



## 2014 - 10<sup>th</sup> Anniversary Message!

It's hard to believe that we are celebrating CPBH's 10<sup>th</sup> anniversary in 2014! We knew when we began this journey of pursuing the CPBH Vision of **Healthy, safe, durable, energy efficient residential housing for Canadians** that it would take considerable time and effort. The building and development industry is very powerful, and politicians are typically very reluctant to upset it by strengthening consumer protection through legislation. While there are good builders in Canada, there are also poor and marginal builders, and consumers still have no reliable, objective way of knowing who the good builders are.

Yet, we are making progress on the CPBH Vision thanks to many people's contributions! As we reflect on these 10 years, we are grateful for many things including: our fellow volunteer board members, our volunteer Advisory Council members, and our other volunteers who work on behalf of CPBH every day. We are also grateful to the thousands of homeowners we have met and/or heard from across Canada, and for the financial donations that they have made to help keep the doors open. CPBH receives no government funding, and we rely on donations from consumers.

We have also appreciated the support of many members of the Canadian media, and many politicians and government officials in different parts of Canada. We are grateful as well for the interest and support from other countries – these issues are not unique to Canada.

A recent initiative has resulted in CPBH receiving the support of Canada's Heating, Ventilation and Air Conditioning Industry (HVAC), and we are particularly thankful for their important work. Obviously, no Canadians should be freezing in their newly built homes! (HVAC has been the construction defect most frequently reported to CPBH in our ten year history.)

Consumers, government and industry have come to know CPBH's steadfastness. Indeed, media and governments from across the country have sought out CPBH for insight into the consumer's perspective on the new home purchase experience -- and the outcomes of those experiences.

Yet, there is much more to be done – far too many Canadians continue to suffer because they purchased a newly built home with serious construction defects, an unresponsive builder, and inadequate consumer protection. We pledge to continue to do our best to ensure that no other Canadians face this situation, as we work toward accomplishing the CPBH Vision!

Alan Greenberg, Co-Founder  
Canadians for Properly Built Homes

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