

Based on recommendations from the 2009 Todres Report, the Ministry of Consumer and Government Services began tracking performance measures for Tarion on an annual basis. Two consumer protection and two consumer awareness measures were agreed upon as meaningful outcome measures, based on Tarion’s existing research and business planning processes. Tarion’s performance in these two measures since 2012 when this tracking began, is outlines in the table below.

Tarion Performance Tracking				
Year	2012	2013	2014	2015
Number of new homes under warranty	382,628	371,535	365,392	366,264
<p>Consumer Protection: Consumer protection organizations typically measure compliance, satisfaction levels or consumer perception to indicate whether they are effectively promoting and achieving protection.</p> <p>1) Percentage of new home owners who are of the opinion that Tarion listens to and understands their needs, is accessible, and is easy to do business with:</p> <p style="padding-left: 40px;">a. In Year 1 of the Statutory Warranty.</p> <p style="padding-left: 40px;">b. In Years 2-7 of the Statutory Warranty.</p> <p>2) Percentage of new homes under warranty that have a conciliation inspection.</p>	<p>85%</p> <p>74.7%</p> <p>2.8%</p>	<p>82.9%</p> <p>70%</p> <p>3.2%</p>	<p>81.8%</p> <p>75.3%</p> <p>3.4%</p>	<p>81%</p> <p>75.3%</p> <p>2.7%</p>
<p>Consumer Awareness: Consumer protection organizations typically measure consumer awareness of who to turn to for help, or awareness of key information needed to be a smart consumer.</p> <p>3) Percentage of consumers surveyed who can demonstrate “proven unaided recall” of Tarion name.</p> <p>4) Percentage of consumers surveyed who are aware that new homes in Ontario are protected by a mandatory warranty.</p>	<p>78%</p> <p>89%</p>	<p>70%</p> <p>87%</p>	<p>72%</p> <p>87%</p>	<p>70%</p> <p>86%</p>