

## ON PURCHASING NEW HOME!

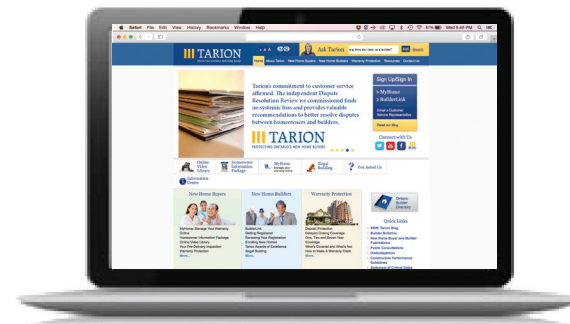
Almost every new home and condominium in Ontario comes with warranty coverage for seven years. This warranty is provided by your builder and backed by Tarion. The warranty includes deposit and delayed closing protection, as well as three separate warranties covering almost everything inside and outside your home. This first inspection may have implications on your warranty later on, so it's crucial to pay close attention.

### ABOUT TARION

Tarion is a private, not-for-profit corporation that protects the rights of new home buyers and regulates new home builders. Tarion administers the *Ontario New Home Warranties Plan Act*, which outlines the warranty protection that Ontario's new home buyers are entitled to. Tarion also assists in resolving warranty claims to ensure builders honour their statutory warranty obligations.

### CONTACT INFORMATION

**Toll-Free Telephone:**  
1-877-9TARION | (1-877-982-7466)  
WWW.TARION.COM



**TARION**  
PROTECTING ONTARIO'S NEW HOME BUYERS

**TORONTO**  
5160 Yonge St  
12<sup>TH</sup> Floor  
TORONTO, ON  
M2N 6L9

**OTTAWA**  
1580 Merivale Rd  
Suite 508  
OTTAWA, ON  
K2G 4B5

**LONDON**  
395 Wellington Rd  
Suite 214A  
LONDON, ON  
N6C 5Z6



## CONGRATULATIONS A BRAND

With your date of possession around the corner, there's one major task left before you get the keys, and that's the Pre-Delivery Inspection (PDI) with your builder.

This guide has been created to help you understand the PDI process and your responsibilities as a new home owner.

## GETTING READY FOR THE PRE-DELIVERY INSPECTION

A NEW HOMEOWNER'S GUIDE



## ||| GETTING STARTED THE PRE-DELIVERY INSPECTION

All builders are required to do a thorough, floor-by-floor walk through with you before they hand over the keys. It's called a Pre-Delivery Inspection or PDI, and it takes place when your new home is ready for occupancy. It is the first opportunity to view your completed home and assess its condition before you actually take possession.

During the PDI, you have the opportunity to examine the interior and exterior of the home with your builder or your builder's representative. The objective of this inspection is to record all items that are incomplete, damaged, missing, inaccessible or not operating properly.

It is the builder's responsibility to explain how the various systems in your home work – including the heating, electrical, plumbing and air conditioning. It is very important that you understand how to operate your home's systems because not using them properly could affect your warranty coverage.

Due to the importance of the PDI, we suggest that you choose a different time to show your new home to family and friends. Your focus during the inspection should be on observing the home itself and listening to the instructions provided by your builder.

## ||| USING A DESIGNATE AT THE PDI

You can have someone accompany you to the PDI or you can send a designate to attend on your behalf. There is no restriction as to whom you may choose to be your designate. However, if you intend to send a designate, your builder may require you to notify him/her in advance.



## ||| WHAT SHOULD I LOOK FOR DURING THE PDI?

During the PDI, you should identify any damaged, incomplete, or missing items, as well as anything that is not operating properly or cannot be assessed because it is obscured from view or inaccessible. All such items should be included on the PDI Form.

Be sure to examine both the interior and exterior of the home. While inside, look for things like chips or cracks in tiles, or scratches on countertops or mirrors, damage to floors or walls, and doors and windows that are not secure or do not open and close. When you go outside, check items like the quality of brickwork and siding, whether window screens have been installed, and the appearance of the driveway and landscaping.

Sometimes, due to weather or other factors, you may not be able to inspect a certain item. If you are unable to assess something at the time, simply make note of it on the form. Feel free to take pictures of any damaged or incomplete items. If necessary, those photos can be submitted to Tarion at a later date.

You should also note on the PDI Form any unauthorized "substitutions" of items listed in your purchase agreement. You may want to bring a copy of your purchase agreement for reference.

Your builder should note everything down on the PDI Form. Review it carefully, make sure it's complete and keep a copy. This form will become the official record of the condition of your new home before you moved in. Tarion may refer to your PDI Form if there is disagreement over whether any damage occurred before or after you took possession.

## ||| THE PDI FOR COMMON ELEMENTS (APPLIES TO CONDOMINIUMS ONLY)

Condominium Common Elements are not included in the PDI of your unit. The condominium Board of Directors may complete a separate PDI with the builder for all of the common elements. If you see any damage or defects in the common elements, you should notify the Board of Directors so that they can decide whether to record them in a common elements PDI or to take action under the common elements warranty.

## ||| WHAT ARE SUBSTITUTIONS?

If your purchase agreement gave you the right to select certain items of construction or finishing, such as colours and styles, these usually cannot be substituted without your written consent. In addition, if your purchase agreement states that your new home will include particular items (such as a certain model of appliance, or a specific brand of window) but does not give you the right to make a selection, then such items can only be substituted with items of equal or greater quality.

If you think that an unauthorized substitution has occurred, it should be noted in the PDI Form. If you are unsure about your rights regarding unauthorized substitutions, you may wish to seek the advice of a lawyer.



## ||| IMPORTANT

The PDI Form is NOT the same as a Statutory Warranty Form. It is a formal record of your new home's condition before you moved in and it will be used by Tarion as a reference for assessing all future statutory warranty claims. You must use a Statutory Warranty Form to initiate the statutory warranty process. If you find that any of the items listed on the PDI Form have not been repaired or otherwise resolved, you should list them on the 30-Day Form, which is your first opportunity to file a warranty form after taking possession of your home.

You can also call Tarion at **1-877-9TARION** (1-877-982-7466) or visit our website at **WWW.TARION.COM** if you have any questions about warranty coverage or about how to submit a request for warranty service.



**ONCE THE  
PDI FORM  
HAS BEEN  
COMPLETED  
AND SIGNED,  
YOUR BUILDER  
WILL GIVE YOU  
A COPY FOR  
YOUR RECORDS.**

## ||| THE PDI FORM AND CERTIFICATE OF COMPLETION AND POSSESSION

During the PDI, your builder will provide a PDI Form that is used to record any items that need attention. The PDI Form serves as the official record of the condition of your home before you move in. After all the items are recorded on the PDI Form, you or your designate shall review and sign it to confirm that the listed items are complete and accurate.

You will also be asked to review a Certificate of Completion and Possession (CCP). This document states your home's enrolment number with Tarion and the date of possession, which is also the start date of your statutory warranty. Your builder will give you copies of the completed PDI Form and CCP for your records and forward copies to Tarion.