

Ontario Edition

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CPBH's 20th Anniversary: 2024



It's hard to believe, but 2024 marks CPBH's 20th anniversary! While the work to accomplish CPBH's Vision is far from complete, together, we have come a long way. (As you may recall, the CPBH Vision is "*Healthy, safe, durable, energy efficient residential housing for Canadians*".)

To read about some of CPBH's notable successes over the years, we invite you to review the refreshed "accomplishments" section of the CPBH website www.canadiansforproperlybuilthomes.com. As well, you will find some very kind messages that we have received on the homepage in the refreshed section "What Stakeholders Say". Indeed, CPBH has received many supportive and grateful messages over the past two decades. Some homeowners have told us that CPBH's involvement was life-changing for them and their families as they worked through their newly built home nightmare situations. We will be sharing some of these messages throughout 2024, e.g., in this e-newsletter, Facebook, X/Twitter, and new LinkedIn site.

We could not have made this progress without our volunteers and supporters across Canada. We are truly grateful for your partnership and generosity.

There is much more work ahead! CPBH's Vision remains appropriate, important, and more urgent now given the push of Canadian governments to "build faster", which, to many, means a real possibility of more corners being cut during construction. We must fight this trend vigorously.

With your ongoing support, we are confident of many more successes as we work together to create positive change for Canada's purchasers of newly built homes.

With much gratitude,

Karen Somerville and Alan Greenberg

Canadians for Properly Built Homes Co-founders

#EnforceTheCode #EndTarionMonopolyNOW #ConsumerProtection #HealthAndSafety #NeverGiveUp #NoUSEDfurnaces #RadonAction #Don'tStopBelievin' #YouAreNotAlone



Disappointing new Ontario *Consumer Protection Act*

For the first time in more than 20 years, the Ford Government updated Ontario's *Consumer Protection Act*. That's a good thing. But, while Minister McCarthy claimed it was "comprehensive", sadly it was not. The Ford Government refused to include newly built homes in the update. Opposition parties proposed many amendments concerning newly built homes, but all were rejected by the PC MPPs. Given the very restricted scope of the draft legislation, CPBH focused our deputation on addressing builders secretly selling newly built homes with used – and sometimes damaged – furnaces. This contravenes both the old and new *Consumer Protection Act*, but no one is enforcing it. That's not consumer protection. Not surprisingly, our deputation was also rejected by the Ford Government. Here's a link to CPBH's deputation:

<https://canadiansforproperlybulthomes.com/wp-content/uploads/2023/11/Nov.-2023-Bill-142-CPBH-Final-Used-furnaces.pdf>

During the related Committee Hearings concerning the new Ontario *Consumer Protection Act*, there was considerable discussion about Bill 122, Ontario's *Consumer Watchdog Act*, 2023. Bill 122 has also been tabled, and the majority (if not all) consumer advocates who appeared before the Committee were supportive of an Ontario Consumer Watchdog.



What can you do today to help?

1. Contact your MPP and ask them to support Bill 122 – Ontario's *Consumer Watchdog Act*, 2023. The Ontario NDP has reintroduced its proposed *Consumer Watchdog Act* – that, if passed, would have jurisdiction over Administrative Authorities like Tarion and the Home Construction Regulatory Authority, and other consumer transactions, e.g., grocery price gouging. Read more about Bill 122 here: <https://www.ola.org/en/legislative-business/bills/parliament-43/session-1/bill-122>

2. Help spread the word about Bill 122 – Ontario’s *Consumer Watchdog Act*, 2023. Tell your friends and family about it and ask them to contact their MPP requesting that they support Bill 122.

3. Help gather more signatures on our petition to “End Tarion Monopoly NOW”. Given what we continue to learn about Tarion’s ongoing operations, we are more convinced than ever that the Tarion monopoly needs to be rescinded. Ontario needs competition like much of the rest of Canada has in relation to new home warranty. There is no perfect warranty system, but time is long overdue to end Tarion’s monopoly. You may recall that before the ON PCs were elected in 2018, they promised to end Tarion’s monopoly, as Justice Cunningham recommended in his 2016 Tarion Review report. But once elected, the PCs broke that promise. The Ford Government’s own consultation into a monopoly versus a multi-warranty provider system produced results that favoured the multi-provider approach. This information was obtained through CPBH’s dogged work through Freedom of Information. The government did not release these results, but rather, announced that their study showed that the current system was best. This monopoly must end. If you haven’t signed our petition already, please do. Please also send it to others and ask them to sign. No comment is necessary if you don’t want to provide a comment. There’s lots of additional information provided with this petition. Here’s the link:
<https://www.change.org/p/doug-ford-end-tarion-s-new-home-warranty-monopoly-now-and-give-ontarians-a-choice>

One more word about monopolies in Canada – we were delighted to learn about a relatively new Canadian think tank that is dedicated to addressing issues caused by monopoly power – the Canadian Anti-Monopoly Project (CAMP). Here’s a link to their website: <https://antimonopoly.ca/> and their LinkedIn page: [Canadian Anti-Monopoly Project | LinkedIn](#). CPBH has recently connected with CAMP, and we will be sharing more about that in the future.

4. Donate to CPBH today – please help us keep the CPBH doors open. We know everyone’s expenses are increasing, and so are CPBH’s. For example, our directors’ liability insurance increased another 15% recently, even though we have not had a single claim in our 20 years of operation. We are told that this sort of increase is the way that things are with insurance these days. All donations are gratefully accepted – no donation is too small. Here’s the link to donate: <https://canadiansforproperlybuilt homes.com/what-you-can-do/donate/> .

5. Follow CPBH on X/Twitter, Facebook, Instagram and now LinkedIn – to stay informed, and join in on the conversations if you wish.



Kind messages we have received recently, in support of our 20 years of consumer support and advocacy:

<p><i>"Karen Somerville and Alan Greenberg started out as disappointed buyers and ended up creating a consumer group that has helped thousands of Canadians. I think they do a marvelous job and I want to celebrate this big 20th anniversary milestone.</i></p> <p><i>With all the government's haste to build housing ASAP, many more buyers will find themselves looking for help and advice on dealing with a recalcitrant builder. And CPBH will be there at their side. Congratulations on your persistence!"</i></p> <p>Ellen Roseman</p> <p>Consumer Advocacy Journalist, Continuing Education Instructor and Host of the MoneySaver Podcast</p>	<p><i>"For many Canadians, a home may be one of their most significant lifetime investments. Yet, precious little protection is available to consumers purchasing such high-value assets. Enforcing one's rights against powerful builders often poses a challenge.</i></p> <p><i>Since 2004, CPBH's team of volunteers has been tirelessly advocating for the rights of vulnerable home buyers. May your next twenty years of advocacy be so successful that there will no longer be a need for CPBH."</i></p> <p>Gábor Lukács, PhD President (Founder and Coordinator), Air Passenger Rights</p> <p>Air Passenger Rights is an independent nonprofit organization of volunteers that advocates for the enforcement of the existing rights of passengers and for better consumer protection for air travel within, to, and from Canada.</p>
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About CPBH

Canadians for Properly Built Homes (CPBH) is an independent, 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 earned "partner" status with the Canadian Consumer Information Gateway (Industry Canada). Follow us:



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