

Issue Date: June, 2013

Effective Date: July 1, 2013

## **CONTENT AND DELIVERY REQUIREMENTS FOR:**

- **HOMEOWNER INFORMATION PACKAGE**
- **CERTIFICATE OF COMPLETION AND POSSESSION**
- **WARRANTY CERTIFICATE**

This Bulletin replaces and supersedes Builder Bulletin 34, issued November, 2012. The word “builder” when used in this Bulletin, includes both a vendor and a builder, as applicable.

### **WHAT THIS BULLETIN IS ABOUT**

Tarion Warranty Corporation (“Tarion”) is making adjustments to the content and processes relating to the Homeowner Information Package (“HIP”), Certificate of Completion and Possession and Warranty Certificate (“CCP/WC”), to streamline the process and to allow for electronic availability, delivery and storage of these documents.

The principal objectives with these changes are as follows:

1. Ensuring that homeowners receive pertinent information about new home statutory warranties at the right stage of the purchase transaction process;
2. Streamline the information delivery process and make it as efficient as possible; and
3. Move to an electronic environment with minimal paper and all the advantages of an electronic environment; namely, more accurate data input, ease of delivery, retrieval, storage, retention and communication, and being more environmentally friendly.

A more general goal is to move as many builders as possible to Tarion’s builder portal (BuilderLink) and have documents prepared and delivered online.

Builders should include in the purchase agreement, the method of communication that will be employed. When that method is through email, builders and purchasers should ensure that a reliable email address is provided and that computer settings permit receipt of notices from the other party. Builders should also point out to their purchasers that the email address will be used to communicate important information.

Paper versions (not of the HIP – that will be exclusively electronic), but of the CCP/WC will continue to be available from Tarion as an interim measure until such time as builders move to the builder portal (BuilderLink). To be clear, paper versions will be available only as an interim measure and the day is fast approaching when builders will be required to communicate with Tarion electronically.

## HOMEOWNER INFORMATION PACKAGE

The HIP is a document developed and approved by Tarion from time to time to assist homeowners in understanding their warranty rights and obligations. Until recently the HIP was a single document but it has now been separated into more targeted packages – one for freehold homes and one for condominium dwelling units.

### What's changed?

We have created two versions of the HIP: a Freehold and Contract Homes version; as well as a Condominium version. By offering two versions of the HIP we are able to provide more information tailored to freehold and contract home buyers, and secondly, to condominium home buyers, including more details about the common elements warranty.

These new HIP's can now be downloaded by PDF as a complete document and will be available to be accessed on a section by section basis.

### Distributing the Electronic HIP to New Homeowners

It is the builder's responsibility to deliver the HIP to new home buyers on or before the Pre-Delivery Inspection (PDI). With the new Homeowner Information Package available online, you have the following methods of delivery available:

- Print a hard copy of the current applicable HIP from Tarion's website and personally hand-deliver it to the homeowner;
- Personally hand-deliver to the homeowner an electronic copy of the HIP on a CD, memory stick, or other similar electronic storage medium;
- If you and your homeowner have agreed to communicate by email,– then you may send an email to the homeowner at the agreed upon email address:
  - with a PDF of the current, applicable HIP to the agreed-upon email address; or
  - with the Tarion-approved and designated link to the current, applicable HIP on Tarion's website.

### New Method of Delivery – URL Link

As noted above, builders now have the option of delivering the HIP by URL link. In order to use the email method of delivery, it is a prerequisite that the builder and the homeowner have provided to each other an email address for communications involving the home. Builders should keep a record of the email delivering the HIP by PDF or URL link in case there is a dispute concerning delivery.

**Please note:** If a homeowner requests a hard copy of the HIP, builders are obligated to provide a colour hard copy. This is true even if the builder and homeowner are otherwise agreed to or are communicating by email.

If your homeowners are or have agreed to communicate via email, and you propose to send the HIP by URL link, then you must provide them the following link to the HIP: [www.tarion.com/HomeownerInformationPackage](http://www.tarion.com/HomeownerInformationPackage). Builders may not host the link on their own systems. It must be the dedicated link above, which is hosted on Tarion.com.

If delivering a URL link of the HIP to homeowners, it is essential that builders instruct their homeowners to choose the appropriate version of the HIP based on: (i) whether they have purchased a freehold home or a condominium unit; and (ii) the applicable date of possession. Since Tarion provides updated versions of the HIP, the date of possession will indicate which version applies to their freehold home or condominium.

## **Benefits of New Electronic HIP**

Builders can now easily deliver the HIP through email and use the email chain as proof that the builder has delivered the HIP.

Homeowners can now easily navigate an online version of the HIP accessible from any computer, smartphone or mobile device. They are also able to access the most current and up-to-date version of the HIP at any time.

## **COMBINED CERTIFICATE OF COMPLETION AND POSSESSION AND WARRANTY CERTIFICATE**

These two documents (the “CCP/WC”) will continue to be addressed in a single document.

As mentioned above, the builder will, as an interim measure, have the option of: receiving a partially completed copy of a paper version of the CCP/WC; or alternatively, registering on Tarion’s builder portal (BuilderLink) and completing the CCP/WC online.

Builders are required in either case to complete the document in full, with accurate information and thereafter provide a copy of the CCP/WC to each purchaser on or before the Pre-Delivery Inspection Date. This can be achieved in one of the three Acceptable Delivery Methods noted above.

Builders will continue to be required to submit a copy of the CCP/WC to Tarion within fifteen (15) days from the Date of Possession, for residential new homes and for common elements within fifteen (15) days following registration of the Declaration and Description. Again, this can be done in any one of the three Acceptable Delivery Methods noted above.

The only party required to sign the CCP/WC is the builder. This can be done by signing a printed hard copy or through an electronic signature in Tarion’s builder portal (BuilderLink).

Builders are cautioned that the form to be provided to purchasers is the form approved by Tarion with necessary blanks completed. The form must not be changed as to format or otherwise altered. For example, Tarion’s logo must not be removed and supplementary provisions not contemplated by the approved form must not be added.