Tips to Avoid the
TOP 10 CLAIMS

IMPROVING CUSTOMER SERVICE
For 40 years, Tarion has provided new home warranty protection to almost two million Ontario homes.

About Tarion
With more than 230 employees, Tarion works hard every day to serve the public interest by, first and foremost, protecting consumers and their new home purchases. We investigate homeowner warranty claims; resolve warranty disputes between homeowners and builders; provide deposit and delayed closing protection for new home buyers; and prosecute illegal builders. We regulate new home builders and ensure they meet a province-wide standard of technical competence and financial capacity. We also manage the Guarantee Fund, an important financial reserve designed to help shield Ontario consumers from possible catastrophic building events. All of this enhances fairness and confidence in Ontario’s new home building industry.
Tips to Avoid the Top 10 Claims

CLAIM 1  PAINT

- Poor coverage
- Streaks & brush marks
- Poor quality paint
- Poor workmanship
- Drips and splatters

**TIPS:**

- Reference CPG¹ Article 9.9, which defines a “properly painted surface.”
- Use quality trades and quality paints.
- Clearly state the number of paint coats homeowners will receive and whether or not that includes a primer coat.
- Provide adequate lighting throughout the home during the finishing process.

**DO NOT:**

- Use paint to mask poor workmanship.
- Ignore spills/splatter on other finished surfaces.

¹ Construction Performance Guidelines (CPG)
TIPS:

✓ Reference CPG¹ Article 10.1, which discusses warped doors.
✓ Apply proper finish coat to seal doors and prevent warping.
✓ Be aware of the required gap between doors and the finished floor.
✓ Deliver doors to site only when ready to install.
✓ Allow doors to become fully acclimated before fitting and hanging.
✓ Repair or replace doors that have been dented or scratched, before the PDI.

DO NOT:

✗ Install visibly damaged or warped doors.
✗ Store doors in direct sunlight or in extreme heat, cold or humidity.
✗ Lean doors vertically against a wall or other structure, when storing them – stack them flat on the floor.

¹ Construction Performance Guidelines (CPG)
TIPS:

✔ Check that humidity and moisture levels are correct prior to installation.

✔ Follow manufacturers’ recommendations for sub-floor preparation.

✔ Once flooring installed, monitor and maintain correct humidity levels prior to occupancy and note moisture levels at the PDI.

✔ Educate homeowners on proper floor maintenance and maintaining humidity levels throughout the home.

✔ Protect the floors if other trades are still working in the home.

DO NOT:

❌ Install warped, damaged, or chipped flooring.

❌ Allow humidity levels to get out of control after hardwood is installed – you are responsible up to the time of occupancy.
TIPS:

☑ Reference CPG Article 9.6, which deals with drywall surface blemishes.
☑ Mark framing locations to ensure secure attachment.
☑ Avoid tapered edges on outside corners.
☑ Make sure the fit is tight to the framing.
☑ Minimize joints.
☑ Talk to homeowners about nail pops – a few are normal.

DO NOT:

☒ Leave edges unsupported.
☒ Guess framing locations.
☒ Force drywall over outlet boxes.
☒ Create joints at corners of door and window openings.
TIPS:

- Reference CPG Articles 10.12 and 10.14, which deal with stair squeaks and railing rigidity.
- Check floors, top and bottom, to determine finish floor thickness.
- Make sure components are constructed according to the OBC.

DO NOT:

- Promise that stair finish will be “exactly” the same as the surrounding hardwood flooring.
- Finish stairs too early in the construction process – avoid trade damage.
TIPS:
✔ Pay attention to flashing details.
✔ Use quality caulking.
✔ Monitor and maintain proper humidity levels in the home during the finishing stage.
✔ Educate homeowners about the importance of maintaining proper humidity levels.
✔ Demonstrate any installed equipment that helps maintain proper humidity levels.

DO NOT:
✗ Wash the basement floor – it is better to simply sweep up any dust or debris.
✗ Let known leaks go unresolved.
TIPS:
- Keep records of concrete composition and strength during construction.
- Use proper finishes and tools – broom finish if possible on porches and garage aprons.
- Protect the concrete from damage.
- Saw cut floor to control cracking.
- Educate homeowners on the use of de-icers.

DO NOT:
- Add water onsite.
- Use steel trowels on exterior concrete.
- Over trowel.
- Automatically blame de-icers when deterioration is reported.
TIPS:
- Mark stud locations to ensure secure attachment.
- Miter all joints.
- Properly set and fill nail heads.
- Replace split trim.

DO NOT:
- Use flush edges, if possible.
- Install damaged material.
CABINETS & VANITIES

CABINETS & VANITIES

TIPS:

- Reference CPG Articles 11.1 to 11.5, which discuss the fit, finish, operation and alignment of cabinetry.
- Take the time to install cabinets properly.
- Make sure doors are even, properly aligned, and stay closed.
- Make installations look like the samples provided in the décor center.

DO NOT:

- Install warped doors or drawer fronts.
- Ignore damaged doors or drawers, including doors/drawers that do not open or close properly.

Misaligned cabinets
Incomplete cabinetry
Damaged cabinetry
Questions? Ask Us!
For more customer service tips, specific inquiries related to your warranty obligations, or to schedule an educational seminar, please contact:

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