



NEWS RELEASE

Queen's Park, Toronto, ON – Dec. 10, 2014 – CPBH welcomes Jagmeet Singh's introduction of his Private Member's Bill today known as the **Tarion Accountability Bill**. MPP Singh is the NDP Critic for Consumer Services and the MPP for Bramalea – Gore - Malton. His Bill proposes change that is urgently needed by Ontario's consumers. Far too many Ontarians are suffering needlessly as a result of serious issues with their newly built homes. These issues typically include Ontario Building Code violations, an unresponsive builder and an unresponsive warranty provider – Tarion. The Ontario Building Code focuses primarily on ensuring public safety in newly constructed buildings. Using Tarion's own client survey data, approximately 57,000 Ontarians are dissatisfied with Tarion.

It is important to note that in addition to its warranty responsibilities, Tarion is the regulator of the building industry. While there are good builders, there are also marginal and poor builders, and many wonder why Tarion continues to let the marginal and poor builders operate.

Consumers need accurate information on builders' performance in order to make an informed purchase decision -- and Tarion has that information. On July 6, 2013, the Toronto Star published results of its investigation and found that Tarion is keeping "secret" records about builders' performance. This serious problem continues. Many consumers continue to advise that their builders' performance records on the Tarion web-site are inaccurate.

As another important indication of serious issues with Tarion, in March 2014 some brave Tarion employees "blew the whistle", and sent a letter to Premier Wynne. The Tarion employees' letter may be found at this link: http://www.canadiansforproperlybuilthomes.com/html/whatsnew/2014/april/Apr2014OpnLetr_P_Wynne.pdf .

Canadians for Properly Built Homes' research over the past eight years has revealed that consumers experience about a 15% success rate when they fight Tarion at the Licence Appeal Tribunal (LAT). Most consumers cannot afford to hire lawyers to fight Tarion at the LAT; Tarion is always represented by lawyers at the LAT. Most consumers usually appeal Tarion's decisions at the LAT once, and they typically have no idea what to expect or how to prepare. But Tarion and its lawyers are very savvy about the LAT processes. Clearly this is not a level playing field.

Many consumers have determined that the courts, including the LAT, are not an option. Far too many consumers decide that "patch and run" is the only way out of their problems. "Patch and run" – an illegal activity - happens when a consumer sells the home on the market without disclosing the construction defects to the next unsuspecting consumer.

Ontarians deserve and need meaningful consumer protection on the largest purchase most of them ever make: a new home. CPBH supports this goal for Ontarians and all Canadians. CPBH



supports MPP Singh's **Tarion Accountability Bill** and encourages all members of the Ontario Legislature to do the same – quickly!

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Canadians for Properly Built Homes (CPBH) is a national, not for profit corporation dedicated to healthy, safe, durable, energy efficient residential housing for Canadians, and is the only organization of its kind in Canada. Working for consumer awareness and protection, CPBH is run by a volunteer Board of Directors and is supported by a volunteer Advisory Council of industry experts and other key stakeholders. CPBH has supporters in different parts of Canada, undertakes projects at the municipal, provincial and federal level, and offers a variety of ways for Canadians to get involved. CPBH earned "partner" status with the Canadian Consumer Information Gateway (Industry Canada). Visit www.canadiansforproperlybuilt homes.com .

For further information, media may e-mail: info@canadiansforproperlybuilt homes.com

Canadians for Properly Built Homes: Backgrounder, December 2014

Canadians for Properly Built Homes (CPBH) was founded in 2004 by Karen Somerville and Alan Greenberg, a couple who faced serious problems with their newly built home in Ottawa, Ontario. In trying to solve their own home problems, they talked to many homeowners, as well as builders, home inspectors, engineers and others involved in the home construction process. They learned that there are serious problems in Canada from coast to coast. Undoubtedly, the worst housing disaster in Canadian history relates to the "BC leaky condo crisis", which continues to this day. While there are good builders, there are, unfortunately, also poor builders, and consumers currently have no objective, reliable means of knowing who the good builders are.

CPBH is a national, not for profit corporation dedicated to healthy, safe, durable, energy efficient residential housing for Canadians, and is the only organization of its kind in Canada. Working for consumer awareness and protection, CPBH is run by a volunteer Board of Directors and is supported by a volunteer Advisory Council of industry experts and other key stakeholders. CPBH's Advisors and Board members have diverse backgrounds including the following professions: architecture, engineering, home building, fire safety, real estate, home renovation, environmental medicine, industrial hygiene, insurance, law, academe, political science and business. CPBH has more than 40 volunteers in different parts of Canada and earned "partner" status with the Canadian Consumer Information Gateway (Industry Canada).

Consumers from many regions of Canada communicate with CPBH regularly, raising their issues and concerns and asking for assistance. Unfortunately, home construction defects present considerable problems for homeowners at all stages of life: from young adults barely able to scrape together their down payment for their first home through to senior citizens who are often on fixed incomes. While there are builders who will quickly and appropriately address these construction defects, there are also builders who will not. In some of these cases, warranty programs and government officials are unwilling or unable to assist the homeowners,



which, unfortunately leaves the homeowners to fend for themselves. Once faced with this situation, homeowners quickly learn that there is insufficient consumer protection for the largest purchase most consumers ever make: a home.

CPBH has had a number of notable successes. For example, CPBH hears regularly from Canadian consumers that CPBH has helped them, and that its work is important and necessary. CPBH has gained the support of Canada's Heating, Ventilation and Air-Conditioning (HVAC) industry in trying to raise the bar for HVAC in Canada. CPBH representatives have appeared on television, for instance, CTV's W-Five on multiple occasions, as well as a variety of appearances on local news broadcasts on CBC and CTV, and radio talk show programs such as Peter Warren's program from Victoria, BC, and Peter Silverman's program in Toronto, ON. Articles written by CPBH representatives have been published in national magazines such as The Canadian Home Inspector and Real Estate Marketing. Numerous newspaper articles have referenced the work of CPBH, including the Globe and Mail, the Toronto Star and the Ottawa Citizen. A number of different organizations seek the input from CPBH as government programs are developed. Also, the Office of the Ombudsman of Ontario began to monitor complaints relating to new home ownership after CPBH presented a detailed submission to the Ombudsman in March 2007. This led to the Ombudsman Ontario's report: *"Building Clarity: Investigation into how the Ministry of Government and Consumer Services represents its relationship with the Tarion Warranty Corporation to the public"*. CPBH collaborates with a comparable consumer organization in the United States: Homeowners Against Deficient Dwellings (HADD).

In 2013, Canada's Heating Ventilation and Air Conditioning (HVAC) Industry supported CPBH and signed a Joint Statement, which may be found at this link: <http://www.canadiansforproperlybuilt homes.com/html/HVAC/2013/May302013HVACIndustry-final.pdf>. An HVAC expert from the United States advised that this is an "amazing" initiative and he wishes that the US would follow suit.

CPBH enjoys considerable grass roots support from across Canada from many homeowners, and potential homeowners. As well, many professionals working in the home inspection industry, the home construction industry, and government officials have expressed their support for CPBH and its work. CPBH receives no government funding, and relies on donations to cover its operating costs.