



Collaboration as a Means to Achieve Consumer Protection

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Review: Our Mandate Homeowner Protection Act 1998

- Provincial Crown corporation
- Increase consumer protection for new homebuyers
- Help bring about improvements in the quality of residential construction in British Columbia



Review: what is consumer protection

- Education



Review: what is consumer protection

- Education
- Information



Review: what is consumer protection

- Education
- Information
- Resources



Review: what is consumer protection

- Education
- Information
- Resources
- Organization



Review: what is consumer protection

- Education
- Information
- Resources
- Organization
- Manpower



Review: what is consumer protection

- Education
- Information
- Resources
- Organization
- Manpower
- The right thing to do



Review: HPO's Responsibilities

- License residential builders and building envelope renovators
- Monitor the performance of home warranty insurance system
- Research and education – building science, best practices and consumer information
- Financial assistance to owners of leaky homes



Our Vision

To directly act to enable a robust and respected residential construction industry in which consumers have confidence and industry partners have the ability to thrive.



Achieving Consumer Protection

Consumer protection is dependent on partnerships which develop and deliver appropriate policies and legislation.



Industry-wide Collaboration to Protect Consumers

HPO Board composition:

- Consumers
- Builders
- Developers
- Public interest



Collective approach to increasing consumer confidence and the quality of construction



Provincial Advisory Council on Homeowner Protection

- 14 members. Industry, consumer, local and government representation
- Advises HPO CEO on current and emerging issues

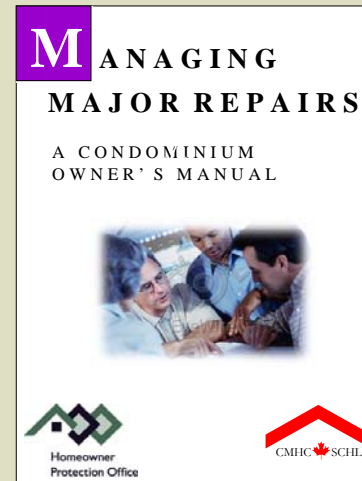


*Identify issues before they become problems.
Working together toward solutions.*



Steering Committees

- Managing Major Repairs
- Maintenance Matters
 1. Paints, Stains and Coatings
 2. Roofs
 3. Condensation
 4. Windows and Doors



Consumer Roundtables

- Individual consumers
 - Survey of homebuyers and owners of new homes (every 2 years)
 - Focus group on issues
- Consumer association roundtables
 - Emerging issues
 - Possible solutions



HPO's Consumer Sponsorships

Condominium Home Owners' Association:

- 2,200 strata corporations, 75,000 units
- Promotes understanding of strata living and interests of strata owners
- HPO – partner in educational sessions and CHOA advisory councils



Partnerships in Policy Development

- New home construction - 1999
- Building envelope renovations - 2000
- “Raising the Bar” - Pending



Consumer Survey Results

- 91% satisfaction with new home construction
- 80% satisfaction with home warranty insurance

Balance = Success



Thank you

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