

# ONHWP: helping builders create consumer confidence

For many people, buying a new home is the largest purchase they will ever make. Even so, research with new home buyers has confirmed a lack of awareness about what is involved in building and buying a new home.

As a result, it is not surprising that the Ontario New Home Warranty Program (ONHWP) has determined the number one reason that new homeowners call ONHWP or their builder about warranty concerns is a failure to meet consumer expectations.

To promote more meaningful relationships between builders and their customers, ONHWP has designed a variety of tools to prepare consumers for what to expect as they move from shopper to buyer to owner. All of these tools have been captured in a builder communications manual entitled Creating Consumer Confidence Through Builder Excellence, which has been distributed to over 1,500 builders across Ontario.

Open the Door to New Home Ownership is a publication available to builders and their sales staff to help guide shoppers through the various stages of new home ownership, so that their customers know what to expect if they choose to buy a new home. A sister publication, Buying A New Condominium: What You Need to Know, has been developed specifically for new condo shoppers.

When a shopper decides to purchase a home, builders need to clearly tell their

customers what to expect between signing the Agreement of Purchase and Sale (APS) and moving in. Warranty Protection in Ontario and A New Home Buyer's Checklist are available to help builders educate buyers about warranty coverage and what's involved in the Pre-Delivery Inspection (PDI). In addition, From Our Hands to Yours, a video created by the Greater Toronto Home Builders' Association and ONHWP, is available to builders to give their customers an even greater understanding of what to expect during the PDI.

After move-in, ONHWP provides What Every New Homeowner Should Know and A New Homeowner's Guide to Septic Systems directly to new homeowners to help them properly maintain their home and understand their warranty protection.

In addition to these publications, ONHWP has developed a multimedia presentation entitled Delivering on the Promise, in which top builders in Ontario share their solutions and techniques to increase customer satisfaction and avoid customer complaints. This multimedia has been incorporated into a 'Top Ten Warranty Callbacks Workshop' offered to builders across Ontario.

For more information about the Ontario New Home Warranty Program, visit [www.newhome.on.ca](http://www.newhome.on.ca) or call the Toll Free Information Line at 1-800-668-0124.

—News Canada

## New web site for home buyers

One of the most comprehensive sources of information for prospective buyers of new homes and condominiums is the Ontario New Home Warranty Program's (ONHWP's) web site, at [www.newhome.on.ca](http://www.newhome.on.ca). It helps make preliminary decision-making easy by dividing information into the three most common consumer groups: new home shoppers and owners.

ONHWP is also participating in the Canadian Consumer Information Gateway ([www.consumerinformation.ca](http://www.consumerinformation.ca)), a federal government initiative aimed at providing Canadians with access to the information, resources and tools they need to make better decisions about goods and service.

	
<b>ACTON \$189,900</b> Large addition, updated kitchen w/skylights	<b>GEORGETOWN \$144,900</b> Fireplace Carport Parking
	
<b>SUPER STARTER! \$129,900</b>	<b>GRAND VALLEY \$189,900</b> 150 ACRES FARM Amaranth E Little Town Line
<b>ACTON BUILDING LOT - \$54,900</b>	
	
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Built by master stone masons of materials quarried at Belfountain. Now offered on 10 acres of woods, parks and lawns with the West Credit River. Flowing through. Truly a Canadian heirloom at \$489,000. Call Bill\*\* to inspect.



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**Subject Property**

**Directions & Photos**  
<http://maureen.ca>



**NEW**

**Erin: First Line, 98ac with 2 barns**

Scenic, rolling, arable land with creek, pond & 5+ ac of bush. Nicely set back from a quiet rd is this 7yr old, 2700+sq ft x 2 home with very large principal rooms. Great kit w walk-in pantry, hickory cabinets, center island & eating area with walk-out to pool. Solid vinyl windows. 3 car garage (2 in tandem). **2 front doors, one to lower level.**



**NEW**

**Milton: 4150 Fifteenth SR, 10.73ac**

Custom, 5 bdrm, 4 WR, ~ 6000 sq ft ~ 7yr old senior executive home on 10.73 ac. <10 min to 401 at the Guelph Line. Grand foyer with gorgeous designer ceramic floor, solid oak double staircase & cornice molding. Huge kit with oak cabinets, centre island with brk bar, picture windows & w/o to deck. Fam room w stone FP &



**NEW**

**Georgetown South: 31 Hamilton Cr.**

The gem of Georgetown South. No expense has been spared. On a huge, private premium ravine lot. Totally upgraded & finished. Perfect for year round enjoyment. Large kitchen, with walk-out to deck, centre island o/l the huge fam room. Fabulous walk-out lower level with huge picture window, Murphy bed, kit, WR, games rm, oak wet



**NEW**

**Halton Hills: 5th Line, Georgetown**

Stunning park-like setting with stream, pond, gardens & mature trees. Raised bungalow with double garage, circular driveway & R of W over neighbor's driveway. Family room addition with propane fireplace & large windows overlooks the incredible topography. Upgraded windows upstairs. Kitchen o/l Family Room. Huge rec



**NEW**

**Halton Hills: Crewson's Corner, 32nd SR**

2+1 bedroom home on a lovely private 1 acre property with mature trees, fruit trees & a stream. Detached garage/shop with heat/hydro. 1 room of shop is insulated. West of Acton, East of Crewson's Corner. Backs & sides onto conservation. Creek runs across the rear corner. Large dining room, living room & 2 large bedrooms.



**NEW**

**Georgetown: Central Com. C-2**

Awesome century church 1876. Renovated over past 4 yrs. Over 4700 sq ft of living, office or business space. Zoned central commercial- C2. Two lofts overlook main floor. 1+ kit, 4 wash-rooms. Parking for ~12 cars with free parking lot across the road. Walk to Main Street. Suitable for professional offices & business uses. \$369,900



**NEW**

**Halton Hills**

In-law potential. Heated, inground, fiberglass pool+hot tub, separately fenced. 2 steel barns(1 open span), with hydro & water, suitable for horses. Low tax. A perfect place to retire to. \$699,000



**NEW**

**Halton Hills: ~1 Acre \$120,000**

LR w marble FP. MBR with huge 6pc ensuite & FP. 10' ceilings on MF; 9' on 2nd floor. 4 car gar w service pit. 2 geo thermal furnaces. Lower level prepared for 2 WRS, kit & 2FP. Great value.



**NEW**

**Halton Hills: ~1 Acre \$120,000**

bar, rec rm & THEATER! Landscaped. In ground pool w waterfall, hot tub in cedar enclosure, cedar gazebo, shed & deck. Deck & staircase w wrought iron spindles. No work to be done. Just enjoy room with large above grade windows & airtight insert in FP. Office with large window. Main WR with whirl tub & separate shower stall. Just minutes to Hwy 401. Georgetown & Milton. \$369,000



**NEW**

**Halton Hills: ~1 Acre \$120,000**

Lower level has 1 small bdrm & a large recreation room with a walk-up to the yard. Forced air oil heating. Hwy 7 W of Acton, N(right) at Town Line, under tracks, East to home on s/s. \$239,000



**NEW**

**Halton Hills: ~1 Acre \$120,000**

5600+sq ft, o/ponds on Blue Springs Golf C. 5 bdrm, 5 WRs, 4FPs. GRM w vaulted ceiling. Kit granite c tops, slate floor. 48" Jenn-air & maple kit cabinets. MBR 5 pc ensuite w FP! W/o bsmt.



**NEW**

**Terra Cotta: 25 ac. Gorgeous, treed, rolling. Located: NE corner of King & Miss Rd. Reforested. 2 entrances. Industrial hydro & town water available. Survey, 1998. Not in NEC. \$359,000+**



**Subject Property**