

## TARION ANNUAL REGULATORY PLAN – 2024

*The following is a brief summary of policy initiatives Tarion plans to pursue in 2024 that may lead to regulatory changes. More details as they become available will be posted at [tarion.com](http://tarion.com) as will information on how submissions on these issues may be made to Tarion.*

Proposed Initiative	Rationale / Need for Change	Possible Regulatory Change
<b>Customer Service Standard</b>	<p>In 2023 regulations were enacted to introduce a new Customer Service Standard (CSS); specifically, rules to improve homeowners’ ability to seek assistance from Tarion they have a warranty dispute with their builder. Tarion’s CSS is the key process for how claims are handled. The CSS includes the steps a homeowner must take to submit a claim and the timelines for submitting the claim, builder’s opportunity to resolve claims as well as Tarion’s role in conciliating differences of opinion. These changes come into effect on May 1, 2024. Tarion is rolling out communications to both homeowners and builders to facilitate the introduction of the new rules.</p>	<ul style="list-style-type: none"> <li>• Regulatory Changes have already been enacted</li> </ul>
<b>Consumer protection measures under consideration</b>	<p>Tarion will be consulting on possible measures to:</p> <ul style="list-style-type: none"> <li>➤ reduce instances where new homes are sold without the necessary approvals from Tarion; and</li> <li>➤ provide added protection to new homebuyers for deposits paid in connection with a new home purchase.</li> </ul>	<ul style="list-style-type: none"> <li>• Regulatory changes will depend upon the changes recommended</li> </ul>