MINISTRY OF CONSUMER SERVICES

MINISTÈRE DES SERVICES AUX CONSOMMATEURS

Home Inspector Qualifications

Introductory Stakeholder Meeting

June 25, 2013





Today's Goals

- Introductions
- Engagement approach and plan going forward
- Work to date



Public Commitment

- "This fall, as part of a broader consumer protection initiative, the province will consult with home inspector associations, consumers, representatives from the real estate sector and other industry stakeholders on mandatory minimum qualifications for home inspectors."
- "The province will work with industry partners to explore minimum qualifications that would aim to:
 - Increase transparency of the profession
 - Ensure a minimum standard of training
 - Improve consistency in home inspections
 - Enhance consumer protection."

... MCS Release, October 1, 2012



Background

Robust home inspection industry

- Ontario resale homes are expected to increase to 201,100 in 2014 (CMHC)
- Although the home inspection industry is relatively young, it continues to grow with more than 70% of resale homes now being inspected (Carson Dunlop/ASHI 2011 Survey)
- There could be as many as 140,000 home inspections next year in Ontario
- We want to make sure that Ontario consumers are able to make informed decisions and that Ontario home inspectors are qualified and able to compete on a level playing field

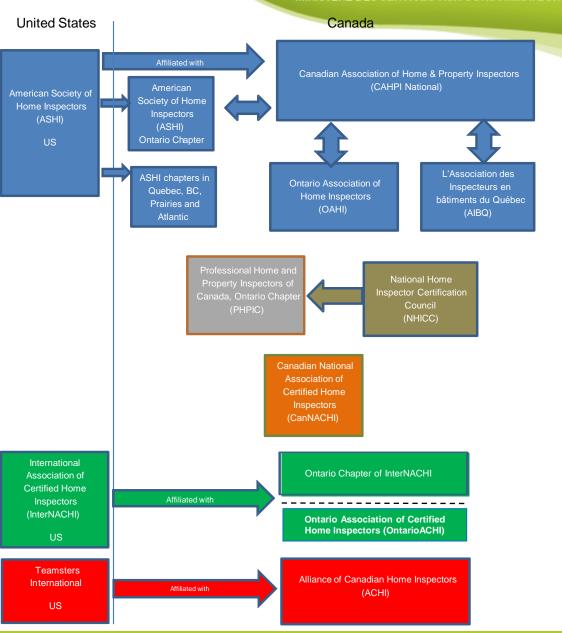
Other jurisdictions have taken action

- Other provinces (i.e. British Columbia and Alberta) and national stakeholder organizations have taken action to set qualifications for home inspectors
- 32 U.S. states regulate home inspectors
- Canadian Standards Association initiated development of standards of practice for home inspections



Ontario's Current Landscape

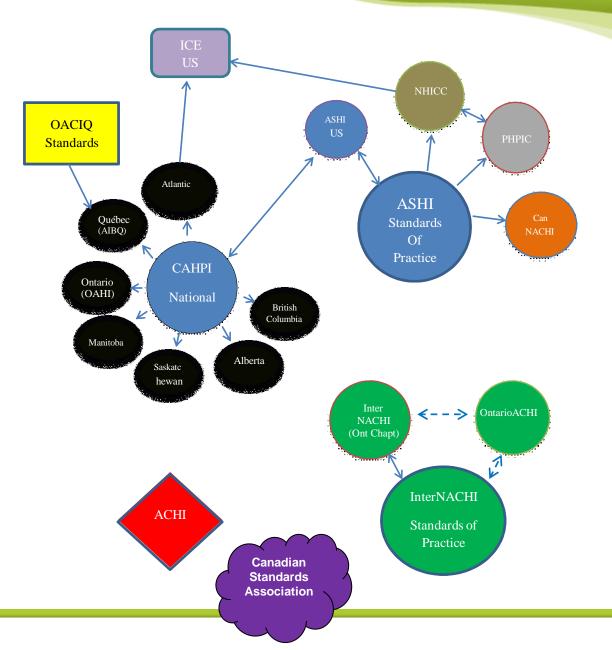
Relationship
Among Home
Inspector
Associations





Ontario's Current Landscape

Relationship
Among
Associations
and Standards
of Practice





But do consumers know ...

- Role of a home inspector?
- When to seek services of a home inspector?
- How to pick, differentiate, assess expertise of a home inspector?
- What is a standard inspection and what to expect?
- Who to turn to for help in the event of problems or a dispute with a home inspector?



Objectives

Engagement Process

- Inclusive, accessible, and democratic
- Government is a key change agent, but not the only one
- Access expertise
- Three stages, multiple inputs to:
 - identify issues
 - develop solutions
 - seek consensus on recommendations for government

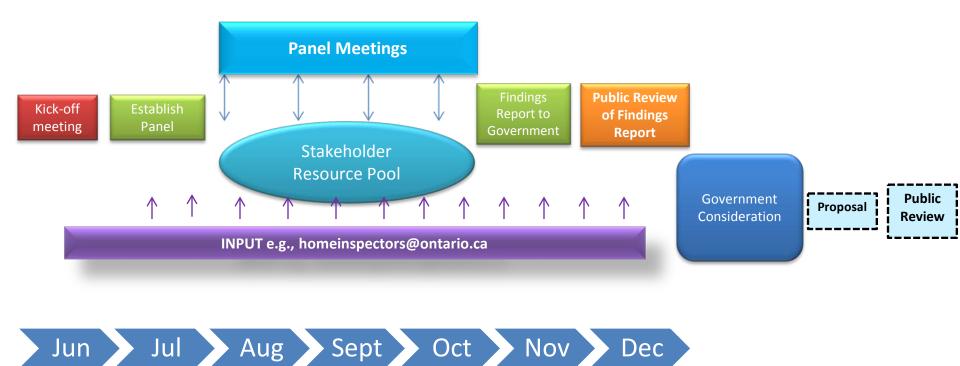
Outcomes

- Raise consumer awareness about home inspections
- Protect consumers with:
 - Standards of knowledge
 - Professional and ethical standards
 - Financial protection
 - Practice and performance standards
- Build on the strengths of the industry and raise its professionalism
- Recommendations based on a collective voice



Jun

Engagement Process Develop & Consult on Options



Sept Oct



The Panel

SELECTION CRITERIA	
Affiliation	Broad Knowledge
Professional Experience	Consensus building
Diversity	Technical Expertise
Availability/Commitment	Political Acuity

Home Inspector Organizations

- Alliance of Canadian Home Inspectors
- Canadian Association of Home and Property Inspectors
- Canadian National Association of Certified Home Inspectors Inc.
- The Home Inspectors Institute (Ontario)
- OntarioACHI
- InterNACHI
- National Home Inspector Certification Council
- Ontario Association of Home Inspectors
- Professional Home and Property Inspectors of Canada (Ontario chapter)

Home Inspection Companies

- Carson Dunlop
- Pillar to Post Home Inspections
- Mike Holmes Inspections
- The Home Inspection Network

Other related industry

- HUB International Ontario
- Insurance Bureau Of Canada
- The Title Industry Association of Canada

Real Estate Organizations

- Toronto Real Estate Board
- Ontario Real Estate Association

Consumer and related organizations

- Consumer Council of Canada
- Homeowner Protection Centre

Home Building and other organizations

- Ontario Building Officials Association
- Ontario Home Builders' Association
- Professional Engineers Ontario
- First Nations National Building Officers Association
- Canadian Standards Association



Next Steps

- Launch <u>homeinspectors@ontario.ca</u>
- Establish a distribution list to provide ongoing updates
- Announce the panel by end of July
- Update consumer education messaging on the Ministry's website ontario.ca/ConsumerServices



Questions / Feedback



Short Break



Home Inspector Qualifications What We've Heard So Far



Emerging Themes / Components





Technical

Technical

- Definition of Home Inspection
- Scope of Inspection
- Practice Standards Including Potential Subject Areas







Professional

- Education and/or level of experience qualifications
- Designations
- Specializations
- Labour mobility and compliance



Consumer Protection

Consumer Protection



- Consumers Awareness
- Transparency and consistency of standards/qualifications
- Ethical Standards
- Financial protection such as insurance or warranties



Governance and Administrative

Governance Components



- Processes such as registration, complaint handling, and discipline
- Regulatory spectrum
- Governance structure
- Costs
- Transition strategy



Thank You

 Please feel free to send any further comments or questions to Ben Valido or Aimée Skelton at:

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