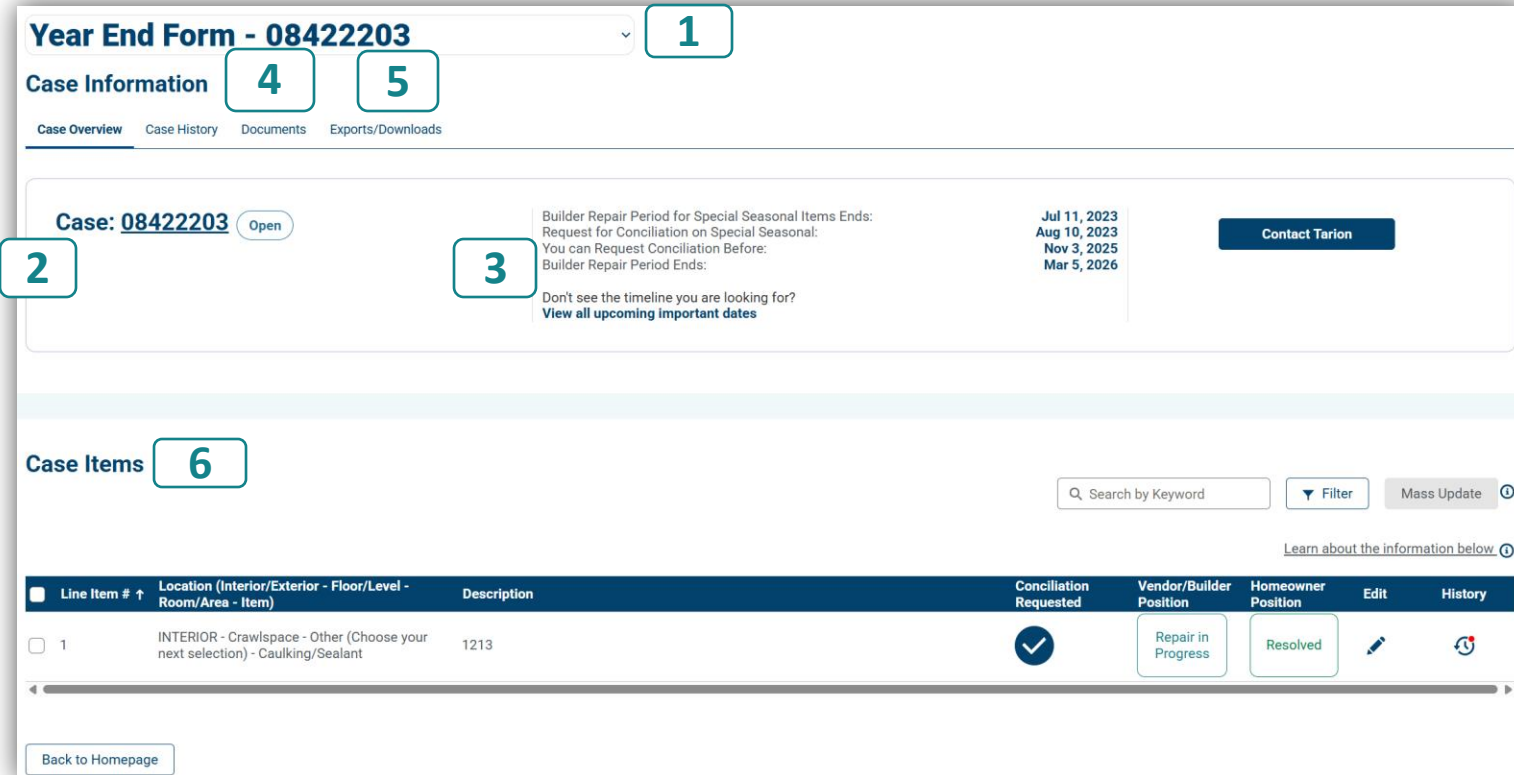
Step 3



Individual Cases | Case Page

Case Pages have the following elements:

1. The case name and number you've selected.
2. **Case Overview:** This is your case number and status (open/closed) and a list of upcoming important dates for this case. Options for contacting Tarion or requesting a conciliation (options will display depending on your case status/timelines).
3. **Case Details:**
4. **Documents:**
5. **Exports:**
6. A table of the items in the case that you can view and make updates to.



The screenshot shows the Tarion Case Page for 'Year End Form - 08422203'. The interface includes a top navigation bar with 'Case Information', 'Case History', 'Documents', and 'Exports/Downloads'. The main content area is divided into sections: 'Case Overview' (highlighted with callout 2), 'Case Details' (callout 3), 'Documents' (callout 4), and 'Case Items' (callout 6). The 'Case Overview' section displays the case number '08422203' with an 'Open' status, a list of upcoming dates (Jul 11, 2023, Aug 10, 2023, Nov 3, 2025, Mar 5, 2026), and a 'Contact Tarion' button. The 'Case Items' section features a table with columns for Line Item #, Location, Description, Conciliation Requested, Vendor/Builder Position, Homeowner Position, Edit, and History. A single item is listed with a description 'INTERIOR - CrawlSpace - Other (Choose your next selection) - Caulking/Sealant' and a status of 'Resolved'. A 'Back to Homepage' button is located at the bottom left.

Year End Form - 08422203 1

Case Information 4 5

[Case Overview](#) [Case History](#) [Documents](#) [Exports/Downloads](#)

Case: 08422203 2 Open 3

Builder Repair Period for Special Seasonal Items Ends:
Request for Conciliation on Special Seasonal:
You can Request Conciliation Before:
Builder Repair Period Ends:

Jul 11, 2023
Aug 10, 2023
Nov 3, 2025
Mar 5, 2026

[Contact Tarion](#)

Don't see the timeline you are looking for?
[View all upcoming important dates](#)

Case Items 6

[Filter](#) [Mass Update](#) [Learn about the information below](#)

Line Item # ↑	Location (Interior/Exterior - Floor/Level - Room/Area - Item)	Description	Conciliation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
1	INTERIOR - CrawlSpace - Other (Choose your next selection) - Caulking/Sealant	1213	<input checked="" type="checkbox"/>	Repair in Progress	Resolved	Edit	History

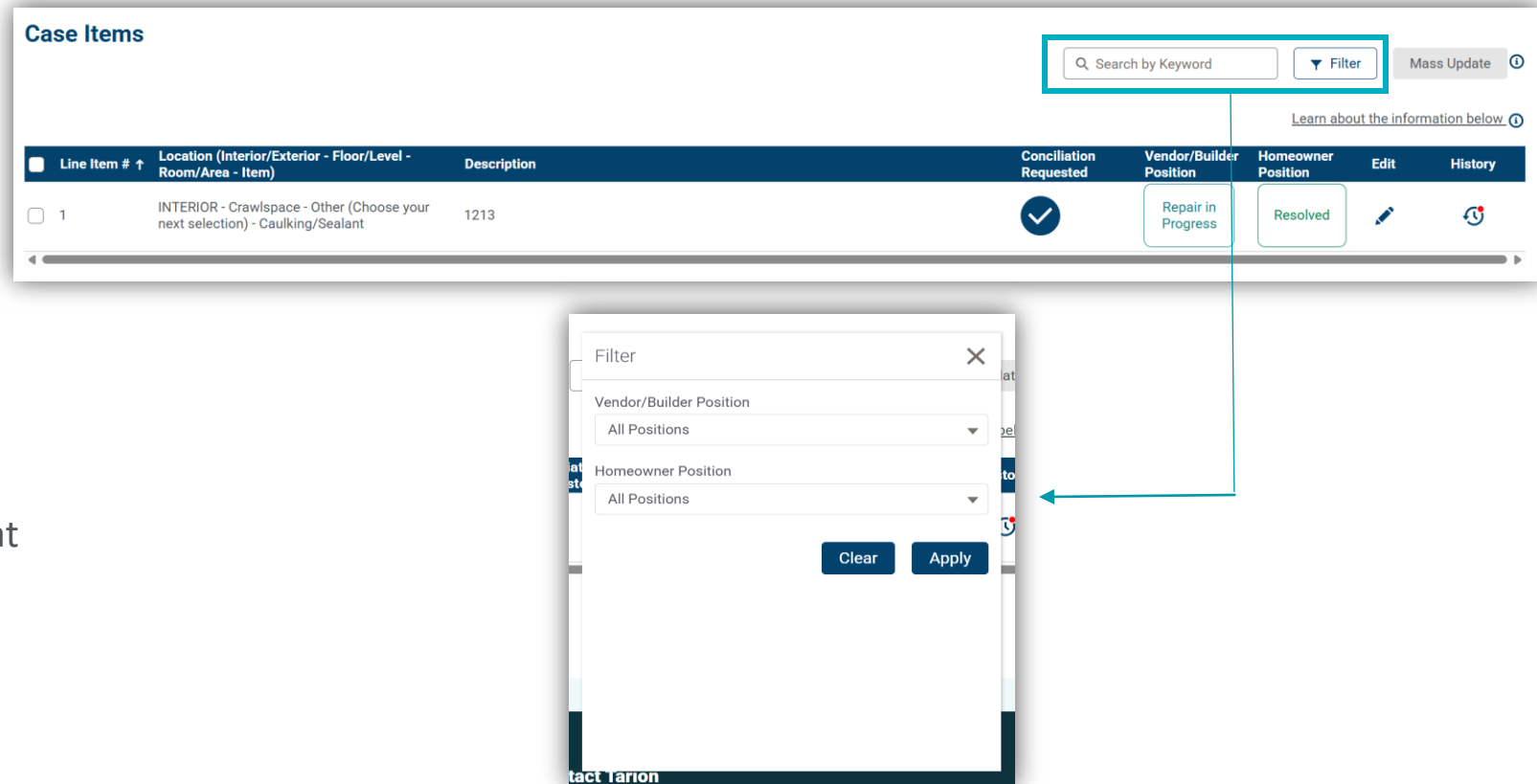
[Back to Homepage](#)

Individual Cases | Search & Filter

Sort, Filter or Search Case Information

If you want to limit the amount or type of information in the table, you can use the search and/or filter features. These features can help you find specific information within the Case Items table:

- i.e., Search for the word 'sink', or 'exterior' or filter for items with a Vendor/Builder or Homeowner Position.
- When search and/or filters are applied, the table will change to display the results.
- You can apply more than one filter at a time.
- To remove search and filter select '**Clear**'.



The screenshot shows the 'Case Items' interface. At the top right, there is a search bar labeled 'Search by Keyword' and a 'Filter' button. Below the table, a 'Filter' modal is open, showing dropdown menus for 'Vendor/Builder Position' and 'Homeowner Position', both set to 'All Positions'. The 'Clear' and 'Apply' buttons are at the bottom of the modal. A red arrow points from the 'Filter' button in the top right to the 'Filter' modal.

Line Item #	Location (Interior/Exterior - Floor/Level - Room/Area - Item)	Description	Cancellation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
1	INTERIOR - CrawlSpace - Other (Choose your next selection) - Caulking/Sealant	1213	✓	Repair in Progress	Resolved		

Individual Cases | Positions

Viewing and Updating Positions on Items




You can view your and your builder's position for each item on the case table below the information box. Builders cannot edit a homeowner's position. Homeowners cannot edit a builder's position. For information on what each position means, you can click the help text above the table titled: **'Learn about the information below'**

🔍 Search by Keyword

⏚ Filter

🔄 Mass Update ⓘ

[Learn about the information below ⓘ](#)

Conciliation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
	<div style="border: 1px solid #0070c0; padding: 5px; display: inline-block;">Repair in Progress</div>	<div style="border: 1px solid #008000; padding: 5px; display: inline-block;">Resolved</div>		

Vendor/Builder Position

- **Position Pending:** The Builder/Homeowner has yet to provide an update on the state of the item repair.
- **Not Warranted:** The Builder has indicated that this item is not covered under the warranty.
- **Under Investigation:** The item is under investigation to determine next steps.
- **Repair in Progress:** Repair of the item is underway.
- **Repair Complete:** The item has been repaired.
- **Resolved Without Repair:** The item has been resolved by an alternative method.
- **Unable to Fix:** A repair was not done due to a specific reason (e.g. Common Element, denied access, etc).

Homeowner Position

- **Position Pending:** The Builder/Homeowner has yet to provide an update on the state of the item repair.
- **Resolved:** Indicates you are satisfied with the repairs.
- **Not Resolved:** Indicates you do not feel the item is resolved.
- **Withdrawn:** Indicates you no longer require a repair.
- **Disagree:** Indicates you disagree with your builder's update of "Unable to Fix".

Closed

The case associated to the item is closed (system generated).

Conciliation Requested

This is an indication that you have requested a conciliation on the item.

History

- A red dot on the history icon indicates updates made to Vendor/Builder position since the last time you viewed the History.

Individual Cases | Updating Items

To update an item with comments, photos, positions and/or Construction Performance Guidelines articles, follow the instructions below:

Step 1:

Go to an item in the table, select the **'Edit'** Pencil in the Edit column for the item you'd like to update to.

Step 2:

A pop-up will display. Here you can change your position, add a comment or photo of the item. If your position has not changed since your last update – you can leave the position as "no update".

Step 3:







You can add Construction Performance Guidelines articles to help your builder understand your position based on what is covered.

Step 4:


After you select **'Save'** you will see the position updated in the table immediately.

Step 1

[Learn about the information below](#)

Description	Cancellation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
AutoTest	✓	Repair in Progress	Position Pending		
test	✓	Not Warranted	Position Pending		
test	✓	Repair in Progress	Position Pending		

Step 2

 **Update Item**

Item Information

Line Item #: 1

Location: Water penetration of basement or foundation - INTERIOR - Basement - Unfinished Area

Description: AutoTest

Current Position

Position Pending

Update Position and/or Add Comment

Update your position to indicate a change in the status of an item. You may add a new comment, warranty coverage guidelines articles or attachments at any time without changing your position/reason.

Update Position

No Update

Add Comment

(You have used 0 of 2000 characters)

Add Warranty Coverage Guidelines (optional)

The Construction Performance Guidelines (CPG) provide information about the most common warranty issues and how Tarion may determine what is covered under the warranty. Adding a CPG article to your update may help your builder understand your position. Your builder may also add an article to help you understand their position. A CPG article added here by you or your builder can help resolve your claim, however, it will not determine the warranty coverage for the item. For more information refer to the [Construction Performance Guidelines PDF](#).

Filter by category

None / No Category

Search by keyword or phrase

Q Search

Cancel Save

Step 4

Individual Cases | Adding Photos/Comments

When updating an item and/or changing a position on an item, you have the option to add a comment and attach a maximum of 2 images.

When comments are required:

If you have selected **'Not Resolved'** as your item position, and the reason selected is **'Other'** then a comment will be required.

How to add images:

A file description is required before you can add an image. Once you add a description, the **'Upload Files'** button will become active. You can either click **'Upload Files'** or drag-and-drop a file to upload a file to the position update. Click **'Save'** to complete the update.

Update Position and/or Add Comment

Update your position to indicate a change in the status of an item. You may add a new comment, warranty coverage guidelines articles or attachments at any time without changing your position/reason.

Update Position

Not Resolved

* Reason

Other

* Add Comment

Position: Not Resolved, Reason: Other, Requires Comment

(You have used 55 of 2000 characters)

Add an Image (optional) ⓘ

Providing images to support your position can be helpful. If you want to include photographs, attach them now. A maximum of two (2) photographs can be uploaded.

Add a file description and then upload/drag and drop your file.

File description

Image Description

(You have used 17 of 45 characters)

Upload Files

Or drop files

Please click "Save" to confirm your update.
If you select Cancel, your update will not be saved.

Cancel

Save

Individual Cases | Mass Position Update

If you are updating multiple items with the same position, you can update them at one time using the **'Mass Update'** function.

Step 1:

Select all the items you want to update by checking the boxes in the first column of the table.

Step 2:

Once you have selected all items, select the **'Mass Update'** button above the table.

Step 3:

Choose your **'Homeowner Position Update'** for the items selected, add a comment & confirm.

Step 1

<input checked="" type="checkbox"/>	Line Item # ↑	Location (Category - Interior/Exterior - Floor/Level - Room/Area)	Description
<input checked="" type="checkbox"/>	1	Water penetration of basement or foundation - INTERIOR - Basement - Unfinished Area	AutoTest
<input checked="" type="checkbox"/>	2	Water penetration of the rest of your building envelope (e.g. windows, doors, roof, exterior walls) - INTERIOR - Floor 01 - Bathroom	test

Step 2

[Learn about the information below.](#)

Conciliation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
<input checked="" type="checkbox"/>	Repair in Progress	Position Pending		
<input checked="" type="checkbox"/>	Not Warranted	Position Pending		

Step 3

Mass Position Update

Item(s)

Line Item Number	Location (Interior/Exterior - Floor/Level - Room/Area - Item)	Description	Conciliation Requested	Vendor/Builder Position	Homeowner Position
1	INTERIOR - Floor 01 - Dining Room - Doors	Test1		Repair in Progress	Resolved
2	EXTERIOR - Lot/Property/Yard - Not Applicable (Choose your next selection) - Floor	Test2		Resolved Without Repair	Position Pending

2 Item(s) selected

*Homeowner Position Update

Select Position

Position Pending
Resolved
Not Resolved
Withdrawn

(You have used 0 of 250 characters)

If you click Confirm position update, the select position, reason and comments (if applicable) will be applied to all items.

Individual Cases | View Item History

To view a history of updates made to your items, follow the instructions below:





View Item History:

Step 1:

Go to the History column on your case table and select the **'History'** icon for any item.

Step 1


[Learn about the information below](#) ⓘ

Homeowner Position	Edit	History
Position Pending		
Position Pending		

Step 2:

A pop-up will appear displaying a timeline of position updates, comments and links to Construction Performance Guidelines articles and photos uploaded by both you and your Vendor/Builder.

Step 2

 History ● Builder updates since History last accessed

Line Item #: 1

Location: INTERIOR - Crawlspace - Other (Choose your next selection) - Countertop

Description: u6u5

Important information about linked CPG articles ⓘ

Date of change	Position	Reason	Comments	Attachment	Changed by
May 3, 2024	Closed				System
May 2, 2024	Position Pending				System

[Close](#)

Individual Cases | Export Item History

To export case history of updates made to your items, follow the instructions below:

Export Case History:

Select **'Export Case History'** button in the 'Exports/Downloads tab under the 'Case Information' section.

Once selected, a spreadsheet will automatically begin downloading. This file will display all the changes made to your items in this case.

Please Note: If there are no position changes made to this case, the **'Export Case History'** button will be inactive.

30 Day Form - 08419927

Case Information

Case Overview

Case History

Documents

Exports/Downloads

You can export reports directly by clicking Export Case History. This will download .csv files containing all item history relating to the case.

Export Case History

	A	B	C	D	E	F	G	H	I	J
1	Enrolment	H1019236								
2	Case	30 Day Form - 08419927								
3	Date of Download	11/26/2025								
4										
5	Line Item #	Location	Description	Date of Change	Position	Reason	Comments	Attachments	Changed by (Role)	Changed by (User)
6	1	INTERIOR - Crawlspace - Other (Choose your next selection) - Countertop	u6u5	5/3/2024	Closed				System	
7	1	INTERIOR - Crawlspace - Other (Choose your next selection) - Countertop	u6u5	5/2/2024	Position Pending				System	

Individual Cases | Conciliations

Case: 08422463
Open

Builder Repair Period Ends:
 You can Request Conciliation Before:
 Builder Repair Period for Special Seasonal Items Ends:
 Request for Conciliation on Special Seasonal:

Don't see the timeline you are looking for?
[View all upcoming important dates](#)

Feb 20, 2025
 Nov 28, 2025
 Nov 13, 2025
 Dec 15, 2025

Contact Tarion
Request Conciliation




Requesting Conciliations for items:

If you'd like to request a conciliation for an item in this case. Click the **'Request Conciliation'** button on the righthand side of the page under **'Contact Tarion'**. Once clicked, you can begin the conciliation request process.

Viewing Conciliations Requested for items:

Each case table has a column titled 'Conciliation Requested' if a conciliation has been requested, a blue circle with a checkmark will appear for that item.

Filter
Mass Update
Learn about the information below

Conciliation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
	Position Pending	Position Pending		

Notifications

HomeHub notifies you of recent updates made to a case by your Vendor/Builder through both email and notifications in MyHome.

Notification in MyHome:

If your Vendor/Builder has made an update to a case/item after your last login to MyHome, the notification bell beside the **'HomeHub'** menu item will display a red dot.

Step 1:

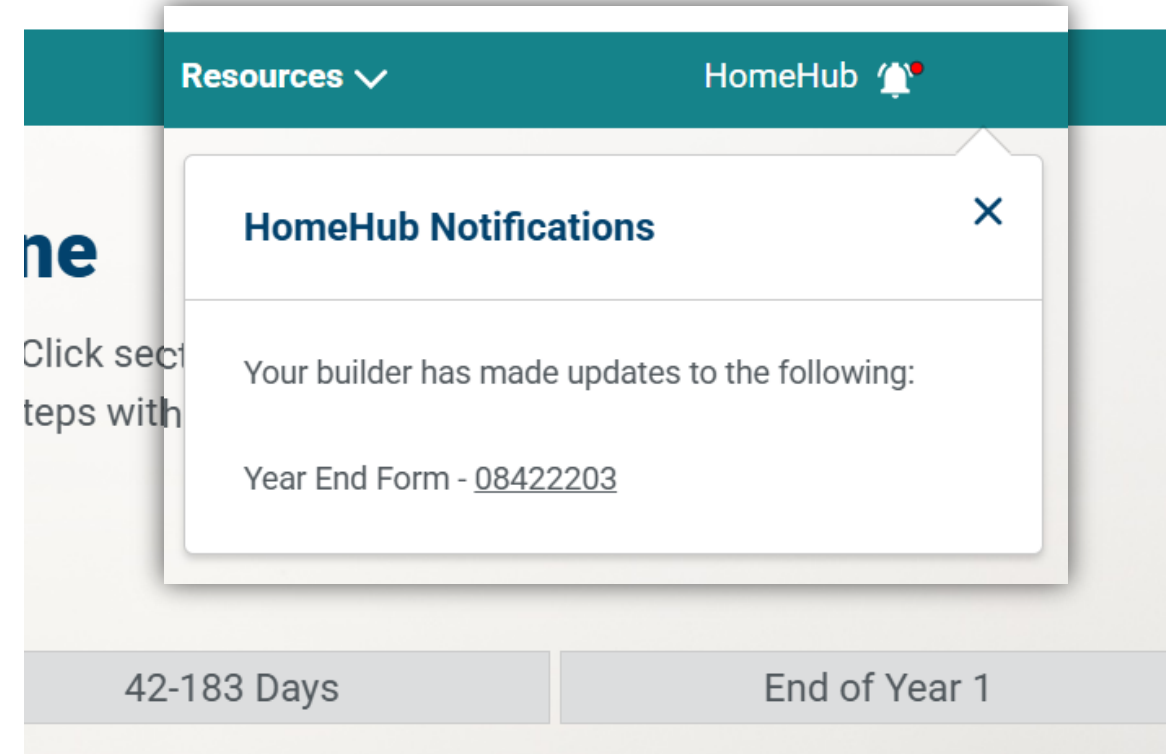
By hovering or clicking the notification bell, a pop-up will appear with a list of cases with updates to review.

Step 2:

From this pop-up, you can click on the case you would like to review.

Email Notifications:

A daily email will be sent to notify you of any updates that your Vendor/Builder has made that day. If no updates have been made, you will not receive an email.



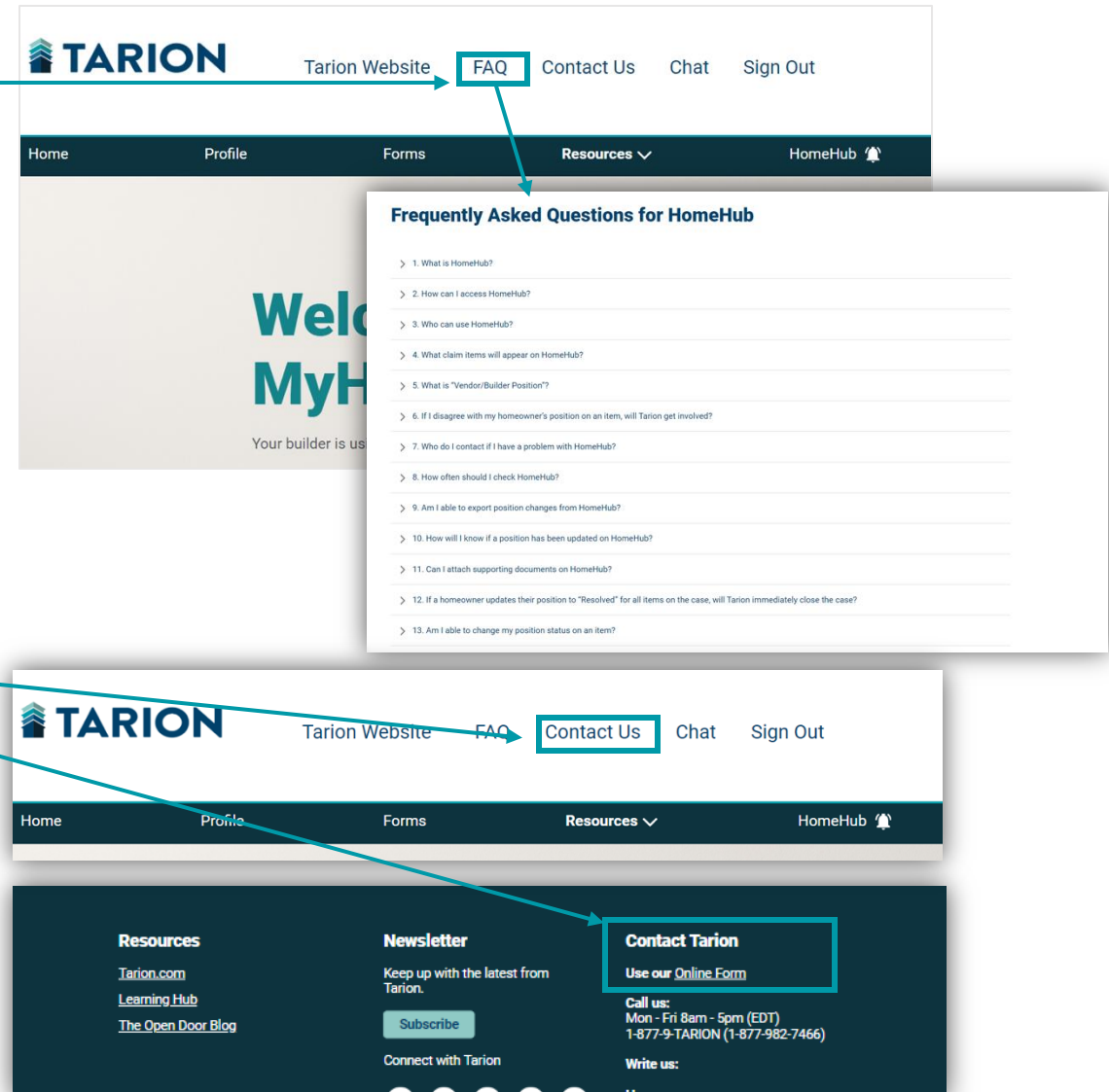
Learn More About HomeHub | FAQ & Contact

Frequently Asked Questions (FAQ) page:

If you have questions about Tarion's HomeHub, visit the HomeHub FAQ page by selecting 'FAQ' at the top of your screen.

Contact Options:

For questions or inquiries, you can contact Tarion using the 'Contact Us' link at the top of any MyHome/HomeHub page, or through our 'Online Form' link at the bottom of any MyHome/HomeHub page.



The image displays two screenshots of the Tarion HomeHub website interface. The top screenshot shows the main navigation bar with the Tarion logo, 'Tarion Website', and links for 'FAQ', 'Contact Us', 'Chat', and 'Sign Out'. Below this is a secondary navigation bar with 'Home', 'Profile', 'Forms', 'Resources', and 'HomeHub'. A dropdown menu for 'Resources' is open, showing a list of 'Frequently Asked Questions for HomeHub' with 13 items. The bottom screenshot shows the footer area with three columns: 'Resources' (linking to Tarion.com, Learning Hub, and The Open Door Blog), 'Newsletter' (with a 'Subscribe' button), and 'Contact Tarion' (with a 'Use our Online Form' button, phone number 1-877-9-TARION, and email address). Red arrows indicate the flow from the 'FAQ' link in the top navigation bar to the FAQ dropdown menu, and from the 'Contact Us' link in the top navigation bar to the 'Contact Tarion' section in the footer.



Thank you

