TARION
SUPPORTING YOUR NEW HOME WARRANTY

Tarion's HomeHub

Vendor/Builder User Guide

September 2025

Contents

What is Tarion's HomeHub?

Tarion's HomeHub is an easy-to-use feature that allows you and your homeowners to work together to resolve items listed on statutory warranty forms throughout the repairs process. It helps guide your homeowners through the warranty and repairs process via standardized progress updates and the ability to share comments and photos. It also provides more features to help builders manage their workflow.

Which case and form types are available?

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

✓ Initial Form	✓ Second-Year Form	✗ Emergency
✓ Mid-Year Form	✓ Major Structural Defect Form	✗ DCDO
✓ Year-End Form	✓ Air Conditioning Form	✗ Common Elements

Who can use the tool?

New Builders

If you submitted your first QFE/Enrolment Application to Tarion on or after May 1, 2024, and are registered on Builderlink, you will be expected to use Tarion HomeHub to manage warranty claim items with your homeowners.

Legacy Vendor/Builders

Legacy Vendor/Builders or an associated Vendor/Builder who are registered on Builderlink may choose to opt in to use Tarion HomeHub with your homeowners

Important Notes:

- Only Users with Warranty Admin or Warranty Users-All permissions will have access to the tool.

- If you opt into Tarion HomeHub, your homeowners will automatically be able to access the tool from their MyHome account.

Opting-in & Accessing Home Hub
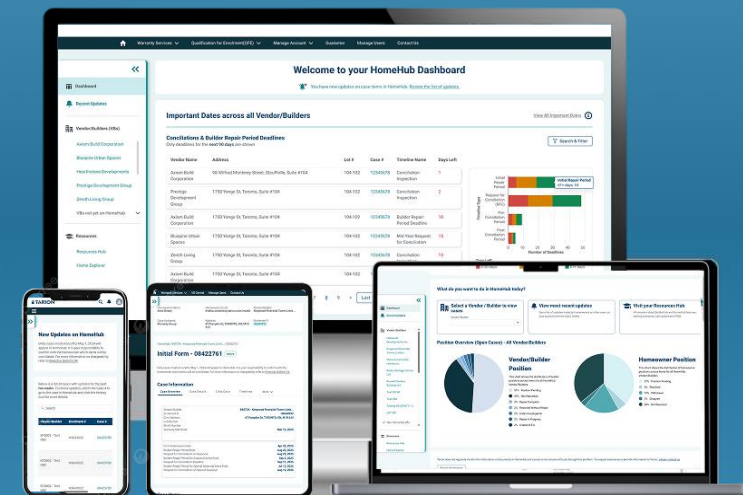
Basic Information | Opting in to HomeHub

Legacy Builders Only:

Step 1:
Select "My Profile" from the User ID avatar

Step 2:
Navigate to the "HomeHub" section

Step 3:
Select the Vendor/Builder number you wish to opt in for. If you have multiple numbers, you can check the "Select All" box at the top of the table

Step 4:
Select the "Confirm Opt in" button
Note: Only the **Warranty Admin** can opt-in Vendor/Builders

Step 1

Welcome to BuilderLink

Step 2 - 4

Basic Information | Accessing HomeHub

As a new builder or legacy builder who has opted into HomeHub, you can access the tool in the following areas:

1. Under the "Warranty Services" menu
   Select HomeHub to be directed to the "What do you want to do in HomeHub today?" landing page where you will find a variety of actions to choose from
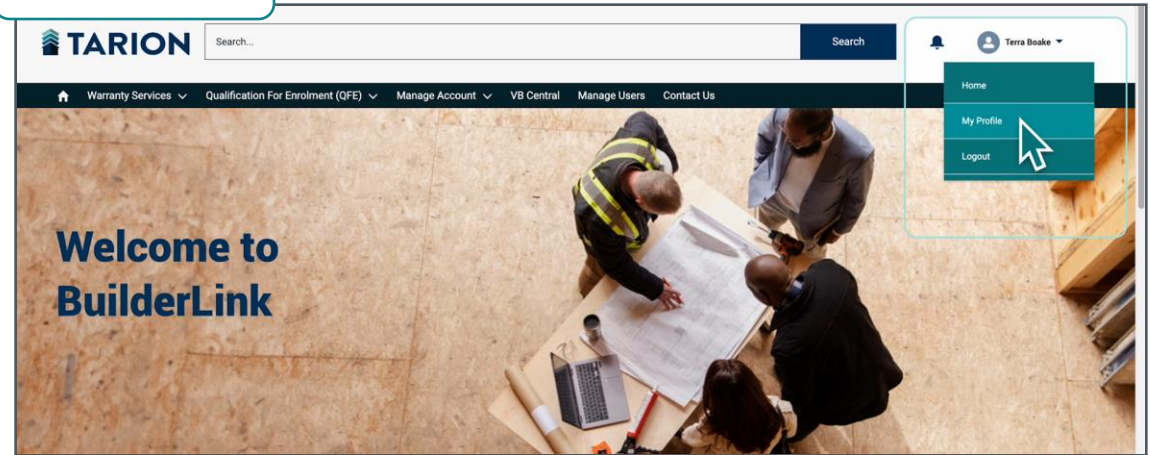
2. Case Details Page
   Select the Vendor/Builder number you wish to opt in for. If you have multiple numbers, you can check the "Select All" box at the top of the table
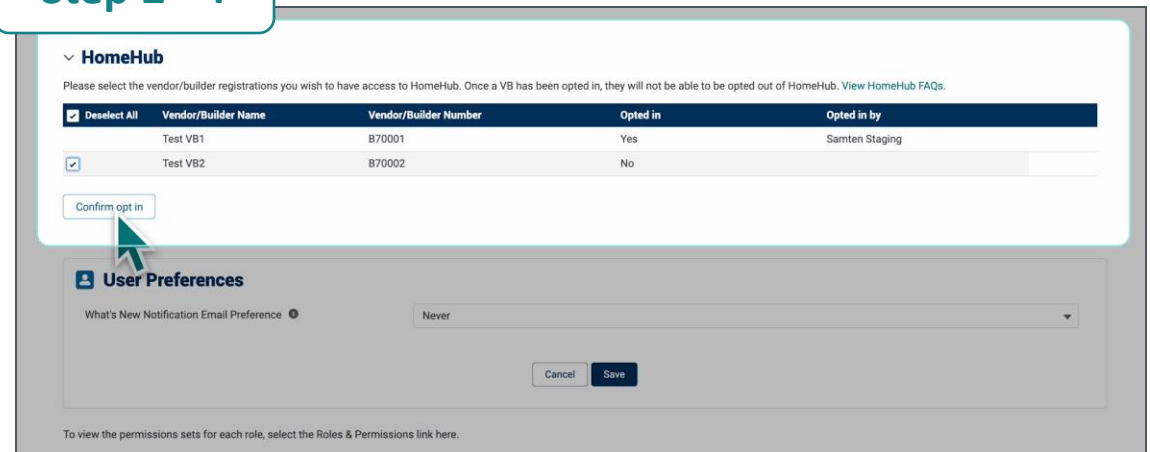

Option 1
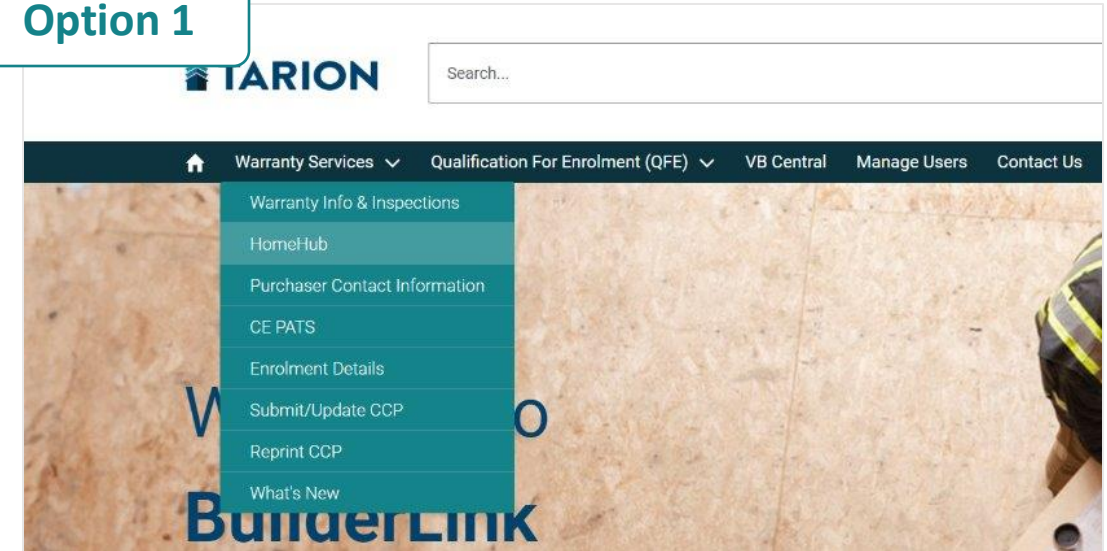
Option 2
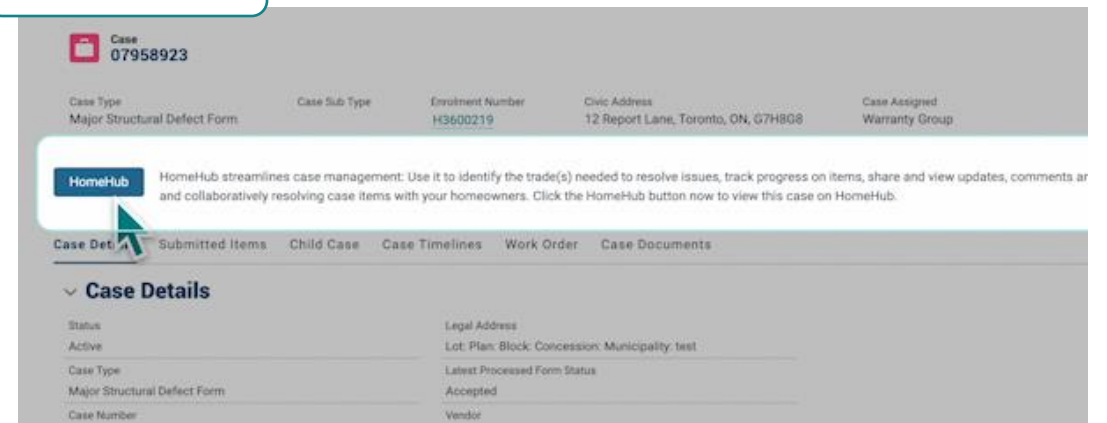
Your HomeHub Dashboard

HomeHub Dashboard | Overview

Your HomeHub Dashboard page contains the following options:

1. Sidebar Menu:
   Access to recent updates, Vendor/Builders on HomeHub to view their dashboard, a list of non-HomeHub Vendor/Builders with a link to your profile where you can opt them in, your Resources Hub & quick link to the Home Explorer tool.

2. Banner with Recent Updates
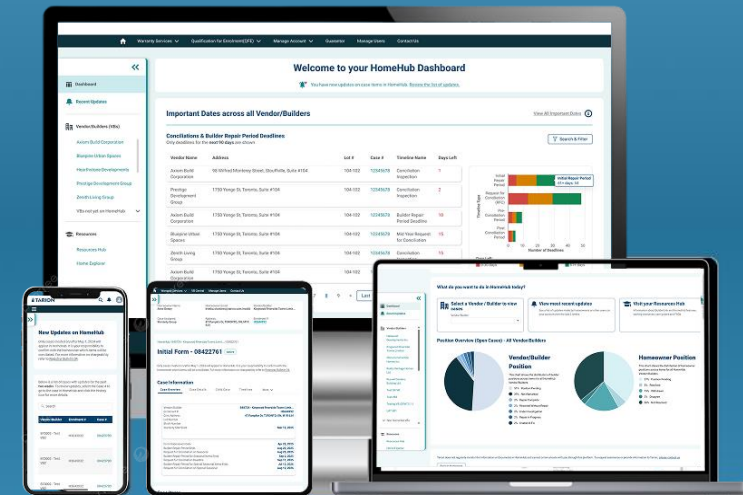   The banner displays a Welcome to your HomeHub dashboard. If there have been recent updates to any of your HomeHub cases, a notification bell and link to the recent updates page will appear.

3. Upcoming Important Dates Cards & Chart
   A list of high priority important dates across all of your Vendor/Builders with links to cases, as well as a chart to visualize this data.

4. HomeHub specific links & tools
   A second way to select and visit your HomeHub Vendor/Builder dashboards, Links to Resources Hub & Recent Updates page, as well as pie charts that showcase the positions across all of your HomeHub Vendor/Builders.
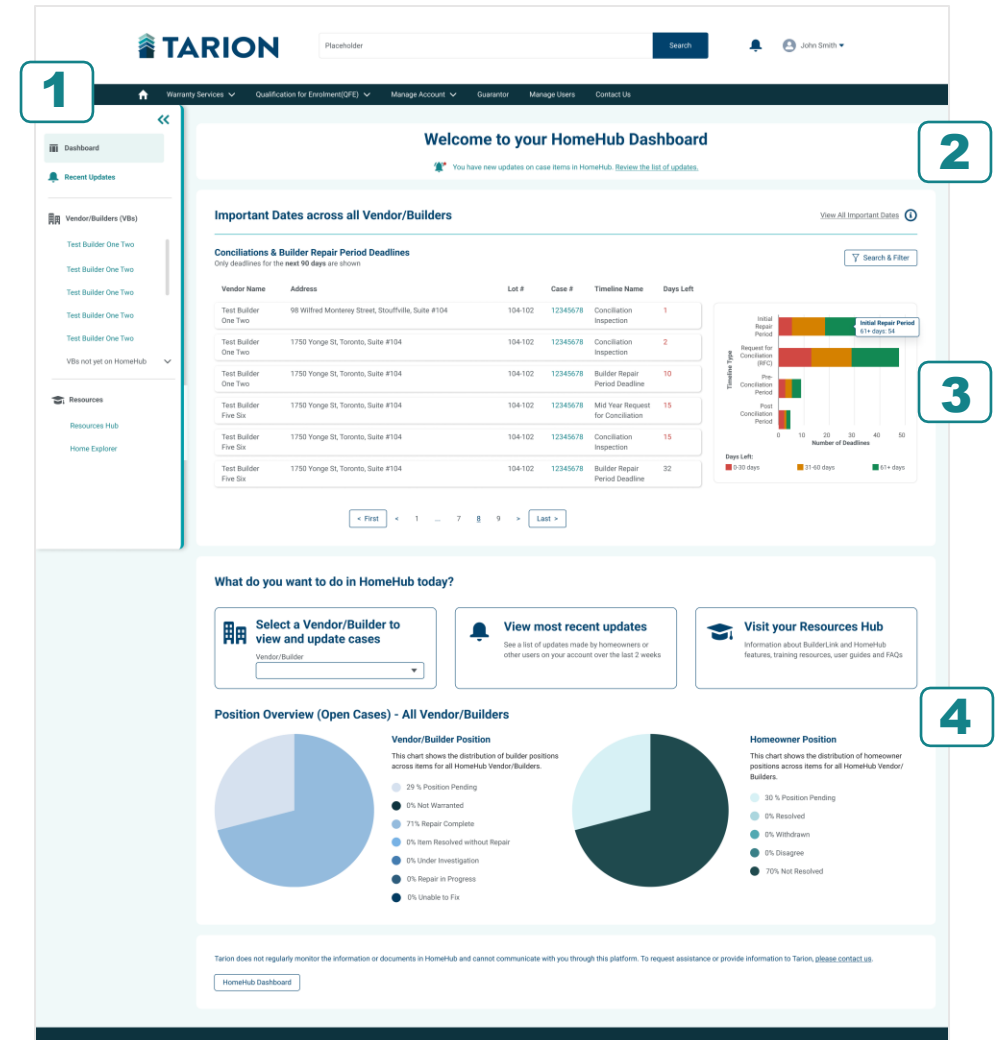
HomeHub Dashboard | Sidebar Menu

HomeHub's primary navigation feature is the collapsable sidebar that follows you as you scroll and navigate HomeHub pages and includes:

1. Quick access to Dashboard and Recent Updates page

2. Lists and links to all Vendor Builder pages that are opted in on HomeHub

3. List of Vendor/Builders not on HomeHub + link to opt them in

4. Quick access to Resources Hub and Home Explorer tool

The Sidebar menu is also responsive (can be opened or collapsed)

Expanded Sidebar
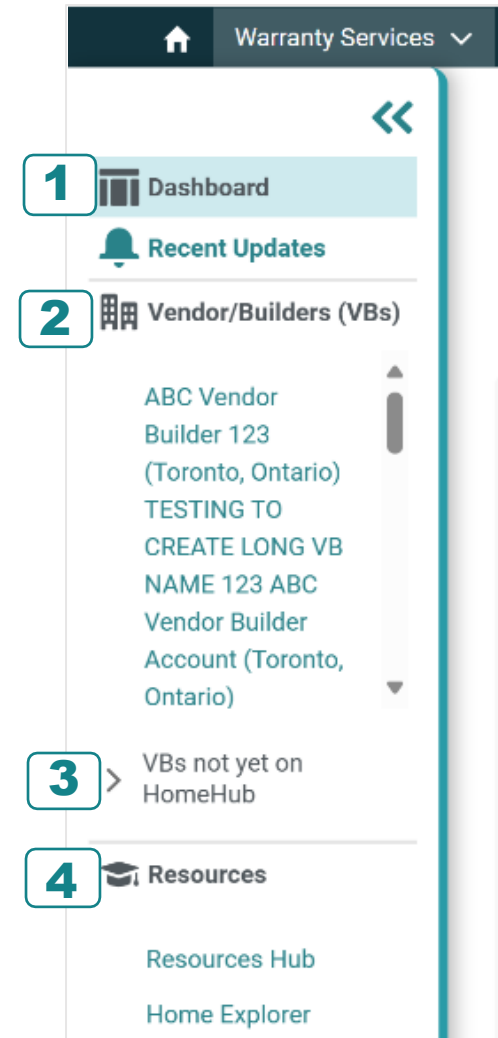
Collapsed Sidebar

HomeHub Dashboard | Banner & Recent Updates Notification

Your HomeHub welcome banner will display a notification bell & link to your Recent Updates page if there have been any updates to HomeHub cases. This includes:

1. Updates by either Vendor/Builder accounts or Homeowner accounts

2. Updates made within the last 2 weeks

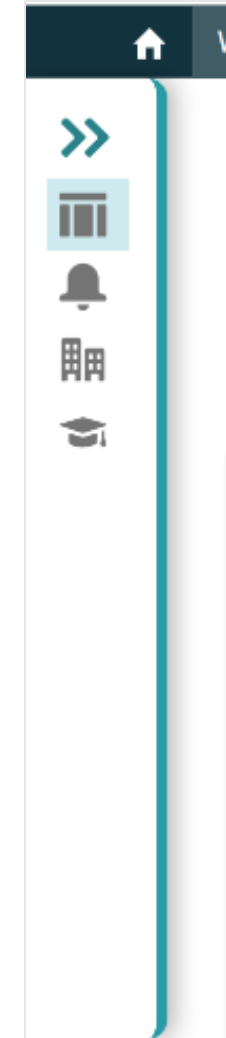3. Position changes, comments added, attachments added or CPG articles added

By clicking the link 'Review the list of updates' on your Dashboard, you will be taken to your recent updates page where you can view more details and visit cases.

Note: You can also visit your Recent Updates page using your sidebar menu.

HomeHub Dashboard | Upcoming Important Dates Cards & Chart

To view high priority upcoming repair timelines and conciliation request deadlines across all Vendor/Builders & cases:

Important Deadlines Cards

High priority upcoming deadlines (up to 90 days) are displayed in ascending order in cards on the left-hand side of the screen where you can click to view each case. This includes all your Vendor/Builders & cases whether they are opted-into HomeHub or not.
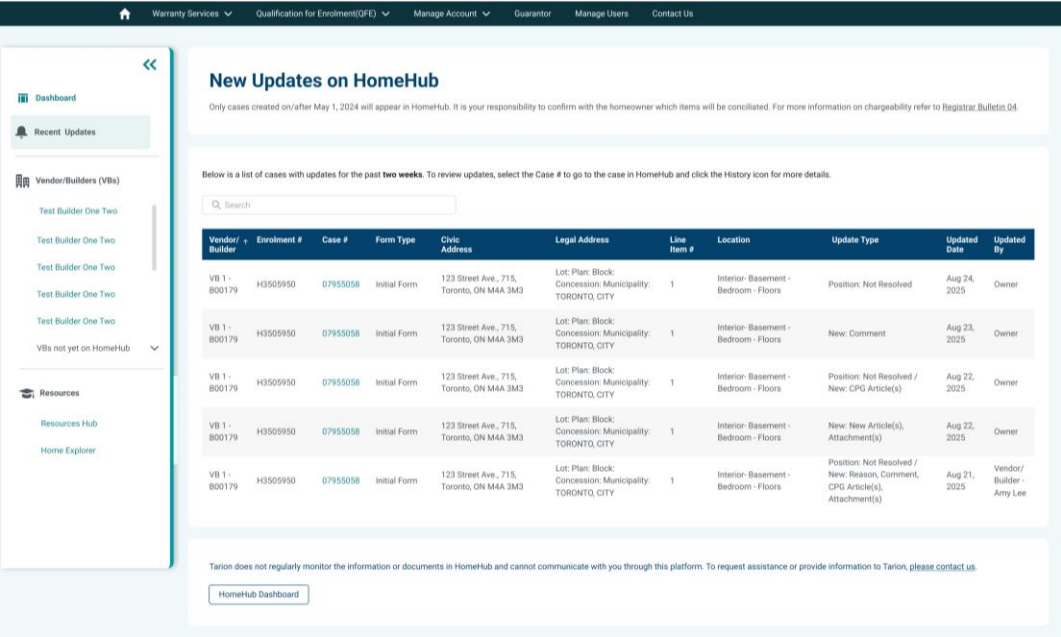
Important Dates across all Vendor/Builders

Conciliations & Builder Repair Period Deadlines
Only deadlines for the **next 90 days** are shown

Vendor Name	Address	Lot #	Case #	Timeline Name	Days Left
Test Builder One Two	98 Wilfred Monterey Street, Stouffville, Suite #104	104-102	12345678	Conciliation Inspection	1
Test Builder One Two	1750 Yonge St, Toronto, Suite #104	104-102	12345678	Conciliation Inspection	2
Test Builder One Two	1750 Yonge St, Toronto, Suite #104	104-102	12345678	Builder Repair Period Deadline	10
Test Builder Five Six	1750 Yonge St, Toronto, Suite #104	104-102	12345678	Mid Year Request for Conciliation	15
Test Builder Five Six	1750 Yonge St, Toronto, Suite #104	104-102	12345678	Conciliation Inspection	15
Test Builder Five Six	1750 Yonge St, Toronto, Suite #104	104-102	12345678	Builder Repair Period Deadline	32

< First   <   1   ...   7   8   9   >   Last >

Important Deadlines Chart:

This chart displays a visualization of your deadlines and the number of cases within each timeframe. The red bars are deadlines within the 0-30 days range, the orange are deadlines within the 31-60 days and the green are deadlines over 61 days.

Initial Repair Period
61+ days: 54

Days Left:
- 0-30 days
- 31-60 days
- 61+ days
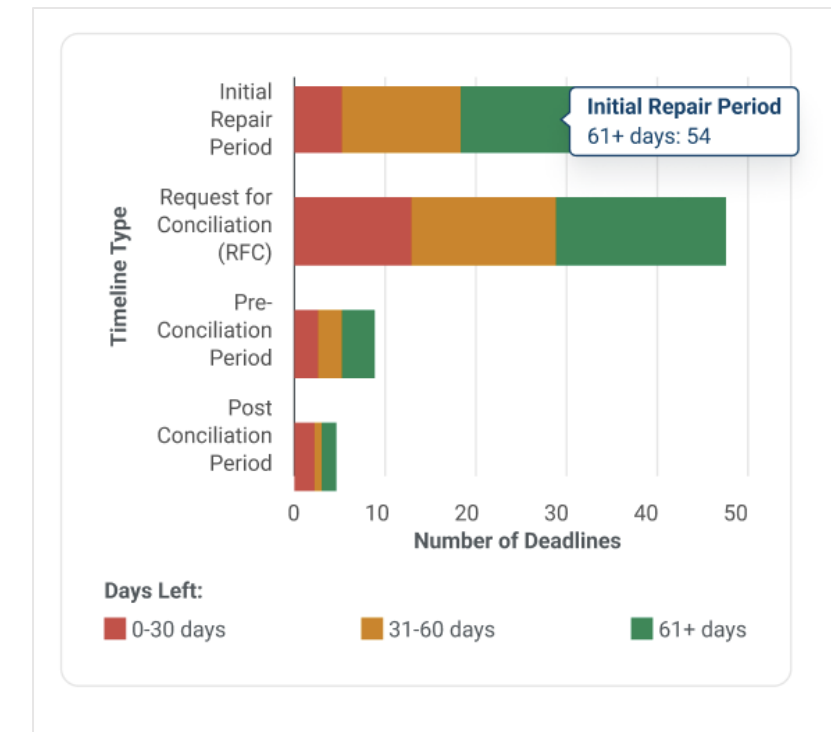
HomeHub Dashboard | Upcoming Important Dates Filter & View All

1. To filter your cards and chart, you can use the 'Search & Filter' button:

The search & filter is located above the chart. It allows you to filter your cards and chart by: Vendor Name, Address, Lot #, Case #, Timeline Category, Days Left & FH or Common Element.

2. To View all of your important deadlines, click the 'View All Important Dates' link:

This link will take you to the 'Builder Repair Period Timelines' page on BuilderLink. This includes a full list of key dates (up to 2+ years, as well as past dates) across all open cases.

This list can be flitered and exported using the Export button located above the chart on the right-hand side.

HomeHub Dashboard | HomeHub Specific Links & Tools

The section titled 'What do you want to do in HomeHub today?' provides access to Vendor/Builders, Tools & displays positions across all Vendor/Builders opted into HomeHub

1. Select a Vendor/Builder to view cases – use the drop-down menu to select a Vendor/Builder to view their specific dashboard and cases. Note: You can also access this list using your sidebar menu.

2. Visit your recent updates page by selecting the 'View most recent updates' button. This page houses any update made by Vendor/Builder or Homeowner account over the past 2 weeks.

3. Select the 'Visit your Resources Hub' button to access important documents and information including user guides, YouTube tutorial videos, upcoming builder sessions and FAQs.

4. The Vendor/Builder Position pie chart displays a distribution of builder positions across **all of your HomeHub VBs**, while the Homeowner Position pie chart displays the distribution of homeowner positions across all items for all HomeHub Vendor/Builders & Cases.

What do you want to do in HomeHub today?

1 Select a Vendor / Builder to view cases
Vendor/Builder

2 View most recent updates
See a list of updates made by homeowners or other users on your account over the last 2 weeks

3 Visit your Resources Hub
Information about BuilderLink and HomeHub features, training resources, user guides and FAQs

Position Overview (Open Cases) - All Vendor/Builders

Vendor/Builder Position
This chart shows the distribution of builder positions across items for all HomeHub Vendor/Builders.
- 3% Position Pending
- 2% Not Warranted
- 31% Repair Complete
- 12% Resolved Without Repair
- 16% Under Investigation
- 14% Repair in Progress
- 22% Unable to Fix

4 **Homeowner Position**
This chart shows the distribution of homeowner positions across items for all HomeHub Vendor/Builders.
- 4% Position Pending
- 54% Resolved
- 20% Withdrawn
- 3% Disagree
- 20% Not Resolved

Your Vendor/Builder Dashboard

Vendor/Builder Dashboard | Selecting a VB

To navigate to a specific Vendor/Builder's dashboard and cases , follow the steps below:

Step 1:
Visit your HomeHub dashboard
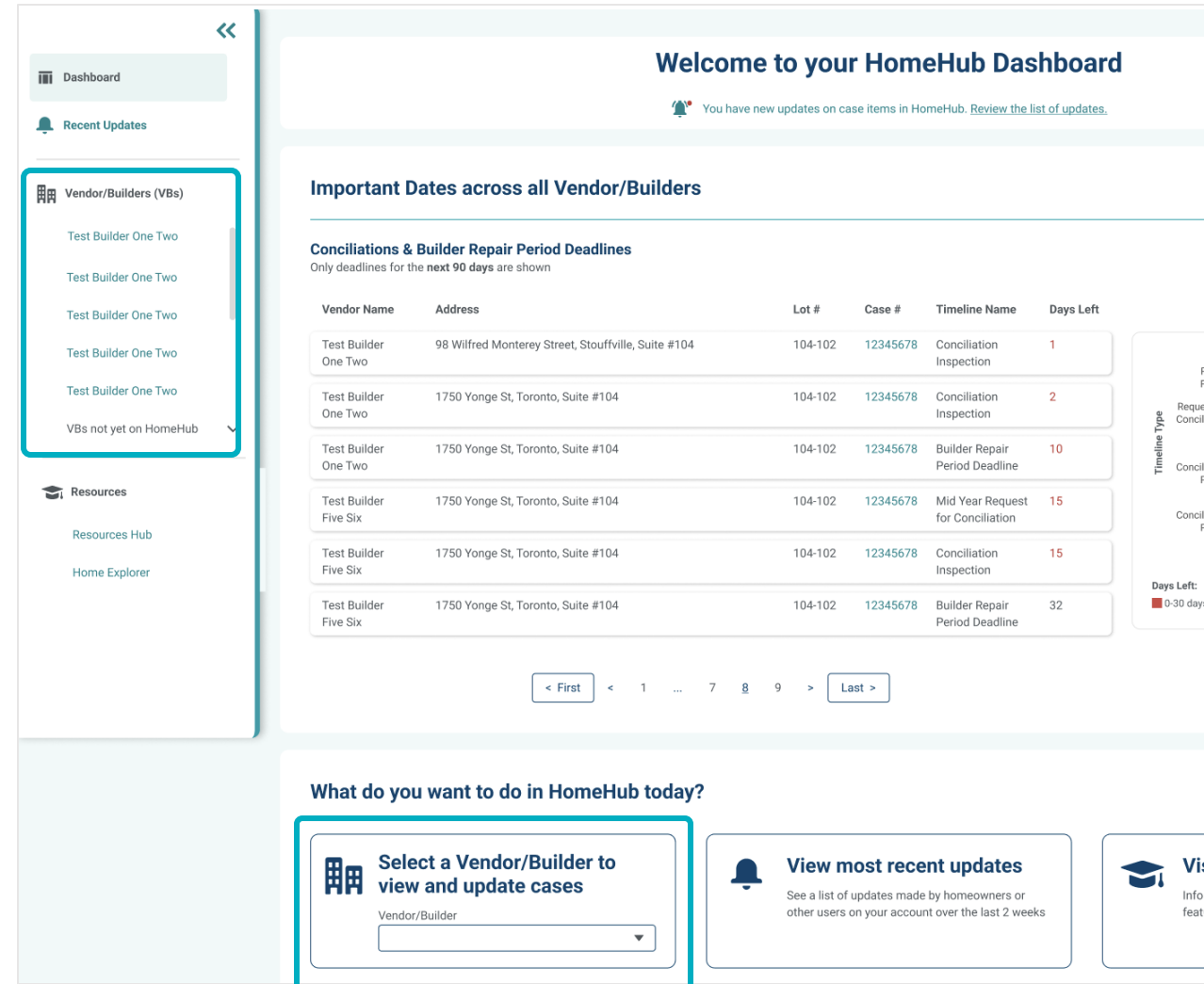
Step 2:
Select a Vendor/Builder from your sidebar menu;

OR

Select a Vendor/Builder from the drop-down menu inside the 'Select a Vendor/Builder to view cases' button at the bottom of your dashboard.

The Vendor/Builder dashboard and their HomeHub cases will automatically populate on the page.

Vendor/Builder Dashboard | Overview

The Vendor/Builder dashboard includes the following:

1. Vendor/Builder Number and Name + the ability to select Open or Closed cases

2. Ability to Export Position History and/or Search & Filter cases

3. Pie Charts displaying a distribution of Vendor/Builder and Homeowner positions across the selected Vendor/Builder cases

4. A table of open cases with important information, and ability to export a csv of your open cases

Vendor/Builder Dashboard**| Pie Charts**

The pie charts displays the distribution of Vendor/Builder and homeowner positions across the specific Vendor/Builder's cases in HomeHub.

- It can be used to identify the percentage of positions that for example, are still in position pending, under investigation, repair in progress, or repair completed

- These percentages are useful for quickly grasping information and evaluating pending tasks

- Pie charts are collapsible, so you can easily hide it as needed

- Pie charts will automatically be updated based on any filters you have applied to this page. **See Dashboard Filtering** for details.

Dashboard for Open Cases ⌄

Vendor/Builder Position

This chart shows the distribution of builder positions across items in the cases filtered above.

- 45% Position Pending
- 15% Not Warranted
- 0% Repair Complete
- 5% Resolved Without Repair
- 5% Under Investigation
- 5% Repair in Progress
- 25% Unable to Fix

Homeowner Position

This chart shows the distribution of homeowner positions across items in the cases filtered above.

- 70% Position Pending
- 10% Resolved
- 10% Withdrawn
- 5% Disagree
- 5% Not Resolved

Vendor/Builder Dashboard | Open & Closed Cases

Toggle between open and closed cases by selecting the 'Open' or 'Closed' buttons at the top of the page

- By default, the dashboard displays your open Tarion HomeHub eligible cases. You can toggle between your open and closed Tarion HomeHub cases

- Your Open Case list will display related information such as, Form Types, Form Submission Date, Enrolment Number, etc.

- If the homeowner has requested a conciliation, it will be displayed with a check mark in the Conciliation Requested column

- Your Closed Case list will also display related information without including active case information such as upcoming deadlines

Dashboard & Cases | Search & Filter

To filter both the pie charts and case table, select the 'Search & Filter' button on the right side of the page near your VB number and name.

- You can utilize our advanced search and filter to refine your search results

- When search and filters are applied, your dashboard's pie charts and position percentage, along with the 'Open Cases' list view, will change to display cases based on the applied filter criteria

- The filter, once applied, will display a green check mark, indicating that it has been applied successfully

- You can choose to filter on multiple criteria simultaneously

HomeHub | B70002 - Test VB2

OPEN   CLOSED

Only cases created on/after May 1, 2024 will appear in HomeHub. It is your responsibility to confirm with the homeowner which items will be conciliated. For more information on chargeability refer to Registrar Bulletin 04.

Export Position History   ▼ Search & Filter

Filter   ✕

Note: Filtering will apply to the Dashboard and Case tables together.

Case

Case Number   Form Type
[   ]   [All   ▼]

Form Submission Date

Start Date   End Date
[📅]   [📅]

Enrolment

Enrolment Number   CE Enrolment Number ⓘ
[   ]   [   ]

Address

Civic Address
[   ]

Lot Number   Unit Number   Block Number
[   ]   [   ]   [   ]

Upcoming BRP Deadline

Start Date   End Date
[📅]   [📅]

Type of BRP
[All   ▼]

Conciliation Requested

If the homeowner has requested a conciliation, the Dashboard will show only those items, while the Case table will show any cases with a conciliation.

○ Yes   ○ No   ● All

[Clear]   [Apply]

20

Dashboard & Cases | Exporting Position History

Exporting Position History

The 'Export Position History' button will extract all position history across all cases for the Vendor/builder selected into a downloadable CSV file.

Step 1:
Select and apply any filters you would like to see reflected on your exported document.

Step 2:
Select "Export Position History" button

Step 3:
Select a start and end date and select "Export"
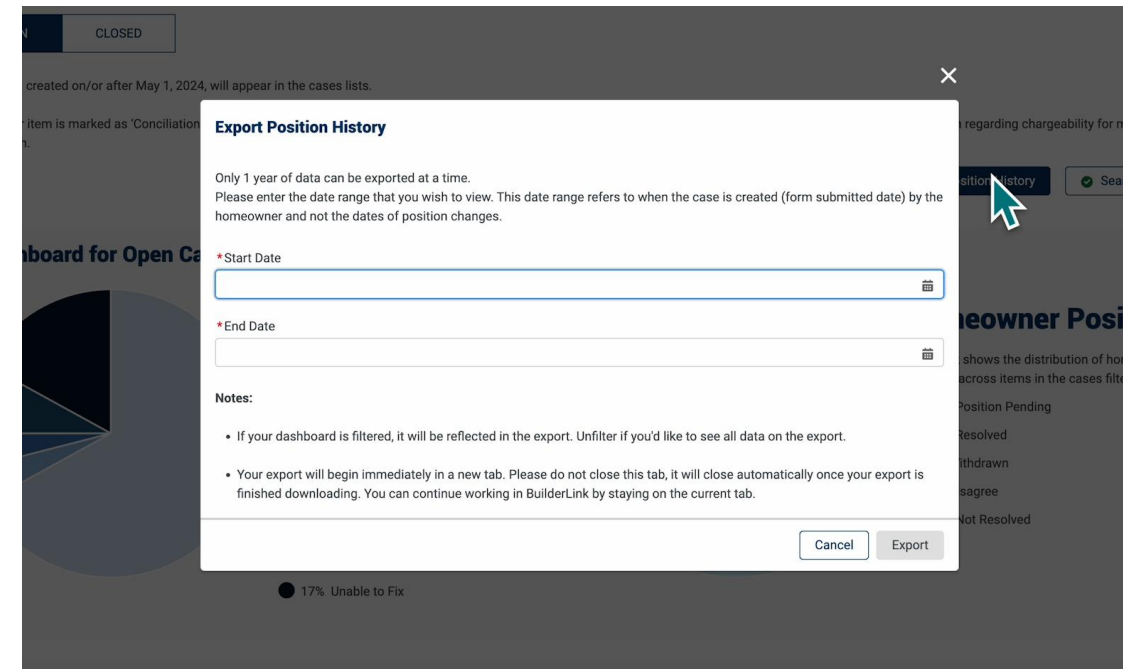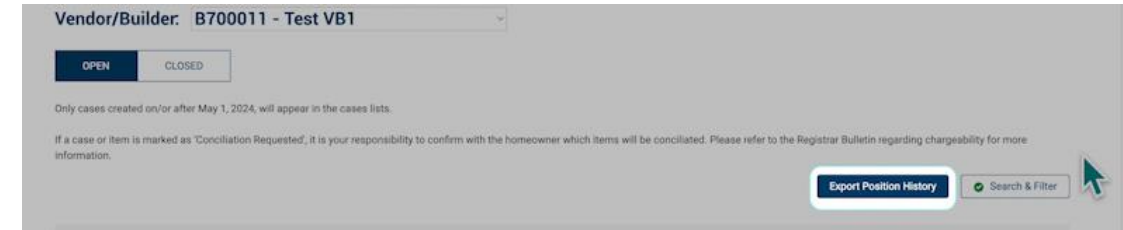
Dashboard & Cases | Exporting Open & Closed Cases

Exporting Open Cases

The 'Export Open Cases' will extract all open cases under the selected Vendor/Builder to a downloadable CSV file. Any filters applied will be reflected on the file.

Step 1:
Select and apply any filters you would like to see reflected on your exported document.

Step 2:
Select "Export Open Cases" button on top of the Open Cases table.
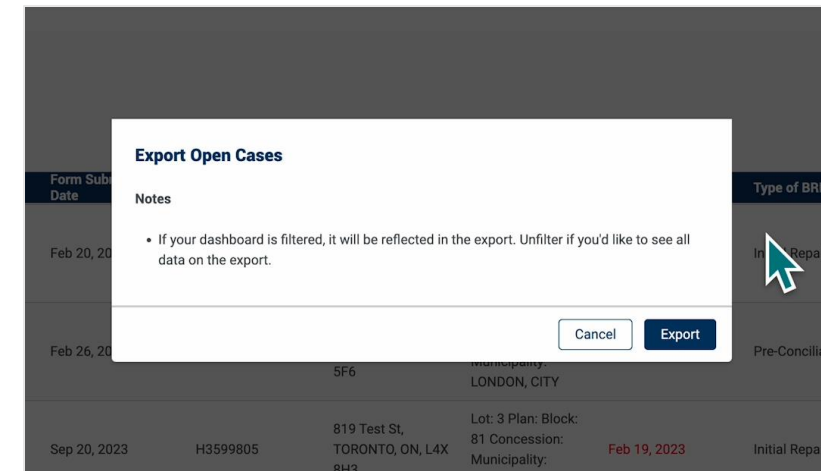
Step 3:
Select "Export"

Exporting Closed Cases

Switch your view to "Closed" then follow the steps above.

Individual Cases & Items

Case Page | Accessing Individual Cases

Accessing Individual Cases in HomeHub

1. From the 'Open Cases' table on your Vendor/Builder Dashboard, select the case number to access more details

2. Select the case number from your HomeHub Dashbaord important dates cards to access the case page

Note: All cases will appear as cards in the Important Dates section including non-HomeHub cases. These will redirect to the BuilderLink case page instead of the HomeHub case page.
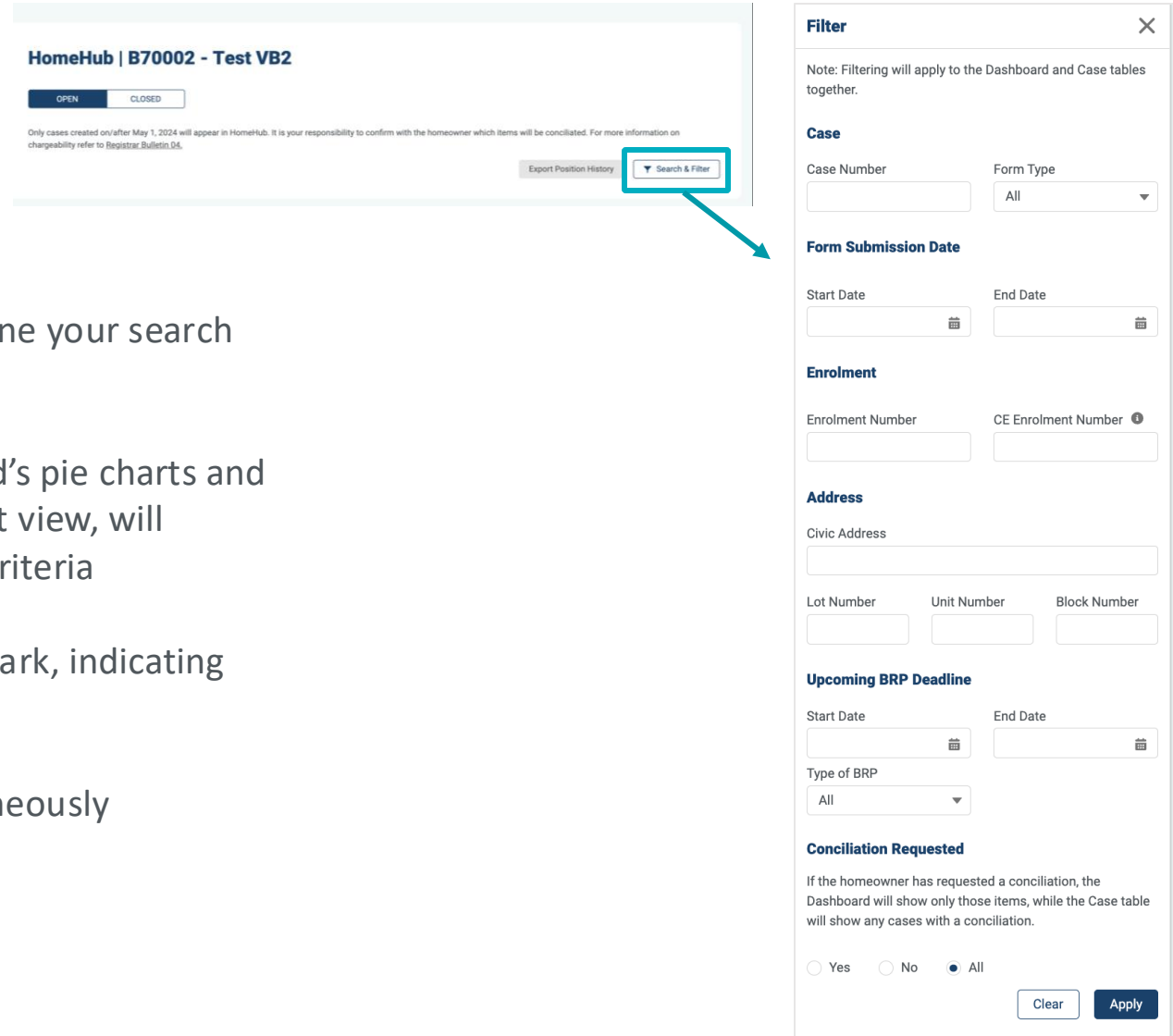
Open Cases ∨

Export Open Cases

Learn about the information below ⓘ

Case Number	Form Type	Form Submission Date	Enrolment Number	Civic Address	Legal Address	Upcoming BRP Deadline	Type of BRP	Conciliation Requested
07955933	Initial Form	Feb 20, 2023	H3578515	123 John Street, TORONTO, ON, M1M 1M1	Lot: Plan: Block: Concession: Municipality: TORONTO, CITY	May 7, 2023	Initial Repair Period	✓
07955595	Initial Form	Feb 26, 2023	H3578540	1 Rolling Stones, LONDON, ON, L9H 5F6	Lot: 2 Plan: Block: Concession: Municipality: LONDON, CITY	Aug 13, 2023	Pre-Conciliation Period	✓

Important Dates across all Vendor/Builders

Conciliations & Builder Repair Period Deadlines
Only deadlines for the **next 90 days** are shown

Vendor Name	Address	Lot #	Case #	Timeline Name	Days Left
Kingwood Riverside Towns Limit...	47 Pumpkin Dr, TORONTO, ON, M1R 6J4		08422761	Initial Request for Conciliation	0 Days
Test VB2	177 Young street, TORONTO, ON, M2N 6L9		08421361	A/C RFC Eligible	1 Days

Case Page | Overview

You can find relevant case information throughout the case page:

1. View basic enrolment details in the information bar at the top of the page

2. In the left widget, view enrolment details including the vendor/ builder number, enrolment number, civic address, and warranty start date

3. You can view timelines such as Form Submission, start and end dates of Builder Repair Periods, as well as other key deadlines pertaining to the case

[1]

Homeowner Name:	Homeowner Email:	Vendor/Builder:	Case Assigned:	Address:	Enrolment #
Bruce Wayne	dulaj.ranamuni@tarion.com	Kingwood Riverside Towns Limit...	Warranty Group	43 Pumpkin Dr, TORONTO, ON, M1R 6J4	H3644988

HomeHub / B48724 - Kingwood Riverside Towns Limit... / 08428048

Second Year Form - 08428048 Active

Only cases created on/after May 1, 2024 will appear in HomeHub. It is your responsibility to confirm with the homeowner which items will be conciliated. For more information on chargeability refer to Registrar Bulletin 04.

Case Information

Case Overview	Case Details	Child Case	Timelines	Conciliation Work Order	Documents	Case Exports

[2]

Vendor/Builder	B48724 - Kingwood Riverside Towns Limit...
Enrolment #	H3644988
Civic Address	43 Pumpkin Dr, TORONTO, ON, M1R 6J4
Lot Number	
Block Number	
Warranty Start Date	Apr 29, 2024

[3]

Form Submission Date	Aug 28, 2025
Builder Repair Period for Special Seasonal Items Ends	Jul 11, 2025
Request for Conciliation on Special Seasonal	Aug 11, 2025
Builder Repair Period Ends	Jan 5, 2026
Request for Conciliation Deadline	Feb 17, 2026

Case Page | Case Details Section

The case details section allows a user to see more details relating to their case

- The case details section features: status, case type, case number, enrolment number, warranty start date, etc.
  - The enrolment number, Vendor name and Builder name are selectable fields and will redirect you to each page

- The system information section features the contact for the case
  - The contact's name is a selectable field and will redirect you to the contact's account page

Case Information

| Case Overview | **Case Details** | Child Case | Timelines | Conciliation Work Order | Doc |

⌄ Case Details

Status	Legal Address
Active	Lot: Plan: Block: Concession: Municipality: TORONTO, CITY
Case Type	Latest Processed Form Status
Second Year Form	Accepted
Case Number	Vendor
08428048	Kingwood Riverside Towns Limited
Enrolment Number	Builder
H3644988	Kingwood Riverside Towns Limited
Warranty Start Date	Submission Date
2024-04-29	2025-08-28
WSD follows old CSS timelines ⓘ	
☑	
Received Date	
2025-08-28	

⌄ System Information

Contact
Bruce Wayne

Case Page | Child Cases & Timelines

The Child Cases section allows you to track a Request for Conciliation or an emergency item related to the case

- The table lists the case number attached to the RFC or emergency item
- All related cases will be tracked here and listed in the table

The Timelines section allows you to track all deadlines related to the case

- The table includes all upcoming deadlines for the case and includes the timeline name, start date, end date, and if it is an RFC case
- The timeline name is selectable and will redirect to the timeline details record

Case Information

| Case Overview | Case Details | **Child Case** | Timelines | Conciliation Work Order |

A Child Case is created to track a Request for Conciliation (RFC) or an emergency item related to the case.

Child Cases (1)

Case Number
08421755

View All

Case Information

| Case Overview | Case Details | Child Case | **Timelines** | Conciliation Work Order | Documents | Case Exports |

Timelines (2)

Timeline Name	Start Date	End Date	RFC Case
2nd Year BRP Deadline	2026-01-05	2026-01-05	
2nd Year RFC Eligible Period	2026-01-06	2026-02-17	

View All

Case Page | Conciliation Work Order & Documents

The Conciliation Work Order section allows you to track Work Orders for the case

1. The table lists the Work Orders and shows the lead assigned, work order number, status, owner and the scheduled start date
2. The Work Order number is selectable and redirects to more details pertaining to the order

The Documents section allows you to upload various file types related to the case. To upload a document:

1. Select the Document Type you are uploading
2. Upload the file through the file explorer or drag and drop the file into the given space
3. Select the "Done" button on the pop-up and the file will appear in the table

Case Information

| Case Overview | Case Details | Child Case | Timelines | **Conciliation Work Order** | Documents | Case Exports |

Work Order (2)

Lead Assigned	Work Order Number	Status	Owner	Scheduled Start Date
	00291843	Open	Samten Tenzin	
	00291842	Inspection / Assessment Completed	Patricia Florencia	2026-05-01, 12:00 a.m.

View All

Case Information

| Case Overview | Case Details | Child Case | Timelines | Conciliation Work Order | **Documents** | Case Exports |

*** Date added column below does not reflect the submission date for any forms. It simply corresponds to the date that each document was uploaded to Tarion's system. ***

Document Type:

Select a Document Type...   **1**

Select File

⬆ Upload Files   Or drop files   **2**

Document Type	Description	Line Item Number	Date Added ↓		
Second_Year_Form	a05As00000FmDtwIAF		2025-08-28	Preview	Download
Second-Year Form Accepted			2025-08-28	Preview	Download

lumn below does not reflect the submission date for any f | ⌐ns ✕

Upload Files

DOC   Accessible Customer Service Policy Revi...
209 KB   ✓

1 of 1 file uploaded   Done   **3**
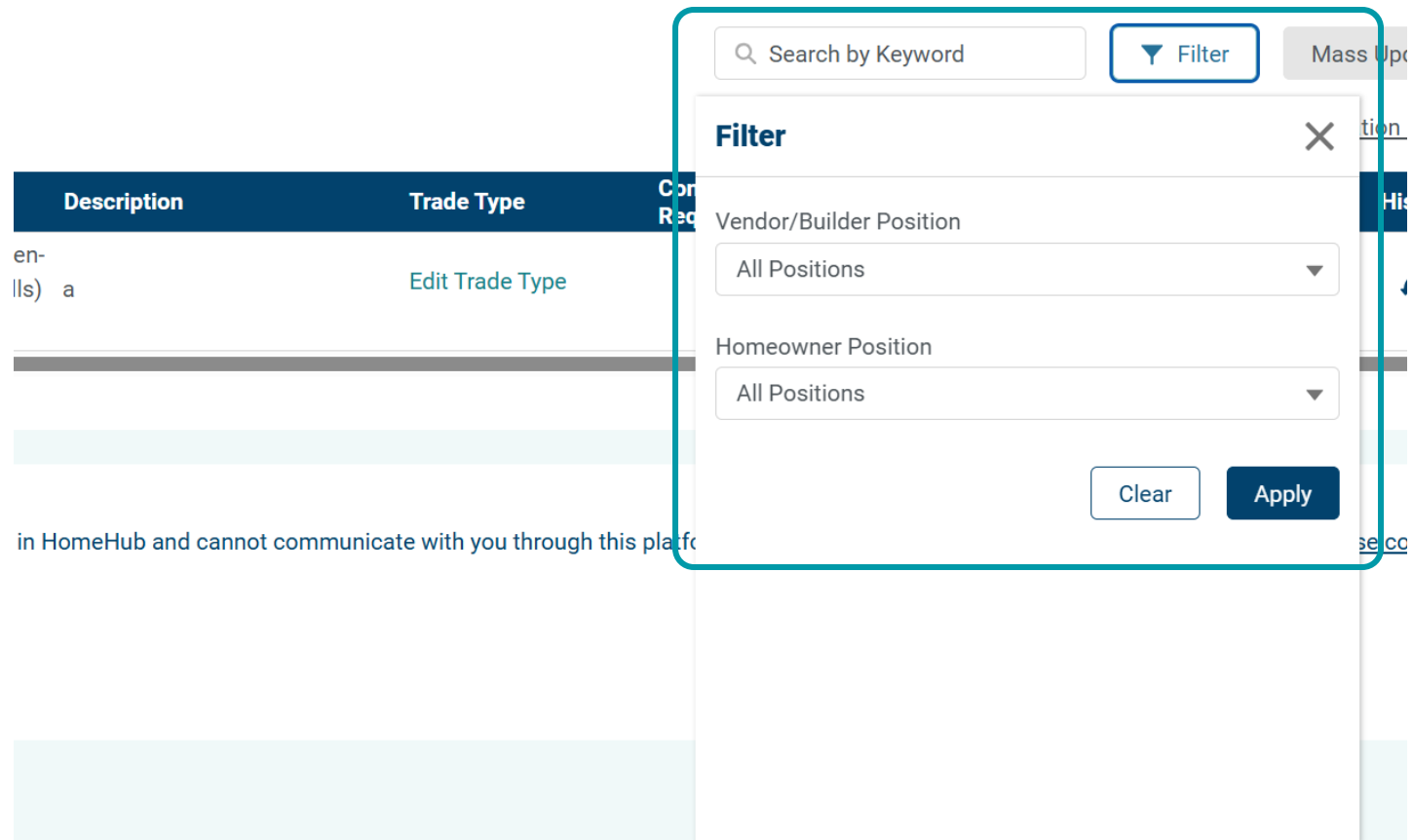
Case Page | Search & Filter

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:

- I.e., Search for the word 'sink', or 'exterior' or Filter for items with a Homeowner Position of 'Repair Complete'

- 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 Filter'

Case Page | Updating Items

To update an item, follow the instructions below:

Step 1:
Go to an item in the table, select the 'Edit' icon for the item you wish to update.

Step 2:
A pop up will display. Here is where you can change your position, add a comment or photo of the item, attach a Construction Performance Guidelines (CPG) article.

Step 3:
After you select "Save" the item will be updated. You can review your update by clicking the 'History' icon for that item. If you have changed a position you will see the position updated in the table immediately.

Note: You may choose to only add a comment, image or CPG article without changing your position; however, it is recommended that you change positions to indicate the change in progress on an item.

Step 1

	Line Item #	Location (Interior/Exterior - Floor/Level - Room/Area - Item)	Description	Trade Type	Conciliation Requested	Vendor/Builder Position	Homeowner Position	Edit	History
☐	1	Interior- Basement - Bedroom - Doors	On the right hand side of the door frame there is a 1/4" scratch	Welding, Refrigeration, Cabinetry, Windows Edit Trade Type	✓	Position Pending	Position Pending	✏	🕐

Search Item · Filter · Mass Update

Learn about the information below

Step 2

Update Item

Item Information

Line Item #: 10001

Location: INTERIOR - Floor 01 - Kitchen - Floor

Description: Grace period items

Current Position

Unable to Fix

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

Cancel · Save

Individual Cases | Updating Positions

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

When Reasons are required:
Reasons are required if you select Resolved Without Repair.

When comments are required:
If you have selected 'Unwarranted' or 'Resolved Without Repair' as your item position, a comment is required.

If you do not want to update your position, ensure that you select 'No Update' in the Update Position dropdown options.

Current Position

Unable to Fix

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

| Resolved Without Repair ▼ |

*Reason

| Item in lieu of repair ▼ |

*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 homeowner understand your position. Your homeowner may also add an article to help you understand their position. A CPG article added here by you or your homeowner 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.

Cancel   Save

Individual Cases | Adding Photos

You may choose to attach a maximum of 2 images to an item as an update.

How to add images:

1. A file description is required **before** you add an image.

2. Once you add a description, "Upload Files" button will become active.
3. You can either click to upload or drag-and-drop a file.

4. Click save once you're finished updating your item.

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 homeowner understand your position. Your homeowner may also add an article to help you understand their position. A CPG article added here by you or your homeowner 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

🔍 Search

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

⬆ Upload Files   Or drop files

(You have used 0 of 45 characters)

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

Cancel   Save

Individual Cases | Adding CPG Articles

You may choose to attach a maximum of 3 Construction Performance Guidelines (CPG) articles to an item to help your homeowner understand your position on an item.

How to add images:

1. Filter by category or type in a keyword or phrase

2. Articles matching the filter and/or keywords will appear below. You may expand each article to review before adding.

3. Select 'Link article to position' to add it to your update. You may remove or change articles before saving.

Once saved, the article will be linked to your update. You can view the linked articles in the 'History' for each item.

1

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 homeowner understand your position. Your homeowner may also add an article to help you understand their position. A CPG article added here by you or your homeowner 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   Search by keyword or phrase

None / No Category ▼   🔍 Search

2

View and/or Link Related Articles

⌄ FH 1.1: Efflorescence (Typically a white Powder Film) Is Present on Concrete or Masonry Foundation Surfaces

Condition:
1.1 Efflorescence (Typically a white Powder Film) Is Present on Concrete or Masonry Foundation Surfaces

Article Type: **Article #:**   **Warranty Year(s):**

FH (Freehold)   1.1

Performance:
Efflorescence can occur on concrete and masonry foundation surfaces.

Warranty:
None.

Action:
The builder is not required to take any action.

Remarks:
Efflorescence is the formation of a typically white crystalline deposit on the surface of concrete or masonry foundation surfaces when moisture evaporates from the surface. Efflorescence can be removed using a stiff bristle brush and water. See Also: 4.17 EFFLORESCENCE (TYPICALLY A WHITE POWDERY FILM) IS PRESENT ON MASONRY EXTERIOR FINISHES

3

🔗 Link Article to Position

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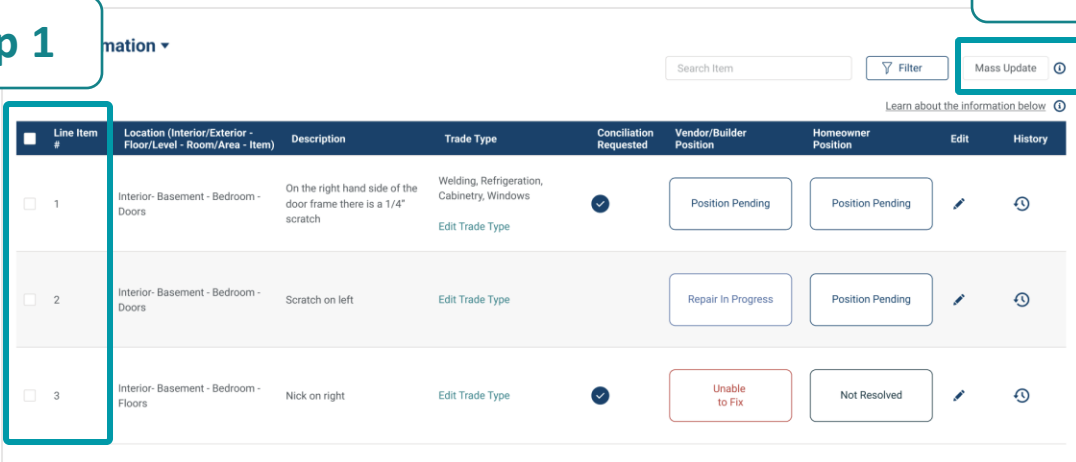Once you have selected all items, select 'Mass Update' button above the table.

Step 3:
Choose your "Vendor/Builder Position Update" for the items selected, add a comment & confirm.

Note: For best user experience, vendor/builder are encouraged to update no more than 200 items with the same position

Step 1

Step 2

Step 3

Individual Cases | Labeling Trades on Items

Multiple trades can be labeled and adjusted for each item in a case.

Step 1:
Find an item and select the link "Edit Trade Type" in the Trade Type column.

Step 2a:
A pop-up will display. To add a trade label, click a trade in the "Available Trades" box, then click the forward arrow. This will automatically move the trade to your "Selected Trade Type(s)" box.

Step 2b: To remove a trade, select the trade from your "Selected Trade Type(s)" box and click the back arrow.

Step 3:
To add your trade labels, click save. They will automatically appear in the Trade Type column of the item.

Individual Cases | Exporting Position History & Trades

To export your position history or trades in HomeHub to a CSV file, follow the instructions below:

Step 1:

After labeling your trades on the items, click the "Export Trades" button under the Case Exports section. To export position history, select the "Export Positon History" button which automatically downloads a CSV file.

Step 2 (only for trades):

A pop-up will appear, select either "One this case" to export trades only for the items in this case, or select "On all cases" to export trades across all cases for this Vendor/Builder in HomeHub.

Once you select "Export" a CSV file will automatically begin downloading.

Step 1

Case Information
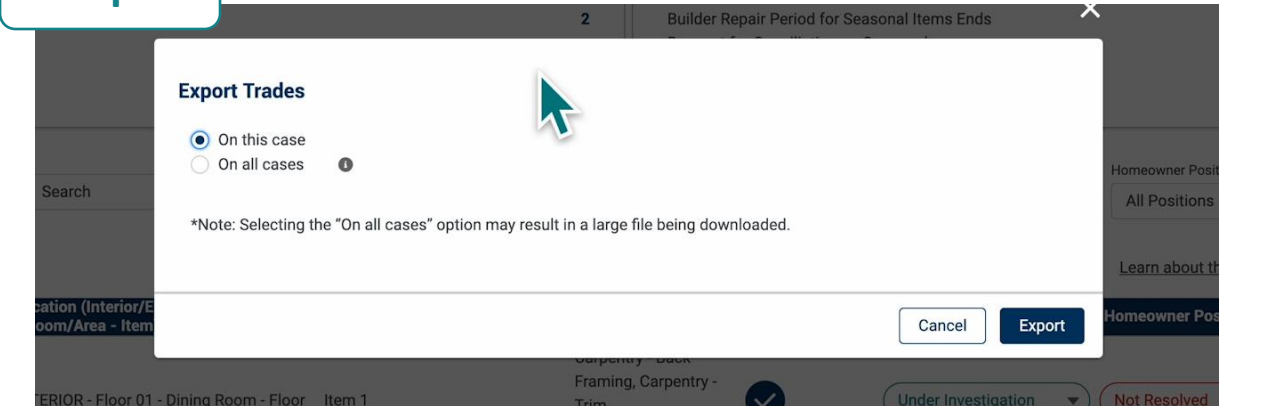
| Case Overview | Case Details | Child Case | Timelines | Conciliation Work Order | Documents | **Case Exports** |

You can export reports directly by clicking Export Position History or Export Trades. This will download .xlsx files containing all position history or trades relating to the case.

Export Position History

Export Trades

Step 2

2   Builder Repair Period for Seasonal Items Ends

Export Trades

◉ On this case
◯ On all cases   ⓘ

Search

*Note: Selecting the "On all cases" option may result in a large file being downloaded.

Homeowner Posit
All Positions

Learn about th

Cancel   Export

cation (Interior/E
oom/Area - Item

Homeowner Pos

arpentry - Back
Framing, Carpentry -
Trim

TERIOR - Floor 01 - Dining Room - Floor   Item 1   ✓   Under Investigation ▼   Not Resolved

Notifications, Recent Updates Page & Resources
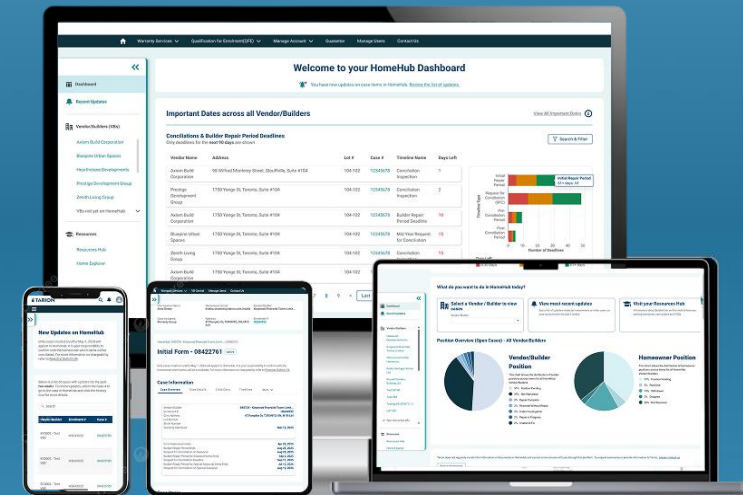
Recent Updates | Notifications

HomeHub displays a notification if an update was made to a HomeHub case by vendor/builders and/or homeowners within the past 2 weeks.

1. BuilderLink Notification Banner:
A notification banner on your Builderlink Welcome Page will display. You can click the link in this banner to take you to the new position updates page.

2. HomeHub Notification Banner:
A notification banner on your HomeHub Dashboard will display. You can click the link in this banner to take you to the new position update page.

Recent Updates | Recent Updates Page

The Recent Updates page displays all recent updates (positions, comments, attachments, CPG articles) made by vendor/builders and/or homeowners to any case over the past 2 weeks.

Where to find New Position Updates Page:

1. Click the link in your recent updates notification banners

2. Select 'Recent Updates' from the sidebar menu

3. Select 'view recent updates' from your HomeHub dashboard page.

New Position Updates on HomeHub Page:

Once on the New Position Updates page, you can use the table sorting and search options to organize and display information. Click the Case # to visit the case and review updates to case items.

1 Welcome to your HomeHub Dashboard

🔔 You have new updates on case items in HomeHub. Review the list of updates.

2

⟪

▥ Dashboard

🔔 Recent Updates

3 🔔 View most recent updates

See a list of updates made by homeowners or other users on your account over the last 2 weeks

New Updates on HomeHub

Only cases created on/after May 1, 2024 will appear in HomeHub. It is your responsibility to confirm with the homeowner which items will be conciliated. For more information on chargeability refer to Registrar Bulletin 04.

Below is a list of cases with updates for the past **two weeks**. To review updates, select the Case # to go to the case in HomeHub and click the History icon for more details.

🔍 Search

Vendor/Builder	Enrolment #	Case #	Form Type	Civic Address	Legal Address	Line Item #	Location	Update Type	Updated Date
B70002 - Test VB2	H3643071	08421056	Year End Form	177 Young street, TORONTO, ON, M2N 6L9	Lot: 1 Plan: Block: Unit# 1202 Level: 12 Concession: Municipality: TORONTO, CITY	2001	INTERIOR - Floor 01 - Doors	New: Attachment(s)	Aug 27, 2025
B70002 - Test VB2	H3643071	08421056	Year End Form	177 Young street, TORONTO, ON, M2N 6L9	Lot: 1 Plan: Block: Unit# 1202 Level: 12 Concession: Municipality: TORONTO, CITY	2001	INTERIOR - Floor 01 - Doors	New: CPG Article(s)	Aug 27, 2025
B70002 - Test VB2	H3643071	08421056	Year End Form	177 Young street, TORONTO, ON, M2N 6L9	Lot: 1 Plan: Block: Unit# 1202 Level: 12 Concession: Municipality: TORONTO, CITY	2001	INTERIOR - Floor 01 - Doors	Position: Repair in Progress	Aug 27, 2025

HomeHub BL | Resources Hub & Home Explorer

Visit the Resources Hub for tutorials, guides & FAQs or use the quick link in your sidebar menu to visit Home Explorer

Where to find Resources Hub & Home Explorer:

1. Select 'Resources Hub' or 'Home Explorer' from the sidebar menu
2. Select 'Visit your Resources Hub' from your HomeHub Dashboard Page

Resources Hub Features:

A. User Guides: View and download step-by-step instructions for both BuilderLink and HomeHub.

B. Videos: Watch walkthroughs from our official YouTube tutorial playlist, covering key HomeHub features and how to use them.

C. Builder Sessions & Events: View important updates, resources, and information sessions curated for Builders and Vendors.

D. FAQs: Still have questions? The original HomeHub FAQ section hasn't gone anywhere; you'll find it located at the bottom of the Resources Hub page

1

🎓 **Resources**

Resources Hub

Home Explorer

2 🎓 **Visit your Resources Hub**

Information about BuilderLink and HomeHub features, training resources, user guides and FAQs

Resources Hub

📖 **User Guides**
A View and download instructions and user guides for BuilderLink and HomeHub.

▶ **Videos**
B Visit our YouTube playlist to watch tutorial videos on HomeHub features.

📢 **Builder Sessions & Events**
C View important updates, resources, training and information sessions.

D **Frequently Asked Questions for HomeHub**

> 1. What is HomeHub?

> 2. How can I access HomeHub?

> 3. Who can use HomeHub?

> 4. What claim items will appear on HomeHub?

> 5. What is "Vendor/Builder Position"?

> 6. If I disagree with my homeowner's position on an item, will Tarion get involved?

> 7. Who do I contact if I have a problem with HomeHub?

> 8. How often should I check HomeHub?

> 9. Am I able to export position changes from HomeHub?

> 10. How will I know if a position has been updated on HomeHub?

Thank you