



Randy Pettapiece, MPP
Perth-Wellington

Queen's Park
Toronto, Ontario

June 3, 2015

The Hon. David Oraziotti, MPP
Minister of Government and Consumer Services
6th Floor, Mowat Block
900 Bay Street
Toronto, ON M7A 1L2

Dear Minister:

Open letter to the Minister of Government and Consumer Services

On Monday, I had the pleasure of attending Tarion Warranty Corporation's Annual General Meeting. I appreciated the opportunity to hear an update on Tarion's recent work and to hear homeowners' feedback.

There were a number of common themes that I heard throughout the night that I would like to bring to your attention. While I understand that Tarion is an independent corporation, you are the minister responsible for this delegated administrative authority. I believe these concerns merit your direct attention.

A number of homeowners expressed concern with the dispute resolution process, and do not feel that Tarion has adequately investigated their claims. Those that have escalated their cases to the Licence Appeal Tribunal (LAT) expressed concern that this offered little recourse. They shared their experiences, detailing the complicated and legalistic LAT processes, the financial burdens placed on homeowners who proceed with a LAT hearing, and the length of time it takes to complete a LAT hearing.

Concerns were also raised with Tarion's Licenced Builder Directory. Some homeowners do not feel that it is a comprehensive record of the builder's history, and that as a tool that prospective new homeowners use to choose their builder, the directory should be an accurate reflection of the claims against the builder.

Homeowners also had questions regarding the *Ontario New Home Warranties Plan Act*. Their understanding is that under Section 13 of the Act, homes must be constructed in accordance with the Ontario Building Code. They do not understand how Tarion can deny claims of suspected Ontario Building Code violations when consumers do not report within the predetermined timeframes that are set out in Tarion's regulations. They see this as Tarion abiding by regulations that supersede the Act, and would appreciate your clarification on this issue.

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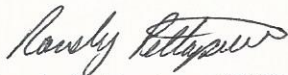


Finally, homeowners asked for improved regulations to prevent illegal building. They do not believe that the current fines levied against builders who build illegally do enough to deter this practice.

While this is not a comprehensive overview on the concerns raised at Tarion's AGM, I know that over the last year, you have heard directly from homeowners who have shared their stories. I would ask that you review their feedback, and provide us with your plans to address these issues.

We look forward to your response.

Sincerely,

A handwritten signature in cursive script, appearing to read "Randy Pettapiece".

Randy Pettapiece, MPP
Perth-Wellington