



Tom Rakocevic
MPP / Député, Humber River—Black Creek

Queen's Park
Room / Bureau 330
Main Legislative Building /
Édifice de l'Assemblée législative
Queen's Park • Toronto, ON M7A 1A8
☎ 416-326-7585 📠 416-326-7634
✉ TRakocevic-QP@ndp.on.ca

Community Office
Bureau du circonscription
Unit 38, 2300 Finch Ave. W.
North York, ON M9M 2Y3
☎ 416-743-7272
📠 416-743-3292
✉ TRakocevic-CO@ndp.on.ca

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Wendy Moir, Chief Executive Officer and Registrar
Home Construction Regulatory Authority
40 Sheppard Ave. W, Suite 400
Toronto, ON M2N 6K9

Re: Protecting new home buyers

In addressing the housing crisis, Ontario must not compromise the quality of homes being built, nor the protections provided to consumers who are often making the largest purchase of their life. Knowledge is power and Ontarians deserve a reliable and accurate builder directory they can rely on to make the best decision possible when it comes to selecting a home builder/vendor.

Unfortunately, there continue to be several instances where consumers find out about a cancelled project or defective home from the mainstream media and yet, the Ontario Builder Directory does not reflect the reality. The 2016 Review of the Ontario New Home Warranties Plan Act and the Tarion Warranty Corporation Report submitted by Justice Cunningham to the Ontario Government said: “Regarding claims related data, it would be helpful to list information by type of defect (1, 2, or 7 year claim) at minimum, with water penetration defects separately reported”, yet, this information does not appear.

What proactive measures is the Home Construction Regulatory Authority taking to ensure that the builder directory is an accurate representation of builder/vendor’s record?

My office continues to hear of instances of intimidation, coercion and obstruction by builders/vendors and the rising use of non-disclosure agreements. As you are aware, these acts are prohibited under the New Home Construction Licensing Act and its regulations including the Code of Ethics.

How many proactive investigations has the HCRA conducted since opening its doors when it is made aware of a potential violation though the media or online review?

I look forward to hearing from you and working with you to improve consumer protection for new home buyers.

Sincerely,

Tom Rakocevic
Member of Provincial Parliament
Humber River-Black Creek

cc: Minister McCarthy
Ministry of Public and Business Service Delivery and Procurement