

Ottawa Early Inspection Pilot

Frequently Asked Questions

1. Does this pilot help consumers?

Yes. The pilot creates an earlier opportunity for Tarion to assess specific disputed warranty items while the builder repair period is still underway. The objective is to give homeowners and builders clearer information about warranty coverage and help them move unresolved items toward resolution.

2. Who is eligible for the pilot?

Homes in their first or second year in the Ottawa and surrounding eastern region (including Prescott and Russell, United Counties, Stormont, Dundas, Glengarry County, Frontenac County, Lanark County, Leeds, Grenville County, Lennox and Addington County, Renfrew County) are eligible for the pilot which runs from October 13, 2026, to April 19, 2027.

Tarion may deny access to the pilot where a builder's use is inconsistent with its purpose, including repeated requests for clearly warranted items or repeated failure to resolve items before the claim inspection.

The pilot is not available to builders that are unwilling or unable to meet their warranty obligations, or that are in Escalating Consequences under Registrar Bulletin 12.

3. Under the pilot can a builder request a conciliation at any time and on any item?

No. In the pilot, builders can request a conciliation between days 30 to 90 of the initial builder repair period. The item must also be reported on a form submitted during the first or second year of the warranty.

The request will be reviewed, and Tarion may deny access to the pilot where a builder's use is inconsistent with its purpose, including repeated requests for clearly warranted items or repeated failure to resolve items before claim inspection.

4. Will chargeability apply if a builder requests a conciliation as part of the pilot?

Yes, items may still be chargeable. The early conciliation itself will not be chargeable under the shortened builder repair period exception. However, chargeability may be considered later if a warranted item remains unresolved after the repair periods expire and Tarion conducts a claim inspection.

5. Can homeowners also request a conciliation earlier?

Yes, the pilot does not remove or reduce a homeowner's warranty rights or prevent a homeowner from requesting conciliation for other eligible items. Currently, homeowners can request a conciliation at any time and, if the items are deemed to be emergencies the timelines are abridged.

6. Is Tarion planning to make this a permanent change and expand it throughout the province?

Tarion will use the six-month pilot to assess demand, operational impact, homeowner experience and any process refinements that may be needed before deciding whether the approach should be expanded beyond the Ottawa area.