

**Transcript of Exchange between homeowner Jenn Moore and
Tarion President Peter Balasubramanian
at Tarion's 2025 Annual Public Meeting, June 17, 2025**

This segment is taken from minutes 58:25 to 1:00:54 of the meeting. The format has been cleaned up for ease of reading. The words of the speakers are all their own.

An owner of a newly-built home is addressing Tarion's President and the panel.

Jenn Moore: I am Jenn Moore. You should know my name well. You've been ignoring my emails for quite some time. I will say for anybody here who's going in for the beginning of their journey, buckle up.

We're at the tail end of four and a half years now, and been reminded repeatedly that we have hit our max. We're one of the lucky ones that fought till the end and still don't have enough. So, I'd ask a few questions.

One is: Should I be expected to take 120 days off in 3 years to accommodate Tarion, first question, and be unpaid, which I've repeatedly asked to be paid for and been ignored?

Secondly, when you exceed the cap, there seem to be inconsistencies. I've heard stories of people hitting \$150,000 over their cap with the exact same issues that are in my home, and we have been repeatedly told -- Sophie you know this, you've just responded last week -- yet again reminding me that I've hit my cap and will be given nothing. Nothing.

Peter Balasubramanian: Let me address the two questions you did ask. 120 days off in three years: I'm assuming that's time that you're taking off to

Jenn Moore: to accommodate the 900 visits in my home

Peter Balasubramanian: yeah, so that doesn't sound acceptable to me.

Jenn Moore: yeah, I know.

Peter Balasubramanian: And in general, when I look at stories and consumer experiences, my expectation of the building industry, the builders out there who might be either in the audience or watching, is that the repair periods are a courtesy in the legislation to accommodate extreme situations and our expectation is that you don't drag homeowners through kind of repeated sessions.

Jenn Moore: I will tell you our builder walked away in month four and this is how long it took to get to resolution.

Peter Balasumabramanian: Yeah, not something that I don't

Jenn Moore: And we're not fully resolved. Quite frankly I think it's absurd that I had to spend this much time fighting and the amount of emails and research I had to do to prove that code violations existed. Absurd.

Audience applauds.

Peter Balasumabramanian: Based on what I'm hearing I agree with you. And in terms of the warranty caps, those are regulated caps. We are aware of inconsistency that's been applied in the past, and I agree with the sentiment that we have to be absolutely consistent with our approach to claim payouts.

Jenn Moore: So, SOL, that's what I'm hearing?

Peter Balasumabramanian: (silence)

Jenn Moore: Got it.