

ADVISORY FROM TARION TO HOMEOWNERS AND BUILDERS ON COVID-19 PANDEMIC FOR THE PERIOD OF MARCH 13 TO APRIL 13

The health and safety of our people, homeowners, builders, and others is a top priority for Tarion. At the present time, health authorities are encouraging individuals and businesses to take measures to reduce interactions to help slow the spread of the coronavirus/COVID 19. In light of the extraordinary circumstances presented by this pandemic and in support of the public health directive, we are setting out the following advisory:

Access to Homes

- Reluctance to open your home for trades and builders will not be viewed by Tarion as denied access during this period. When it comes to after-sales service in a home, we do not expect any homeowner to open their homes to trades or suppliers against their wishes. Similarly, builders and their trades and suppliers who do not wish to enter a home are not expected to do so.

Builder Repair Periods

- Given the present extraordinary circumstances, all repair timelines will be suspended until April 13, 2020. For example, if today, March 13th, is day 65 of a repair period, then day 66 would be on April 14th.
- We are monitoring the current situation and will review this timeline and advise of any extensions to the suspension prior to April 13, 2020.
- This does not apply to emergencies or health and safety issues.

Conciliations

- Conciliations, inspections, common element meetings and other possible in-person interactions booked over the next month will be postponed and rescheduled to the earliest available date (after April 13, 2020). This will be continually re-evaluated, and further advisories will be forthcoming.

Emergencies and Health and Safety Issues

- Homeowners can still contact their builder and Tarion regarding any concerns with health and safety issues or other emergency concerns. Builders are advised to continue to follow the emergency processes outlined in Builder Bulletin 42 and Builder Bulletin 49.

Construction Schedules and Delayed Closing

- There will be further information coming regarding possible impacts on construction schedules for new homes.

Other Concerns or Questions

- If you have any concerns or questions, contact Tarion's Customer Service team at 1-877-982-7466 or email customer.service@tarion.com

We are continuously monitoring information from official health authorities and planning and adjusting for business continuity in an evolving environment.