

**Statement Regarding Minister of Government and Consumer Services Announcement of the *Rebuilding Consumer Confidence Act*:**

**Builders: 1,  
Consumers: 0**

**December 5, 2019** – CPBH is disappointed with Minister Lisa Thompson's announcement today regarding legislation tabled to reform the Tarion Warranty Corporation and overhaul the Ontario New Home Warranty and Protection Program.

While CPBH will look at the legislation in detail in the coming days, some first observations include:

- Today's announcement contained more good news for builders but not for consumers.
- There seems to be no sense of urgency on the part of the Ford Government. While the Minister expressed confidence that consumers are now being properly handled by Tarion, consumers begging for help from CPBH tell quite a different story.
- The measures discussed today comprise more tinkering about the edges of a mandatory monopoly, which is beyond repair, with which consumers are still stuck.
- Indeed, this Ford government is putting into place a second organization like Tarion, another delegated administrative authority (HCRA), funded by Tarion.
- The Minister is going to engage in MORE consultation: This government has been consulting since the election while homeowners with serious construction defects are suffering without help in newly built homes they can neither fix nor sell. They contact CPBH on a daily basis looking for help.
- Nothing in today's announcement addressed the more than 100,000 consumers who have been forced - by law - to pay for Tarion's mandatory monopoly warranty since the Ford government took power. Justice Cunningham recommended Tarion be dismantled in 2016. The recent Auditor General's report articulated the many ways in which the organization had gone fully rogue.
- The Ford Government is doing what the Wynne Government did with Justice Cunningham's report – largely sweeping it under the rug.

**What must be done by the Ford Government to protect consumers**

- Clean house at Tarion. Replacing the President and CEO at the end of December does not begin to address that need.
- Immediately appoint an Administrator to take Tarion over. Remove the President and Board immediately.
- Establish a multi-provider warranty model, as Justice Cunningham recommended.

- Establish a mechanism for those with unresolved disputes to resubmit their claims to another body for reconsideration.
- Set up a vehicle for investigation of consumers' allegations of builders breaking the law.

#### **This Ford Government has failed consumers**

- The Ford Government has missed a key opportunity to adequately deal with Tarion, which is clearly beyond repair.
- It's time to start over in Ontario and give consumers choice – not force consumers to deal with a mandatory monopoly.
- Before the election, Premier Ford said he was against monopolies. What's changed?
- The Conservatives were supportive of Justice Cunningham's recommendations before they came into power. What's changed? Where is their research that is better than what Justice Cunningham provided?
- Why has the Ford Government not called an investigation into allegations of breaking the law that the Auditor General's report highlighted?
- Why has the Ford Government not yet addressed the serious issues with the Delegated Administrative Authority model? There are a number of DAAs, including Tarion.

CPBH proudly continues to work for properly built homes and consumer protection across Canada. It is the only organization of its kind in Canada. CPBH will continue to serve new home owners in crisis and remains ready, willing and able to work with the Ontario Government to better protect Ontarians vis-à-vis the largest purchase most make – a home.

Related items of interest:

- [Nov. 24 2019 final CPBH Statement re Bill 145 Trust in Real Estate Services Act](#)
- [Nov. 24 2019 Final – response to MMAH re Building Code Services proposal](#)
- [Nov. 18, 2019 Final – letter to MPPs re Auditor General and Tarion](#)
- [Nov. 13, 2019 – CPBH applauds NDP announcement to get rid of the Tarion Warranty Corp. Tarion is beyond repair](#)
- [Nov. 3, 2019 – CPBH response to the Auditor of Ontario's audit report re Tarion](#)
- [Oct. 30, 2019 – Auditor General of Ontario report re Tarion \*\*Oct. 2019 Auditor General of ON\*\*](#)

Media may contact CPBH at [info@canadiansforproperlybulthomes.com](mailto:info@canadiansforproperlybulthomes.com).

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