



# 2017 ANNUAL REPORT

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# OMBUDSPERSON'S MESSAGE

2017 was truly an exciting year to be working with Tarion. With the tabling of the *Strengthening Protection for Ontario Consumers Act, 2017*, preparation began for Tarion to support the Ontario government's plan to establish two new organizations: one to administer the new home warranty program and the other to regulate new home builders and vendors. In addition to establishing the two Designated Administrative Authorities, the new Act enshrines the Office of the New Home Buyer Ombudsperson in the legislation, making it a statutory office and ensuring that it will continue to be part of the protection that new homeowners are entitled to in Ontario. The Act has now received Royal Assent and we look forward to working with Tarion over the next two years as regulations are put in place to make the Act a reality.

2017 was also a year of staffing changes for the Office of the New Home Buyer Ombudsperson. In February, we welcomed Danielle Nairn as the new Early Resolution Officer. Then in October, Ian Darling, who had been the New Homebuyer Ombudsperson since the inception of the office, accepted a position as the Chair of the new Condominium Authority Tribunal. His time at Tarion was one of great impact: he is responsible for the Office's strong Terms of Reference and for the development of its robust policies and procedures. It is due to Ian's leadership and integrity that the Office of the New Home Buyer Ombudsperson has the respect of Tarion, the public and the Ombuds community. We will miss him and we wish him well in his new position.

On October 1, 2017, I had the honor to assume the role of New Home Buyer Ombudsperson. Having been with the Office as Advisor for more than two years, this transition was achieved with a minimum of disruption. After taking some time to settle in, I brought Rachel Schmidt on board as the new Advisor. Rachel brings a wealth of conflict resolution experience with her into the role. With the Office now up to full strength, I look forward to a productive year in 2018.

I invite you to review this report which provides an update on the activities of the Office in 2017 as well as a summary of cases and recommendations.

Jill Moriarty  
Ombudsperson

# HOW THE OMBUDSPERSON OFFICE WORKS

The Office of the New Home Buyer Ombudsperson was established by Tarion in 2009 with the intent to be an independent office. The Office reports directly to the Tarion Board of Directors, and its independence is protected by the Terms of Reference for the Office. Our mandate is to protect and promote fairness within Tarion and to ensure that Tarion deals fairly with homeowners. We receive, review, investigate and seek to resolve complaints from homeowners regarding their interactions with Tarion. We do not take sides in a complaint, but work to secure fair outcomes. In addition, we provide information to assist homeowners in navigating the Tarion claims process.

## How we resolve complaints

The Ombudsperson reviews complaints from homeowners. Doing so requires that we interact not only with the homeowner, but with the various departments at Tarion as well. When doing so, we pledge to treat all who deal with our office with dignity and respect. We treat people fairly by:

- Listening to all sides of the story;
- Ensuring we understand the perspectives of the people we serve;
- Considering all the evidence available; and,
- Giving reasons for our decisions.

When the Ombudsperson Office receives a complaint, we seek to understand the concerns and obtain permission to review the file. We then assess the complaint to see what efforts have been made to resolve the problem, and we provide advice and guidance to assist homeowners in resolving their concerns. If the homeowner has not yet spoken to Tarion about their complaint, we will discuss their concerns and provide advice, or refer complainants to the appropriate person within Tarion. If the complaint is outside the jurisdiction of the Office, we will provide information and referrals to assist in resolving the concerns.

In cases where Tarion has already attempted to resolve an issue, the Ombudsperson Office will review the file to determine if the homeowner has been treated fairly. The Office will look for opportunities to resolve the case quickly and informally through a variety of conflict resolution tech-

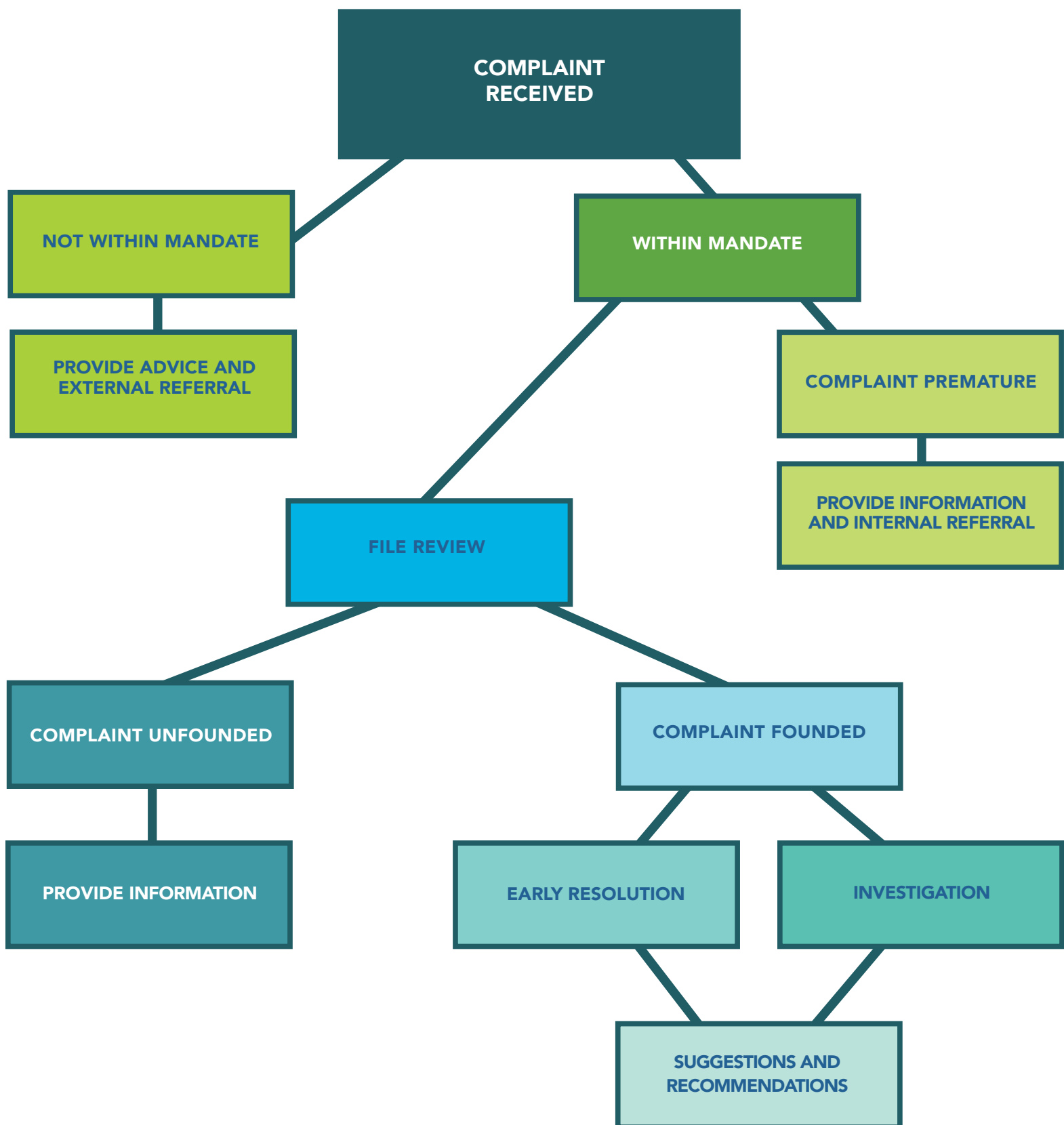
niques. In some cases, the Ombudsperson may investigate the complaint and issue a recommendation that ensures a fair resolution.

The Office strives to be responsive and timely in its work, establishing service benchmarks to help achieve this goal. We aim to respond to homeowner inquiries within 1 business day. We strive to complete initial case reviews within five working days of when we receive the homeowner's permission to access the case file. Early resolution and investigation can take longer to complete, depending on the circumstances. We strive to complete early resolution within two weeks of receipt of the complaint. Investigations can take up to 90 days, during which time the Office makes it a priority to keep complainants apprised of the status of their complaints.

There are limits to the mandate of the Ombudsperson Office. We do not deal with complaints outside the warranty program, concerns about employee impropriety, or privacy concerns. For more information on the mandate for the Ombudsperson, please refer to the "About" section of our website at [ombudsperson.tarion.com](http://ombudsperson.tarion.com).

When the Ombudsperson finds that a complaint has been substantiated, the Office works with Tarion to determine a fair resolution. In some cases, we make a recommendation about the dispute. We then monitor the response and implementation of any changes from the recommendation.

# OUR PROCESS



# STATISTICS

## Jurisdiction

The Ombudsperson Office received 428 complaints and inquiries in 2017. This is an increase from 2016. Of the 428 contacts, 392 fell within the jurisdiction of the Office. Many of the non-mandate complaints were related to Tarion, but were excluded from our mandate for a variety of reasons. Complaints from builders or complaints about municipal issues are examples of non-mandate complaints.

**TABLE 1 Jurisdiction**

Jurisdiction	2017	2016	2015	2014
YES	392	338	253	220
NO	36	34	17	26
TOTAL	428	372	270	246

## Type of Contact

When the Ombudsperson Office receives a request for information inquiry or complaint, we assess the concern and track the issue(s) presented. Information and inquiries tend to be resolved quickly through the Ombudsperson intake process by providing advice, information and referral.

**TABLE 2 Type of Contact**

TYPE OF CONTACT	2017	2016	2015	2014
INFORMATION	73	59	30	58
INQUIRY	26	53	56	41
COMPLAINT	329	260	184	147
TOTAL	428	372	270	246

## Type of Complaint

Complaints about Tarion processes and builder services continue to be the most common types of complaints. “Builder services” refers to complaints about the service provided by builders to homeowners. These complaints are not about Tarion but are important to track because part of Tarion’s role is ensuring builders meet their obligations under the warranty and educating them regarding effective service.

These complaints tend to be resolved on first contact with the Ombudsperson office. In many of these cases, the Office helps by assisting complainants to understand the warranty process and by making referrals to appropriate Tarion staff. These cases tend to have fewer interactions and are closed with one or two contacts, demonstrating the importance of the informal role the Office plays in preventing problems from escalating.

Complaints related to fairness issues remain the most complex, and take the longest to resolve. Fairness complaints frequently stem from how Tarion conducts the warranty process. We consider the basis of a complaint to be a fairness issue in cases where it includes (but is not limited to) aspects of procedural fairness, the substance of decision-making, or where interpersonal issues undermine fairness.

### TABLE 3 Type of Complaint

Complaint Issue	2017	2016	2015	2014
Tarion Process	196	170	161	93
Tarion Policy	20	29	25	43
Builder Services	160	118	38	48
Non-mandate	36	34	20	25
Fairness Issue	16	18	26	36
Unknown/Unable to Determine	0	3	0	1
Total	428	372	270	246

## Action Taken

Action refers to how the Ombudsperson deals with the complaint. Table 4 shows the important role the Ombudsperson Office plays in informally resolving complaints. It demonstrates how the Ombudsperson works to resolve concerns informally by providing information, referral and advice. The Ombudsperson is designed to be an office of last resort. This means that complainants need to address their concerns to the relevant Tarion department before we will investigate a complaint. Most cases that require advice and referral are premature, because the complainant has not addressed their concerns to the appropriate Tarion department. In these cases, we provide information about the warranty process and advise homeowners about how to effectively complain to Tarion. It is our experience that in most of these cases, homeowners can resolve their complaints and inquiries with only one contact with the Ombudsperson Office.

Intervention refers to cases where the Office attempts to resolve complaints using a variety of conflict resolution techniques and strategies. Investigation refers to formal investigations which result in findings and recommendations. We continue to focus our interventions toward early resolution. We have found it more effective to focus on conflict mitigation through early resolution than investigating what went wrong after the fact.

Investigation remains an important function of the Ombudsperson Office and is used when problems cannot be resolved informally, where there are disputes over the facts of the case or where the problem may have systemic implications. The number of cases where a formal investigation is required remain low because we can resolve most complaints informally, and are able to make case-specific recommendations following informal interventions.

### TABLE 4 Action

Action	2017	2016	2015	2014
Provide Referral	156	107	76	51
Provide Information	122	80	57	83
Provide Advice	18	42	24	17
Intervention	85	97	76	60
No Action by Ombudsperson/ Withdrawn	44	43	34	31
Investigation	0	3	3	4
Cases Pending	3	0	0	2
Total	428	372	270	246



## Resolution of Complaints

Table 5 shows how the complaints and inquiries were resolved, and how this corresponds to the phases of the Ombudsperson complaint process: intake, early resolution and investigation. Cases that were closed during the intake phase were inquiries and requests for information where the issue was premature or fell outside the mandate of the Office. Issues are determined to be premature when complainants have not yet attempted to resolve their complaints with the relevant Tarion department. In these cases, we provide information and referrals to appropriate resources. Early resolution involves advice and intervention by the Ombudsperson Office. Early resolution can take one of several forms.

The Ombudsperson Office may:

- provide advice to complainants about how to resolve their concerns;
- attempt to resolve complaints through conflict resolution and negotiation; and,
- conduct reviews to establish if a complaint is founded. In this circumstance, the Office may make recommendations for resolution.

Investigation refers to a full and formal review of the file, interviews with relevant parties and conclusions based on the available evidence. Investigations may result in formal recommendations. The Ombudsperson Office also has the authority to start “own motion investigations.” In these cases, the Ombudsperson can choose to investigate an issue without an individual complainant.

### TABLE 5 Resolution

Phase of Ombudsperson Process	Resolution	2017	2016	2015	2014
Intake	Referral – Premature	139	88	62	41
	Abandoned by Complainant	33	35	13	20
	Referral/Information - Complaint out of Jurisdiction	28	28	17	18
	Information – Premature	93	63	44	52
	Referral/Information Complaint Unfounded	16	8	10	23
	Ombudsperson Office Withdrew	9	7	21	11
	Under Appeal	0	0	0	0
	In Litigation	1	1	0	0
Early Resolution	Advice to Complainant	18	42	24	11
	Review – Unfounded	11	14	15	23
	Facilitated Solution	30	35	21	11
	Review and Recommendation	4	3	8	12
	Early Resolution	43	41	32	19
	Compromised Solution	0	2	0	2
Investigation	Investigation – Unfounded	0	0	0	1
	Investigation and Recommendation	0	0	3	3
Pending	Cases with Outcome Pending	3	5	0	0
Total		428	372	270	246

# CASE STUDIES

The following section includes case studies based on actual case files from the Ombudsperson Office. These case studies demonstrate how the Ombudsperson works and provide an opportunity to learn from complaints. Some of the details in these case studies have been changed to protect the confidentiality of the people involved.

## CASE STUDY #1 **Courtesy or Warranty?**

Mr. P reached out to the Ombudsperson Office with complaints about his Warranty Assessment Report and the Warranty Services Representative who conducted the inspection.

Mr. P stated that there were items which the builder had determined to be faulty and which he had agreed to repair. However, at the inspection, these items were assessed to be not warranted. Mr. P. believed that this demonstrated incompetence on the part of the Warranty Services Representative.

The Ombudsperson Office reviewed the file and determined that the Warranty Services Representative had inspected all items using the existing standards of Tarion's Construction Performance Guidelines and the Ontario Building Code. The assessment process was found to be fair.

The Office advised Mr. P that the job of the Warranty Service Representative is to determine whether items listed on the statutory form are covered under the warranty, as outlined in the *Ontario New Home Warranties Plan Act*. The builder may be willing to repair items that are determined to be not warranted as a goodwill gesture to customers. This happens frequently and is separate from Tarion's assessment of warrantability. The fact that the builder is willing to repair a non-warranted item does not mean that the Warranty Services Representative has made an error or displayed poor judgment in the assessment.



## CASE STUDY #2 **Waiting for an Urgent Inspection**

Mr. B called Tarion's Customer Service line about heavy water penetration from the roof that was damaging the ceiling of his 3-yr-old home. He had already submitted a Major Structural Defect form, but was concerned because the water was leaking through the ceiling light fixture, which Mr. B believed to be a safety issue that needed to be addressed immediately. He had an independent contractor willing to repair the roof right away and he wanted to know whether he could have the repairs done immediately and invoice Tarion after the fact.

Customer service had spoken to Mr. B and put him through to the Technical Desk in order to determine whether the situation was an emergency. He reached the Technical Desk representative the following day, only to be told that the water penetration was a two-year issue and would not be covered under the remaining warranty. When Mr. B requested this response in writing, he was told that this would not be possible. In frustration, he contacted the Ombudsperson Office to request help.

Our Office reviewed the file and as a result the file was escalated to the Manager of the Technical Desk and the Director of Customer Service. This led to an Investigative Inspection being booked the same day. This allowed Tarion to review the situation immediately to determine whether it would be covered under the warranty and to issue a written decision if it were not covered. Mr. B could then use the written decision in discussions with his insurance company or to appeal the assessment to the License Appeal Tribunal.

## CASE STUDY #3 Phone Tag Fairness

Ms. K contacted the Ombudsperson to indicate she was worried that her request for a conciliation inspection had not been received by Tarion. Ms. K was aware of her responsibilities to request the inspection within a set timeframe and knew that failure to do so could result in her losing the opportunity to have her 30-Day items assessed for warrantability.

Ms. K informed the Ombudsperson Office that she had called Tarion to schedule the inspection two weeks prior to the deadline. The call was not picked up and she left a voicemail message at that time, but did not receive a call back from Tarion. One day before the deadline to request the conciliation was reached, Ms. K again called Tarion to determine whether her voicemail had been received. She was informed that no inspection had been scheduled as yet, but that she could still request the inspection online or over the phone. She elected to do so over the phone and was transferred to the scheduling department at Tarion. Again, the call was not picked up and Ms. K left a voicemail.



When Ms. K contacted the Ombudsperson Office, the deadline to request the conciliation had passed and she still had not received confirmation from Tarion that her inspection had been booked.

The Office contacted the Customer Service Department on Ms. K's behalf and learned that Tarion did attempt to return her original message but that her request for a conciliation inspection had never been confirmed by Tarion. The Customer Service Department determined that, based on their records, it was clear that Ms. K had attempted to make the request within the given timelines. Therefore, they agreed to accept the request for inspection although the deadline had passed. The Ombudsperson Office stayed in contact with Ms. K and Customer Service until it was confirmed that the conciliation inspection had been scheduled.

## CASE STUDY #4 Keeping Second Owners in the Loop

Tarion's Homeowner Information Package is a "must read" for any owner of a new home and Tarion requires that builders provide the Homeowner Information Package to all those purchasing new homes. But what happens when a home under warranty changes owners?

Mr. D was a second owner of a home, purchased when it was 8 months old. When he tried to submit the statutory Year End Form Tarion rejected it because it was 15 days late. As the Homeowner Information Package and warranty start date had not been passed onto him by the previous owner, Mr. D was unaware of the precise timelines. Because of this, Mr. D's builder agreed to take care of his Year End issues, despite being past the submission date. Our Office provided him with information about the warranty process and made sure that he knew how to access information going forward.

As a result of this homeowner contacting the Ombudsperson Office, we were made aware of a gap in the information provided to 2nd homeowners. We spoke to Tarion and highlighted the importance of ensuring that 2nd and subsequent homeowners receive notification about their warranty timelines and the information that they need to protect their warranty rights. As a result, Tarion's procedures changed to be proactive in providing 2nd and subsequent owners with the Homeowners Information Package and information regarding their remaining timelines.

## CASE STUDY #5

### Contact Trouble

Ms. N's builder was not responding to her concerns about water penetration, so she attempted to contact Tarion's Customer Service Department for information on the warranty process. When Ms. N attempted to reach the Contact Centre, she found that she was unable to get through and ended up leaving voice messages. However, when Tarion employees returned her calls, they did not leave a name or extension number for call back. Instead, Ms. N found herself having to call the general phone line and to repeat her issues and concerns all over again each time she contacted Tarion.

The Ombudsperson Office discussed this issue with Tarion's Director of Customer Service. The Director informed the Ombudsperson that this approach is standard procedure because when calls come into the general phone line they are more likely to be picked up live than if they go to an individual staff number. However, because of the concern raised by Ms. N, the Director agreed that a change would be made to Tarion's call back process to ensure that Customer Service staff will leave an email address as well as the general phone number when returning a call. This way, customers like Ms. N can email details of their concerns and a specific staff person will be assigned to assist, cutting out the "telephone tag". This change allows for continuity in addressing issues and prevents the need for homeowners to start over with each interaction.



## CASE STUDY #6 Ankle Deep in Trouble

Mr. S was in the process of completing his One Year Form when he noticed water in his basement and a smell of sewage. He contacted the builder who suggested that Mr. S and his family not use water in the home or flush the toilet. The builder indicated that Mr. S's next course of action should be to include this water penetration issue on his Year End Form when it was time to submit it to Tarion. Mr. S contacted the Office of the Ombudsperson because he believed the situation required urgent attention and could not wait for the Year End. Mr. S had young children in the home and limitations to water usage and exposure to sewage could present a safety concern. The situation was in fact deteriorating and the water in the basement was now ankle deep. Mr. S requested the Ombudsperson Office's help to resolve the situation as quickly as possible.

The Ombudsperson Office reached out to Tarion's Technical Desk and asked about immediate action for Mr. S and his family. Within the hour, the Technical Desk had contacted the builder and requested a review of the repairs that same day.



# RECOMMENDATIONS

The mandate for the Ombudsperson Office includes resolving individual complaints and addressing systemic issues. An issue is considered systemic when many homeowners are affected by a Tarion process, and the concerns do not relate only to an individual situation.

The Ombudsperson Office can make recommendations related to individual cases. These include: suspending or postponing an action; reconsidering or changing a decision; and reducing delays. We can recommend that Tarion provide an apology or financial restitution. We make recommendations to improve communication, make changes to services or provide reasons for decisions in individual cases. Our systemic recommendations are to make changes to policies or general practice.

When we make recommendations, we work with Tarion to ensure there is understanding of the recommendation and specific agreement for implementing the recommendations. Following acceptance of the recommendation, the Office is in regular communication with Tarion regarding the implementation of recommendations. The Consumer Committee of the Board of Directors then monitors Management's response to the recommendations.

## Case Specific Recommendations

In 2017, The Ombudsperson Office issued 10 recommendations directed toward case specific remedies, and included recommendations to change policy or practice. Changes to policy and practice take longer to be implemented because the work required to satisfy the recommendation is more complex.

**TABLE #6 Status of 2017 Case Specific Recommendations**

	TOTAL	Implemented	Not Implemented
Actions & Decisions	2	2	0
Apology	1	1	0
Recommend change to Practice	5	3	2
Recommend change to Policy	2	2	0
<b>TOTAL</b>	<b>10</b>	<b>8</b>	<b>2</b>

# SYSTEMIC RECOMMENDATIONS

## Update on Recommendations in the 2016 Annual Report

The 2016 Annual Report contained three systemic recommendations, aimed at ensuring best practices are followed and improving the homeowner experience. The recommendations covered Fair Cash Settlements, Major Structural Defect Assessments and Effective Committee Operations. Tarion accepted the recommendations and developed an implementation plan. These commitments are outlined in the Management Response section of the 2016 annual report. I can report that Tarion is on time with respect to the commitments to implement the recommendations.

## 2017 Systemic Recommendations

### Recommendation 1: Accessibility

Tarion, under the Accessibility for Ontarians with Disabilities Act (AODA), is required to provide accessible customer service to the public. This means that Tarion must understand that customers with disabilities may have different needs and find the best way to help them access Tarion's services. Tarion has always met the requirements of the AODA by training all new staff on accessibility and by providing a process for customers to request accommodation during the warranty process. Once a disability is identified, Warranty Services works to ensure that the requested accommodation is provided.

However, as the result of a case in 2017, the office of the Ombudsperson became aware of areas where improvements could be made to ensure an improved Tarion experience for homeowners with disabilities. These changes involve several Tarion departments and both internal and external stakeholders.

While Tarion invites homeowners with disabilities to request accommodation(s), making the request may prove to be ineffective if homeowners are not provided with the options that are available. For instance, a homeowner with a hearing impairment may simply request interaction by email rather than over the phone. They may not realize that portions of the process could take place face-to-face and that they have the option to request a sign language interpreter.

In addition to its own compliance with AODA, Tarion has also worked to ensure that builders are aware of their AODA responsibilities. To this end, Tarion provided builder education around the AODA when it was first enacted and content on the AODA has been included in the builder education required for registration with Tarion. However, this AODA content currently deals specifically with the builder's role as an employer, not as a provider of customer service.

**To ensure that homeowners are provided with the best possible customer care, the Office of the Ombudsperson recommends:**

That Tarion provide homeowners with information on specific accommodations that are available and how these may assist them in various parts of the warranty process.

That Tarion provide all new builders with information on their responsibilities to meet the AODA Accessibility Standards for Customer Service

That Tarion provide existing builders with information reminding them of their responsibilities to meet the AODA Accessibility Standards for Customer Service.

## Recommendation 2: Builder Honesty and Integrity

The Ombudsperson Office sometimes receives complaints regarding the ethical conduct of builders. These complaints are outside the jurisdiction of the Office and they are forwarded to Tarion for investigation through the Honesty and Integrity process. We understand that because these investigations have the potential to affect the terms and conditions of a builder's registration, Tarion is restricted in the information it can provide about them. However, we find that a lack of information about this process leads to high frustration levels among homeowners who submit Honesty and Integrity complaints. These homeowners have already lost trust in their builders. Being unable to access information about the Honesty and Integrity process leads some to question the veracity of Tarion's investigation.

**To demonstrate transparency and build trust, we believe that Tarion should take the opportunity to provide as much information as it can about the process to homeowners. For this reason, the Ombudsperson recommends:**

That Tarion make detailed information about the Honesty and Integrity process accessible to homeowners on the website. This information should discuss the purpose, process and potential results of investigations.

That Tarion publish in their Annual Report not only statistics regarding the number of Honesty and Integrity files, but also aggregate data regarding the outcome of those files. In this way, the confidentiality of the process could be retained while at the same time verifying to homeowners that the complaints are acted on.



## CONCLUSION

The New Homebuyer Ombudsperson Office plays a vital role in ensuring that homeowners receive fair and equitable service from Tarion. We assist Tarion to reach its goal of providing the best possible customer service by drawing attention to areas where improvement is possible and desirable. I am proud of the work of the Office and of the difference we have made and continue to make for owners of newly built homes in Ontario.

Jill Moriarty  
January 2018

# MANAGEMENT RESPONSE

Part of the mandate of the Ombudsperson's Office is to identify complaint trends and systemic issues, and to recommend improvements. On behalf of the Board of Directors, Tarion's management team is pleased to respond to the 2017 Ombudsperson's Annual Report.

Management is committed to continuous improvement and understands that the recommendations of the Ombudsperson contribute to our continuous improvement. Accordingly, we will strive to ensure that the manner in which we respond to both (a) the Ombudsperson recommendations in the report (and going forward); and (b) the Ombudsperson's day to day recommendations, will create effective, reliable and replicable fixes. It is undertaking to "test" any proposed solution to an Ombudsperson recommendation for effectiveness, reliability and replicability in addition to responsiveness to the Ombudsperson's observations.



Howard Bogach, Tarion President & CEO

## Recommendation 1: Accessibility

Management will conduct an internal review of the current information available to the public on Tarion.com, and review any suggested changes with Legal and the Ombudsperson.

**Timing for the completion of the review and suggested changes to be made: March 31, 2018.**

Any confirmed changes or additions will be added to a highly visible area of Tarion.com.

**Timing for the changes or additions to the information on the website: June 30, 2018.**

Warranty Services will also work with Stakeholder Relations and Strategic Communications to review and consider the most efficient way to communicate relevant information about the AODA.

**Timing for the completion of the review: June 30, 2018.**

Tarion will develop and include training materials regarding the AODA into the Start Right program through Stakeholder Relations.

**Timing for the development and implementation of the training materials to be included in the program: December 31, 2018.**

Management will also develop correspondence that can be shared with existing builders, as well as consumers, via the Breaking Ground and Your Home Matters e-newsletters explaining all parties' rights and responsibilities under the AODA.

**Timing for the development and issuance of this information via the e-newsletters: December 31, 2018.**

## Recommendation 2: Builder Honesty and Integrity

Management will work with Strategic Communications to develop information that can be placed on Tarion.com to provide detailed information about the Honesty and Integrity process to consumers.

Operations, in conjunction with the Legal, Stakeholder Relations and Strategic Communications departments, will conduct an internal review of the statistics and information held regarding Honesty and Integrity complaints to confirm the aggregate data regarding the outcome of past complaints.

**Timing for the completion of the review: June 30, 2018.**

**Timing for the development and implementation of the communication to be placed on the website: September 30, 2018.**

Tarion will author a summation to be included in the Annual Report regarding the Honesty and Integrity complaints received in 2018. The summation will be reviewed and approved by the Ombudsperson.

**Timing for the completion of the summation: December 31, 2018.**