

Legislative Assembly of Ontario

Official Records for 27 February 2012

INTRODUCTION OF VISITORS

Mr. Michael Prue: It's my privilege to introduce Bev Craddock, who is my constituent, and Dr. Karen Somerville. They are here today to draw attention to the issues surrounding Tarion.

HOME WARRANTY PROGRAM

Mr. Ted Chudleigh: My question is to the Minister of Consumer Services. Too many Ontarians continue to discover heating, ventilation and air-conditioning construction defects in their newly built homes.

Tarion administers the Ontario new home warranty plan to ensure consumer protection against these problems. Nevertheless, new homeowners are often left to address these problems themselves. Tarion is ultimately accountable to your ministry, Minister. You have known about this systemic problem for years and you have done nothing to resolve it. Why are you leaving new homeowners unprotected?

Hon. Margaret R. Best: First of all, let me take this opportunity to welcome Canadians for Properly Built Homes to Queen's Park this morning.

Tarion's role, Mr. Speaker, is to ensure that new homeowners in Ontario receive the new home warranty protection which they are entitled to by law. Tarion has an important responsibility: It is there to ensure that builders abide by the Ontario New Home Warranties Plan Act and steps in to protect consumers when builders fail to fulfill their warranty obligations.

Over the years, Mr. Speaker, Tarion has paid out over \$190 million in claims from its guarantee fund and has one of the most comprehensive new home warranty programs in North America.

The Speaker (Hon. Dave Levac): Supplementary?

Mr. Ted Chudleigh: We know what Tarion is supposed to do; what we're telling the minister is that they're not doing it.

The Ontario Ombudsman noted in his 2008 report that "while the ministry declines to intervene in individual cases, it has addressed systemic issues that have been raised through its oversight of Tarion." Since that report, Tarion has established the New Home

Buyer Ombudsperson Office. Even so, this consumer concern persists, and your response to the systemic problem has been inadequate to non-existent.

Minister, to ensure new homeowners are being adequately protected, will you commission a full investigation today and finally, after 10 years, put this issue to rest?

Hon. Margaret R. Best: Mr. Speaker, let me assure the member opposite that Ontario consumers are a priority for the Ministry of Consumer Services and our government. Mr. Speaker, also let me assure you that we have looked at the concerns that have been raised with the CPBH president. He contacted us. We are certainly in the process of responding to those concerns that have been raised.

We continue to provide, through the Ontario New Home Warranties Plan Act, the steps and protection for consumers. We know there are some issues that have to be addressed, Mr. Speaker, and we continue to look into these issues with a plan to respond to them accordingly.

http://www.ontla.on.ca/web/house-proceedings/house_detail.do?Date=2012-02-27&Parl=40&Sess=1&locale=en#P276_62982