



Important Opportunity in the first 30 days of possession of your home

Your first opportunity to report warranty items to Tarion occurs during the first 30 days of possession of your new home. To take advantage of this opportunity, use the 30-Day Form enclosed in your *Homeowner Information Package* and be sure to submit the 30-Day Form to Tarion on time.

What is the purpose of the 30-Day Form?

The 30-Day Form is used to report “warranty items” - items that are part of your home and are covered by warranty under the *Ontario New Home Warranties Plan Act* (“statutory warranty”) – to Tarion, during the first 30 days of possession of your new home. Using the 30-Day Form is the only way that you may report warranty items to Tarion during this time period.

You should also send a copy of the 30-Day Form to your builder so they understand which items are outstanding.

Condominium owners should use the 30-Day Form to report items in their units only. Damage or defects in the condominium’s common elements should be reported in writing to the condominium corporation’s Board of Directors.

To report a Delayed Closing or Delayed Occupancy, please obtain the correct form package by contacting us at 1-877-9TARION.

When does the 30-Day Form have to be submitted?

The 30-Day Form must be submitted within the first 30 days of possession of your new home. If you don’t submit a 30-Day Form on time, you will have to wait until the last 30 days of the first year of possession of your home to make a warranty service request to Tarion. Forms submitted late will not be accepted. We recommend that you fill out and submit the 30-Day Form on or about the 25th day after your date of possession. Please refer to page 5 of your *Homeowner Information Package* for details about submitting this Form.

How will I know if Tarion receives my 30-Day Form on time?

Tarion will send you a written notice confirming whether your Form was submitted on time, and providing you with the specific timeline(s) in which your builder must repair or otherwise correct the warranty items on your Form. Also, if you submit your Form by fax, we will immediately confirm receipt by return fax, at the fax number you used to submit your Form.

What should I do if I forget to include something on the 30-Day Form or discover a new item after I submit it?

You may only submit one 30-Day Form, so be sure it is complete. Tarion will only accept and act on your first 30-Day Form properly submitted on time.

If you forget to report something on your 30-Day Form or if new items emerge after you have submitted a 30-Day Form, you should work directly with your builder to have those items resolved. Any outstanding items can be reported to Tarion during the last 30 days of the first year of possession of your home, using the Year-End Form. It is not unusual for new items to emerge over time, as it can take several months for the natural materials in your home to dry and settle.

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May I attach other documentation to my 30-Day Form or refer to other documents?

No. You must specifically list all the outstanding items on the 30-Day Form. Reference to the Pre-Delivery Inspection Form or to other documentation will not be accepted. If you require additional space, make copies of the Outstanding Items page, number those pages and attach them.

If I submit a 30-Day Form to Tarion, should I still work with my builder?

Yes! You should always work directly with your builder to have the warranty items on your Form, or any other items, repaired or otherwise corrected. Be sure to send your builder a copy of your completed 30-Day Form. And be sure to allow the builder's representatives and subcontractors access to your home during regular business hours, at a mutually acceptable time arranged in advance, so the necessary work can be completed. Failure to do so will jeopardize your statutory warranty rights.

What is the "Date of Possession"?

The Date of Possession is the date on which you have the right to occupy your home, as specified on the Certificate of Completion and Possession provided to you by your builder. For freehold homes, the Date of Possession can be verified by checking it on your Transfer Deed of Land or your Statement of Adjustments. For condominium units, the Date of Possession can be verified by checking it on your Interim Occupancy Agreement.

What is the "Vendor/Builder #"? What is the "Enrolment #"? Where can I find them?

The Vendor/Builder # is the number Tarion uses to identify your vendor or builder in our computer systems and the Enrolment # is the number Tarion uses to identify your home in our computer systems. You can find these numbers on your Certificate of Completion and Possession.

How do I know which items are covered by the statutory warranty?

For information about items covered under the statutory warranty, please refer to the *Homeowner Information Package* and visit our website at www.tarion.com to consult the *Construction Performance Guidelines*. The *Guidelines* describe many of the most commonly reported warranty service requests and indicate which are covered by the statutory warranty.

If I have other questions about the 30-Day Form, where can I get answers?

For additional information about new home warranty protection or about the 30-Day Form specifically, visit our web site at www.tarion.com or call us at 1-877-9TARION (1-877-982-7466).

When completing a 30-Day Form, remember to:

1. Complete all sections of the Form.
2. Sign the Form.
3. Number the pages in the bottom right corner of the Form.

Once a 30-Day Form is completed, remember to:

1. Submit the completed Form to Tarion.
2. Send a copy of the completed Form to your Builder.
3. Keep a copy of the completed Form for your files.

TO MAKE A WARRANTY SERVICE REQUEST TO TARION, COMPLETE AND SUBMIT THIS FORM BEFORE THE END OF THE FIRST 30 DAYS OF POSSESSION OF YOUR HOME.

YOU MAY SUBMIT ONLY ONE 30-DAY FORM.

Submit this Form to the Tarion Customer Centre, located at 5150 Yonge Street, Concourse Level, Toronto, Ontario M2N 6L8, in person, by mail or courier, or by fax to 1-877-664-9710. See page 5 of your *Homeowner Information Package* for details about submitting this Form. Send a copy of the completed Form to your Builder and keep a copy for yourself. If you have questions about this Form, please refer to the accompanying 30-Day Form Information sheet. Please print all information.

Home Identification Information (Refer to your Certificate of Completion and Possession to complete this box.)

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Date of Possession (YYYY/MM/DD)	Vendor/Builder #	Enrolment #
Civic Address (address of your home under warranty):		
Street Number	Street Name	Condo Suite # (if applicable)
City/Town	Postal Code	Lot #
Contact Information of Homeowner(s):		Project/Subdivision Name
Homeowner's Name	Homeowner's Name (if applicable)	
() -	() -	
Daytime Phone Number	Daytime Phone Number	
() -	() -	
Evening Phone Number	Evening Phone Number	
() -	() -	
Fax Number	Fax Number	
Email Address	Email Address	
<input type="checkbox"/> Check this box if you are not the original registered homeowner.	<input type="checkbox"/> Check this box if you are not the original registered homeowner.	

Mailing Address for Correspondence to Homeowner (if different from Civic Address above)

Street Number	Street Name	Condo Suite # (if applicable)
City/Town	Province	Postal Code

