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# And the award goes to...

## Builders recognized for best after-sales service



HOWARD BOGACH

### YOUR NEW HOME

It's time to roll out the red carpet! The 2012 Tarion Awards of Excellence recipients have recently been announced, and these awards — recognizing builders with the best customer service — are considered a great honour in the Ontario home building industry. Who better than the homeowner to evaluate their home buying experience? This is why we base our awards solely on homeowners' opinions.

Every year, Tarion sends out surveys to new homeowners to rate their builders' level of customer service. Twenty of the highest scoring builders become finalists, and the awards go to the top scorer in each category. It is no small feat to be considered a Tarion Awards of Excellence finalist. There were 221 builders that built new homes and condominiums in Ontario this past year who were eligible for an award.

This year marked Fusion Homes' third win since 2004 — the only builder to attain this achievement. Wriothaven Homes was recognized in the medium volume category for a second year in a row, and we welcomed Cedarstone Homes and The Daniels Corporation as first time recipients. However, both of these companies have been finalists in the past. In fact, The Daniels Corporation of Toronto has been a Tarion Award of Excellence finalist every year since 2004. Receiving the 2012 High-Rise Builder of the Year award is a testament to their unwavering customer service standards, making this year's award a well-deserved accomplishment.

Another Toronto builder that has been a finalist every year since 2004 is Tridel. As a five-time recipient of the High-Rise Builder of the Year award, they are once again on our finalist list. Monarch Corporation of Toronto, a returning finalist, made the top 20 in both the high-rise builder category and the large volume builder category in 2012.

I am always pleased to see returning names each year, which I believe is the result of builders consistently taking care of the needs of their customers, year after year. Welcoming new builders is also exciting, and among the finalists, in 2012 we saw seven new names making the list: Claridge Homes of Ottawa, Country Homes of Woodbridge, Terra Brook Homes of Concord, LeBlanc Enterprises

of Cobourg, Klondike Homes of Waterloo, Medway Homes of Grand Bend and Triple T Holdings of Peterborough.

The finalists and winners are determined by a comprehensive survey sent to approximately 45,000 Ontario homeowners who took possession of a new home or condominium unit between

October 1, 2010 and September 30, 2011. With more than 7,000 homeowners responses, this represents 16% of consumers who bought a new home in Ontario during that time.

The survey covered every stage of the homeowner-builder relationship: from the signing of the agreement of purchase and sale, through construction and the pre-delivery inspection to the service after you move in. The Tarion Awards of Excellence finalists and recipients are determined exclusively by Ontario homeowners and based 100% on customer service because Tarion believes that exceptional customer service is essential to creating a positive experience for new home buyers. These award recipients, along with the 16 other finalists, raise the bar by setting the standards for providing Ontarians with first-in-class after-sales service.

Congratulations once again to the 2012 Tarion Award of Excellence recipients and finalists!

For more information about the Tarion Awards of Excellence, or to learn more about the warranty program in general, visit [www.tarion.com](http://www.tarion.com).

If you would like to understand more about what is covered under the warranty program, please do not hesitate to contact us at 1-877-982-7466 or [info@tarion.com](mailto:info@tarion.com).

— Howard Bogach is president and CEO of Tarion Warranty Corp. Look for his column in the first weekend of each month.



## 2012 Tarion Awards of Excellence

### High-Rise Builder Category

(More than 100 possessions)

#### Award presented to:

The Daniel Corporation — Toronto

#### Finalists:

Claridge Homes — Ottawa  
Menkes Developments Ltd. — Toronto  
Monarch Corporation — Toronto  
Tridel — Toronto

### Large Volume Builder Category

(Less than 100 possessions)

#### Award presented to:

Fusion Homes — Guelph

#### Finalists:

Arista Homes Limited — Vaughan  
Country Homes — Woodbridge  
Monarch Corporation — Toronto  
Mountainview Homes — Thorold

### Medium Volume Builder Category

(21-100 possessions)

#### Award presented to:

Wriothaven Homes Limited — Elora

#### Finalists:

Terra Brook Homes — Concord  
LeBlanc Enterprises — Cobourg  
Neilcorp Homes — Almonte  
Sifton Properties Limited — London

### Small Volume Builder Category

(5-20 possessions)

#### Award presented to:

Cedarstone Homes Limited — Ashton

#### Finalists:

George Milla Construction Limited, Milla Homes — Waterloo  
Klondike Homes Ltd. — Waterloo  
Medway Homes — Grand Bend  
Triple T Holdings Limited — Peterborough