



Dear Builder,

Re: 2024 Homeowner Survey - Individual Builder Results

We know that as a licensed home builder, you take pride in the homes you build and look for ways to continually enhance your relationships with your homeowners. That's why each year, Tarion sends customer service-based surveys to Ontario's new homeowners. The survey results are used to provide qualifying builders with a detailed report about how their new homeowners rated their customer service.

I am pleased to let you know that you received enough homeowner responses to receive a report. Your report provides information about your individual scores, a comparison between your business and other builders of the same-size as well as a comparison against the top performers in your size category.

Please don't hesitate to contact me if you would like to discuss the results of your customer service report.

Sincerely,

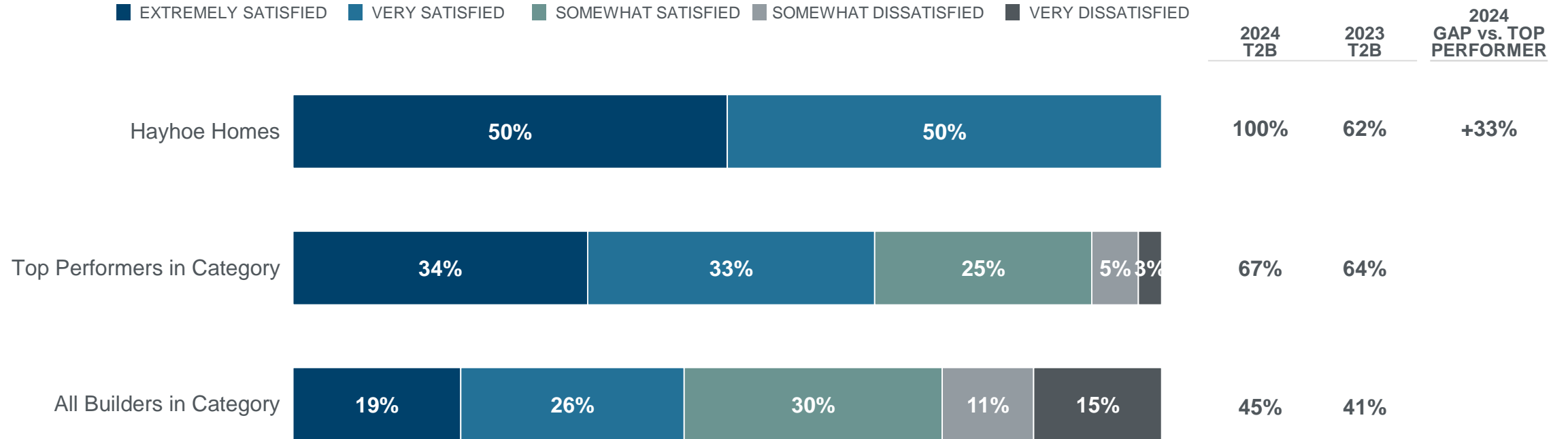
Sharon Henderson
Manager, Stakeholder Education
sharon.henderson@tarion.com
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2024 HOMEOWNER SURVEY

Individual Builder Results

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Explanation(s) of the APS

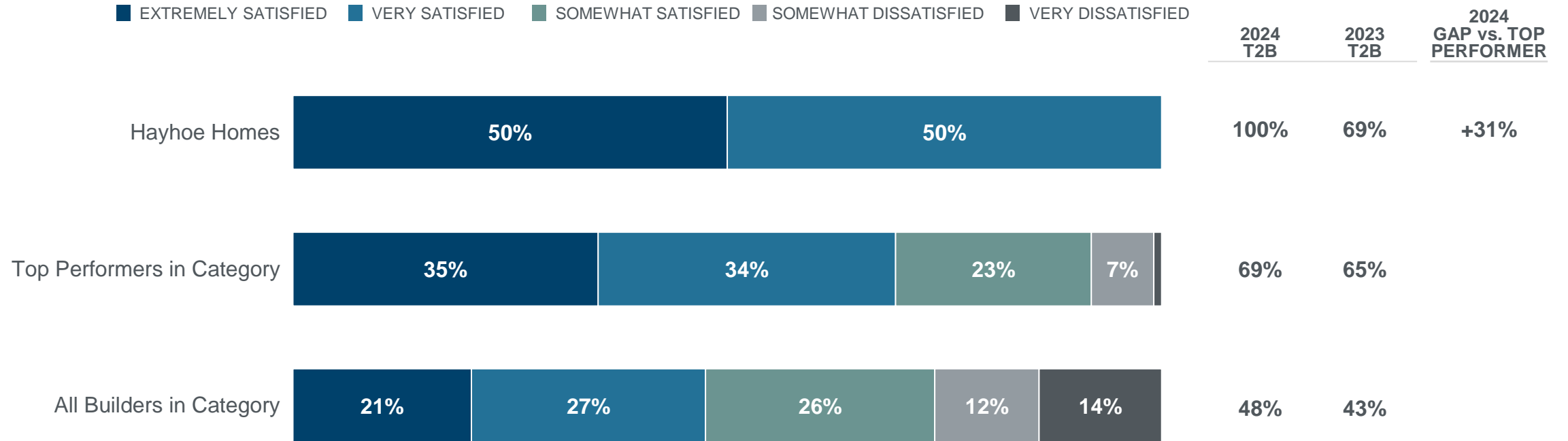


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B3A. Please rate your satisfaction with your builder on the following statements related to the Agreement of Purchase & Sale (APS). - Explanation(s) of the APS

* values less than 3% are not shown

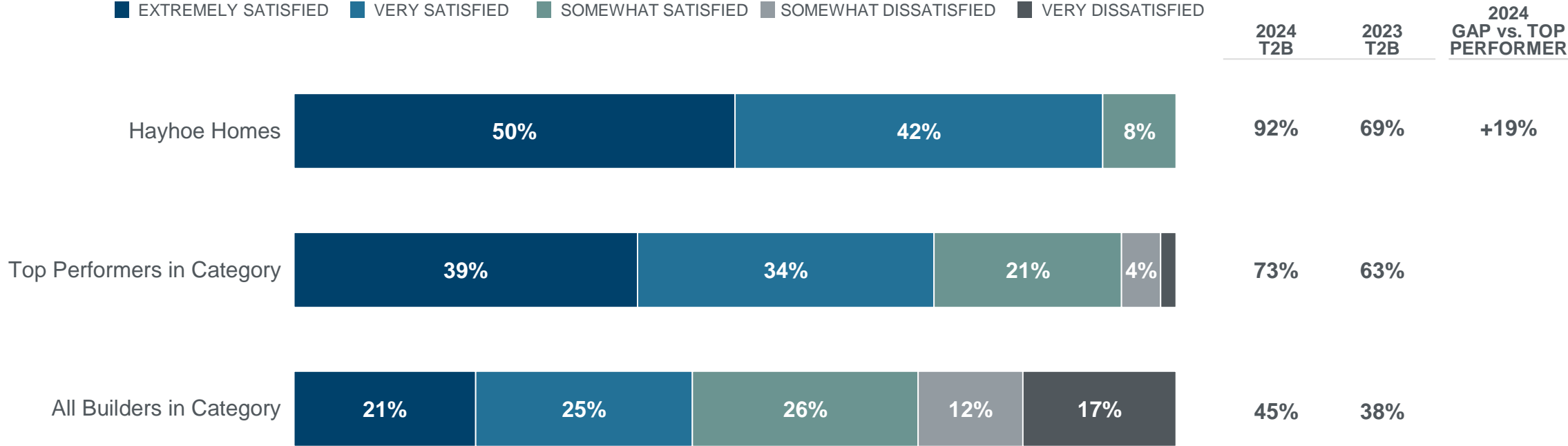
Responses to owner's questions or concerns about the APS



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B3B. Please rate your satisfaction with your builder on the following statements related to the Agreement of Purchase & Sale (APS). - Responses to your questions or concerns about the APS
 * values less than 3% are not shown

Ability to deliver the home as agreed to in the APS

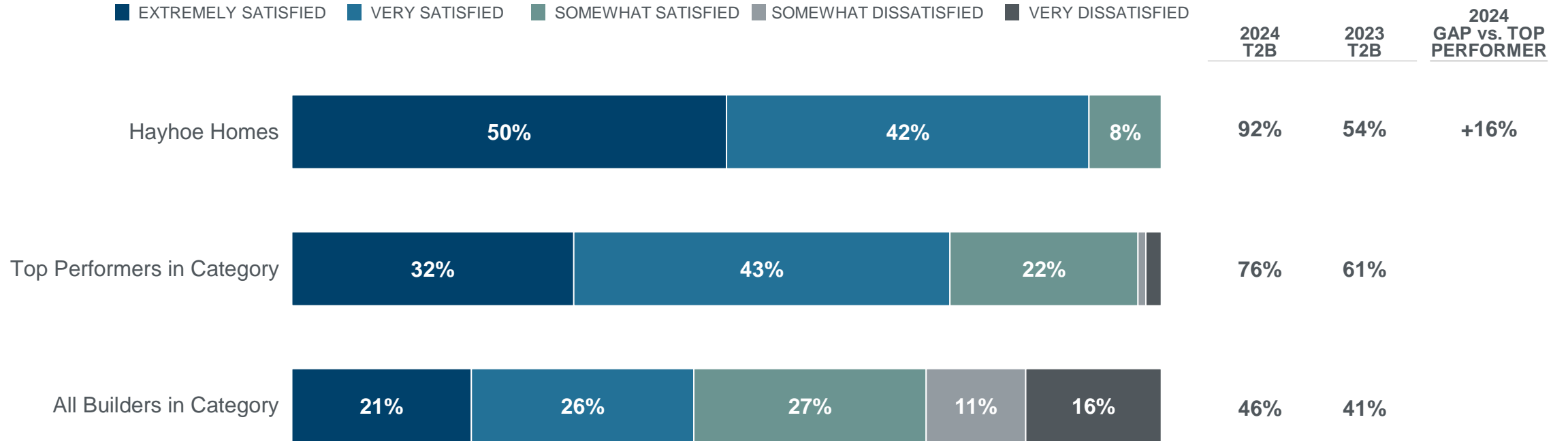


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B3C. Please rate your satisfaction with your builder on the following statements related to the Agreement of Purchase & Sale (APS). - Ability to deliver the home as agreed to in the APS
 * values less than 3% are not shown



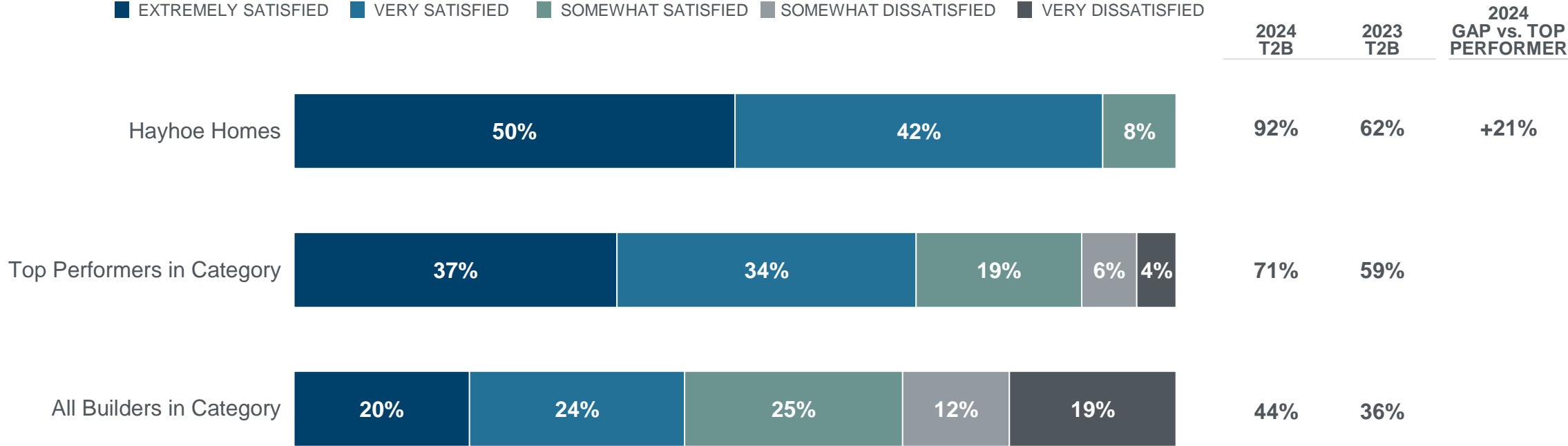
Ongoing communication before moving into the new home



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B4A. Please rate your satisfaction with your builder on the following: - Ongoing communication before moving into your new home
 ♦ values less than 3% are not shown

Ability to follow through on commitments

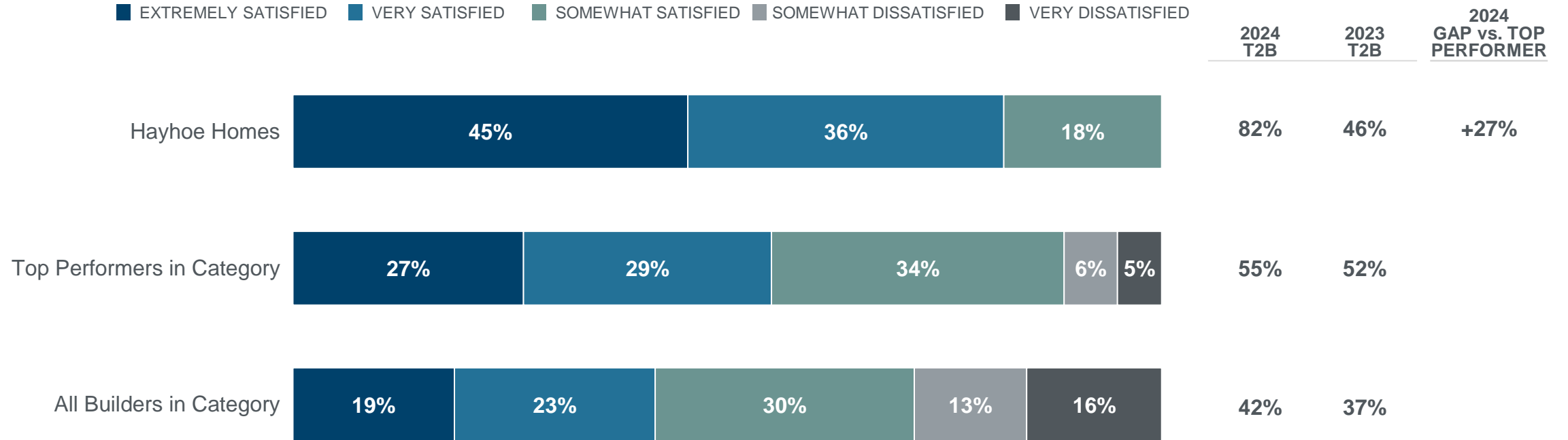


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B4B. Please rate your satisfaction with your builder on the following: - Ability to follow through on commitments
 * values less than 3% are not shown



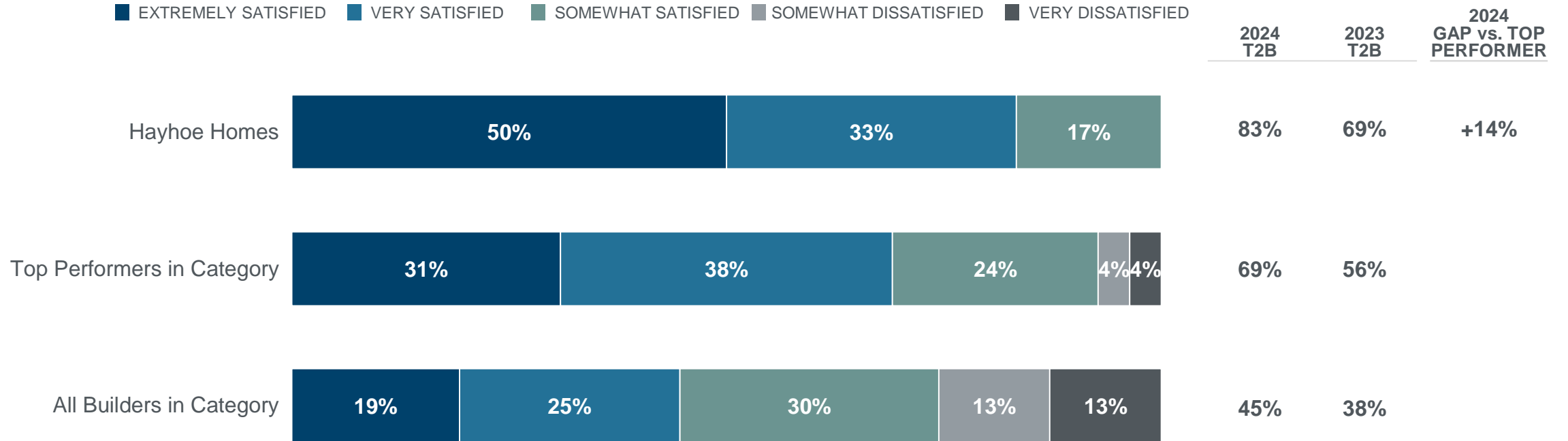
Explanation of the Tarion Learning Hub



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=11); 2023 (n=13)

B4C. Please rate your satisfaction with your builder on the following: - Explanation of the Tarion Learning Hub
 ♦ values less than 3% are not shown

Explanation of the warranty & role & obligations

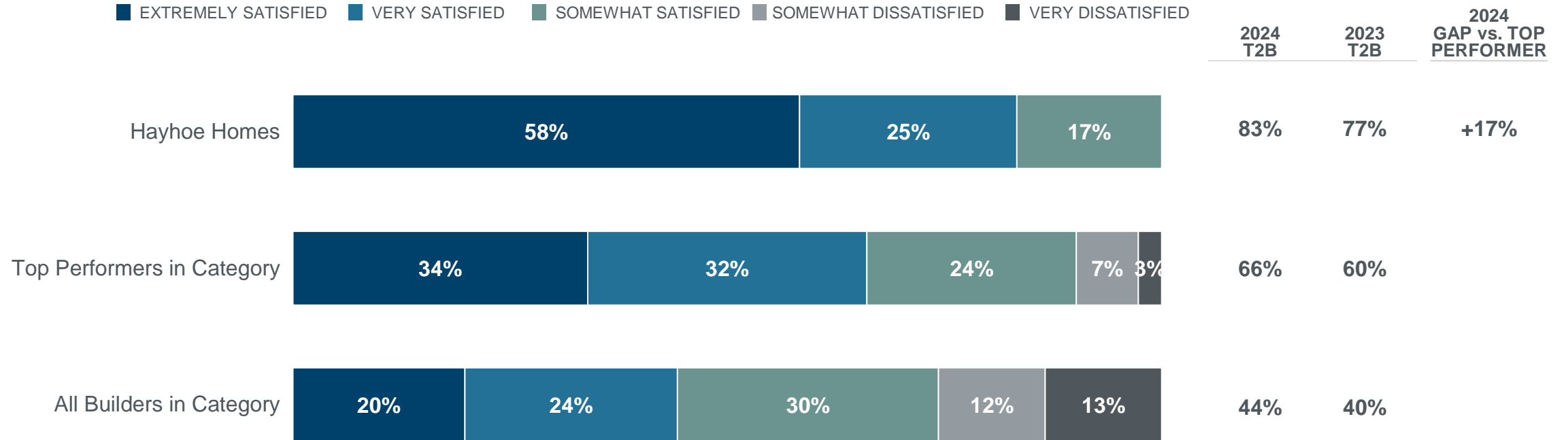


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B4D. Please rate your satisfaction with your builder on the following: - Explanation of the warranty on your new home & your role & obligations under the warranty

* values less than 3% are not shown

Explanation of the Warranty Information Sheet

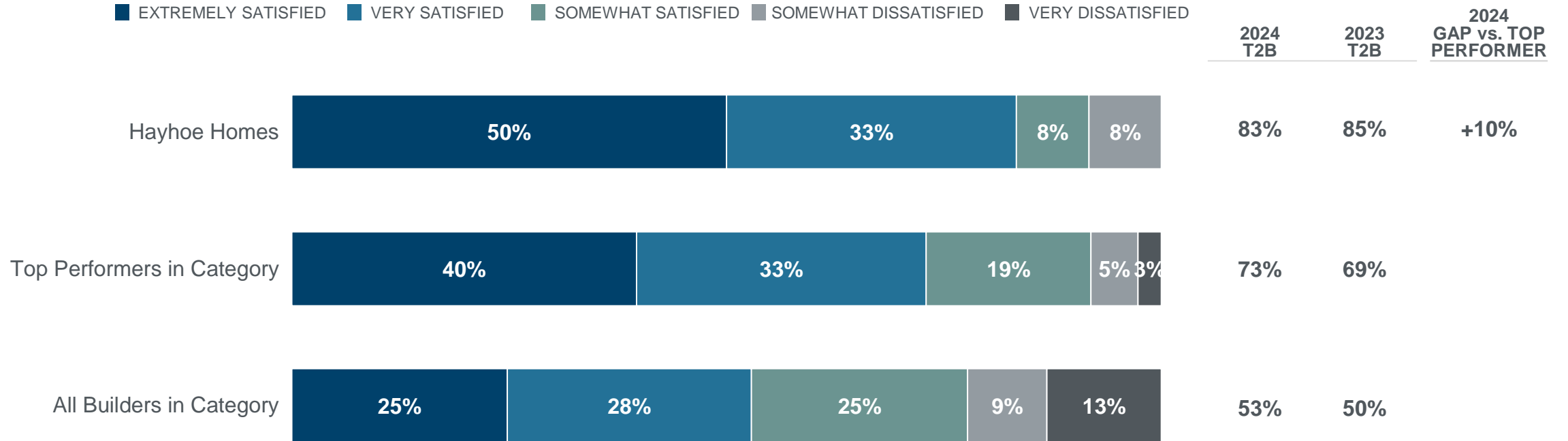


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B4E. Please rate your satisfaction with your builder on the following: - Explanation of the Warranty Information Sheet (included with your purchase agreement)

* values less than 3% are not shown

Amount of time scheduled for & pace of owner PDI

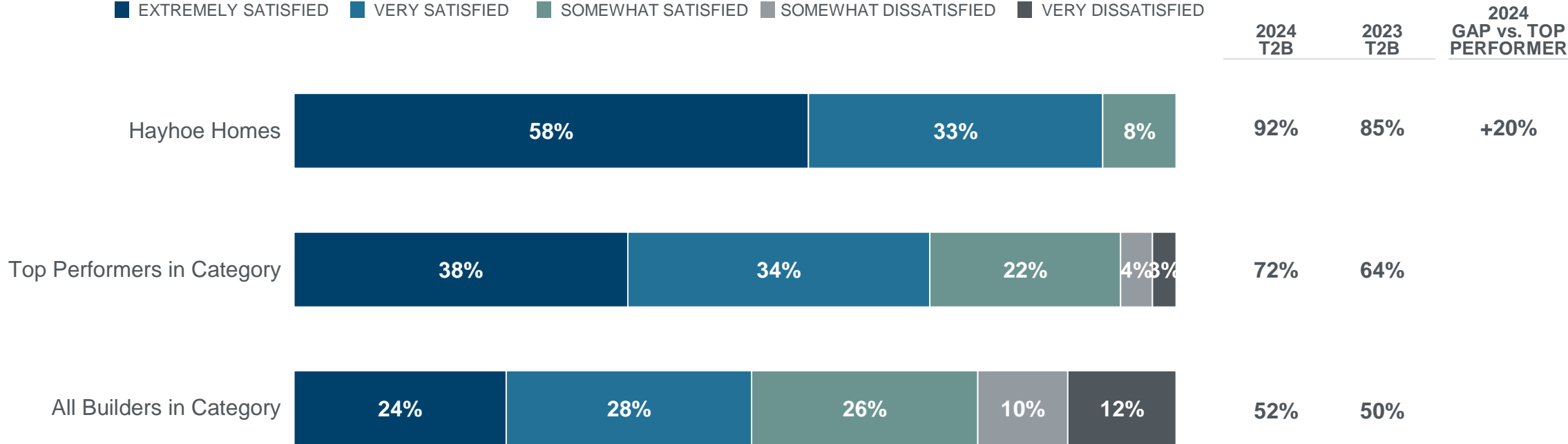


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B6A. Please rate your satisfaction with your builder on the following parts of your pre-delivery inspection (PDI): - Amount of time scheduled for & pace of your PDI

* values less than 3% are not shown

Accurate recording of followup items identified during owner PDI



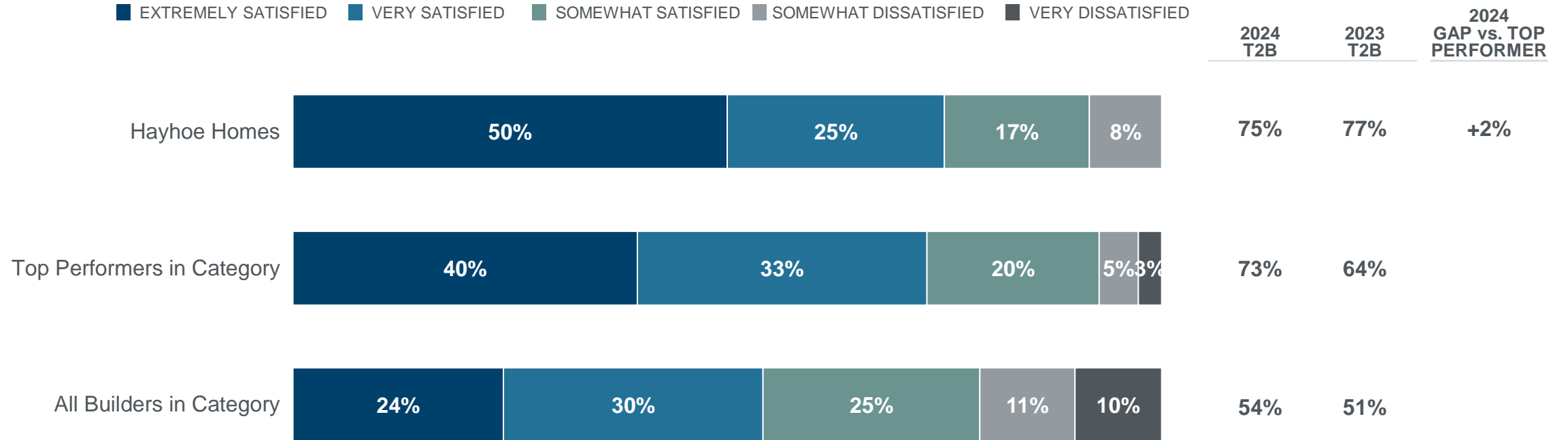
Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B6B. Please rate your satisfaction with your builder on the following parts of your pre-delivery inspection (PDI): - Accuracy in recording all follow-up items identified during your PDI

* values less than 3% are not shown



Explanation of home's systems & equipment function

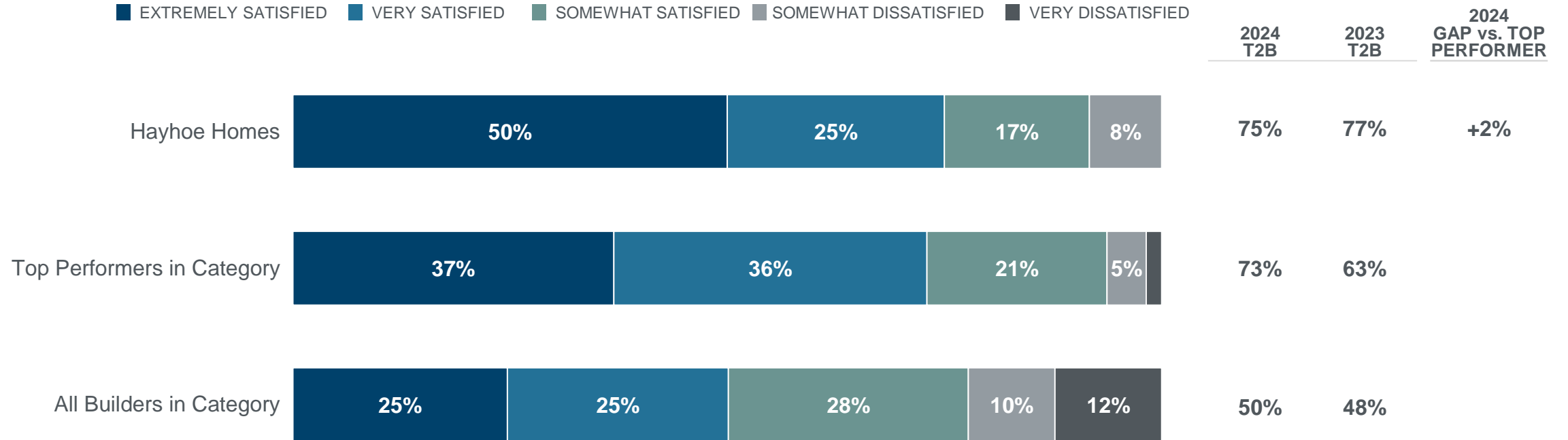


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B6C. Please rate your satisfaction with your builder on the following parts of your pre-delivery inspection (PDI): - Explanation of how your home's systems & equipment function

* values less than 3% are not shown

Overall thoroughness of owner PDI



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

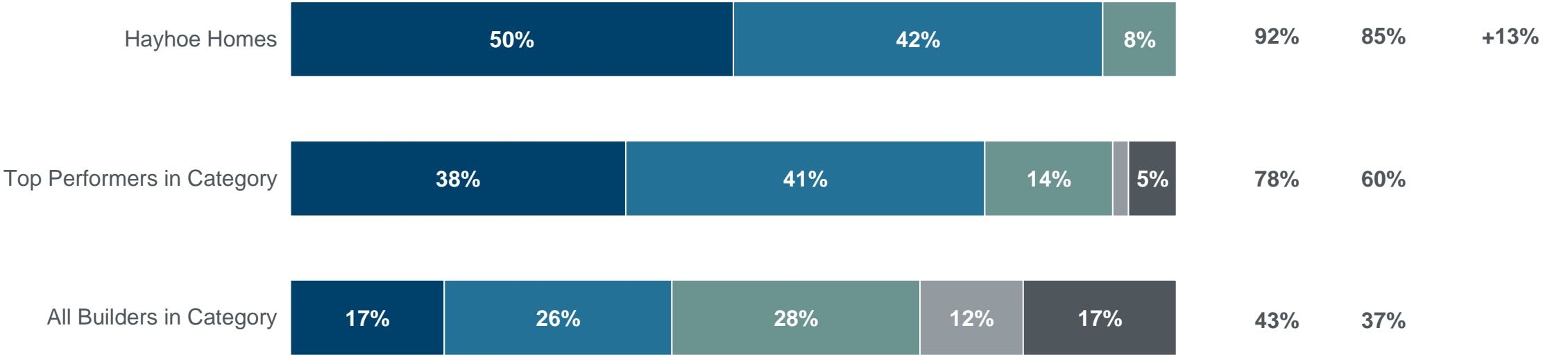
B6D. Please rate your satisfaction with your builder on the following parts of your pre-delivery inspection (PDI): - Overall thoroughness of your PDI

* values less than 3% are not shown

Timely completion of interior

■ EXTREMELY SATISFIED
 ■ VERY SATISFIED
 ■ SOMEWHAT SATISFIED
 ■ SOMEWHAT DISSATISFIED
 ■ VERY DISSATISFIED

2024 T2B 2023 T2B 2024 GAP vs. TOP PERFORMER



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

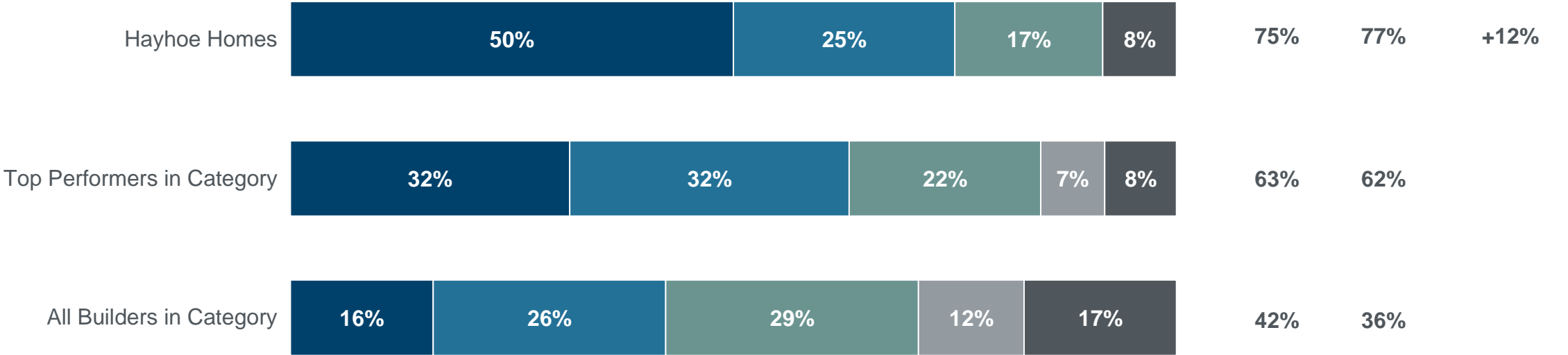
B10A. Please rate your satisfaction with the timely completion of your home's or condominium unit's/building's... - Interior
 * values less than 3% are not shown



Timely completion of exterior

■ EXTREMELY SATISFIED
 ■ VERY SATISFIED
 ■ SOMEWHAT SATISFIED
 ■ SOMEWHAT DISSATISFIED
 ■ VERY DISSATISFIED

2024 T2B 2023 T2B 2024 GAP vs. TOP PERFORMER



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B10B. Please rate your satisfaction with the timely completion of your home's or condominium unit's/building's... - Exterior
 * values less than 3% are not shown



Timely completion of landscaping or driveway

■ EXTREMELY SATISFIED ■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ SOMEWHAT DISSATISFIED ■ VERY DISSATISFIED

2024
T2B

2023
T2B

2024
GAP vs. TOP
PERFORMER



67%

58%

+13%

Top Performers in Category



54%

40%

All Builders in Category



37%

29%

Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=12)

B10C. Please rate your satisfaction with the timely completion of your home's or condominium unit's/building's... - Landscaping or driveway
 * values less than 3% are not shown



Timely completion of building's common areas

■ EXTREMELY SATISFIED
 ■ VERY SATISFIED
 ■ SOMEWHAT SATISFIED
 ■ SOMEWHAT DISSATISFIED
 ■ VERY DISSATISFIED

2024 T2B 2023 T2B 2024 GAP vs. TOP PERFORMER

Hayhoe Homes

0% 0% -45%

Top Performers in Category



45% 73%

All Builders in Category



41% 40%

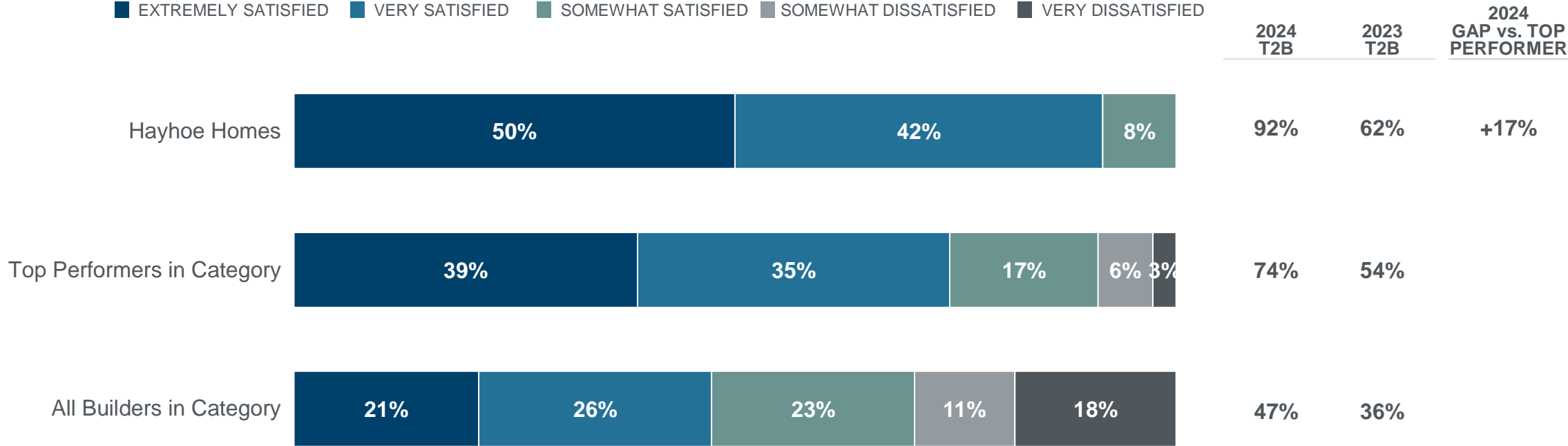
Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=0); 2023 (n=0)

B10D. Please rate your satisfaction with the timely completion of your home's or condominium unit's/building's... - Your building's common areas

♦ values less than 3% are not shown



Timeliness of response to service & repair requests



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

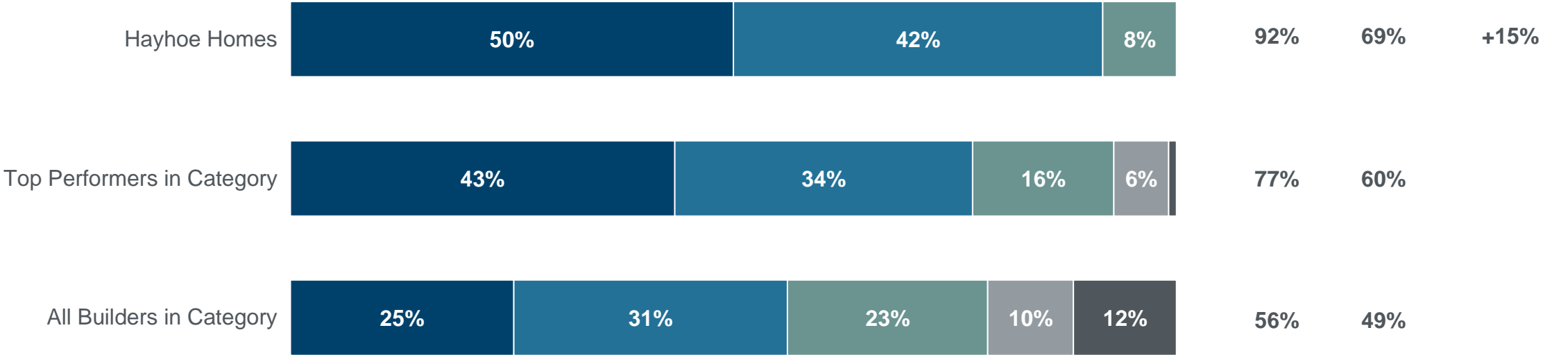
B13A. Please rate your satisfaction with your builder on the following: - Timeliness of response to service & repair requests

* values less than 3% are not shown

Willingness to schedule service & repairs at a convenient time

■ EXTREMELY SATISFIED ■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ SOMEWHAT DISSATISFIED ■ VERY DISSATISFIED

2024 T2B 2023 T2B 2024 GAP vs. TOP PERFORMER

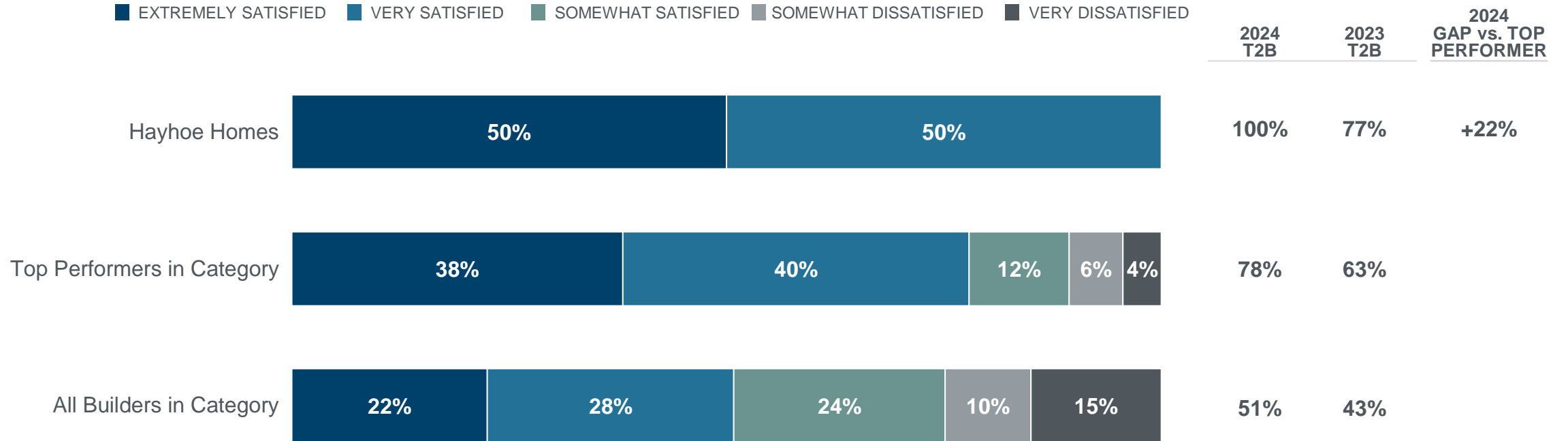


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B13B. Please rate your satisfaction with your builder on the following: - Willingness to schedule service & repairs at a time convenient to you
 * values less than 3% are not shown



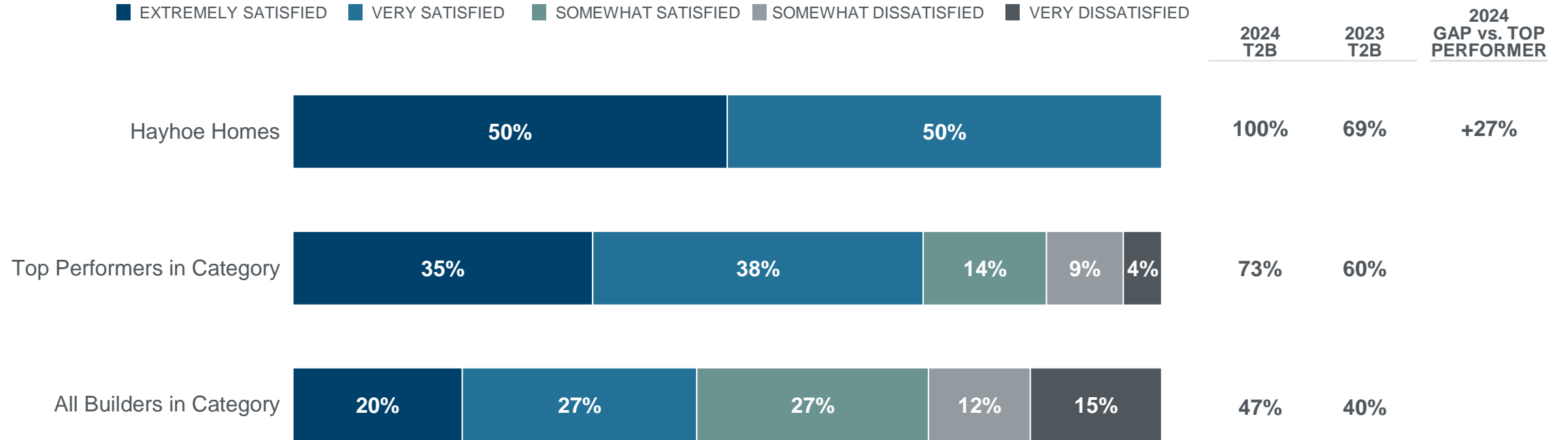
Ability to complete repairs & leave home clean & damage free



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B13C. Please rate your satisfaction with your builder on the following: - Ability to complete the repairs & leave your home clean & damage free
 ♦ values less than 3% are not shown

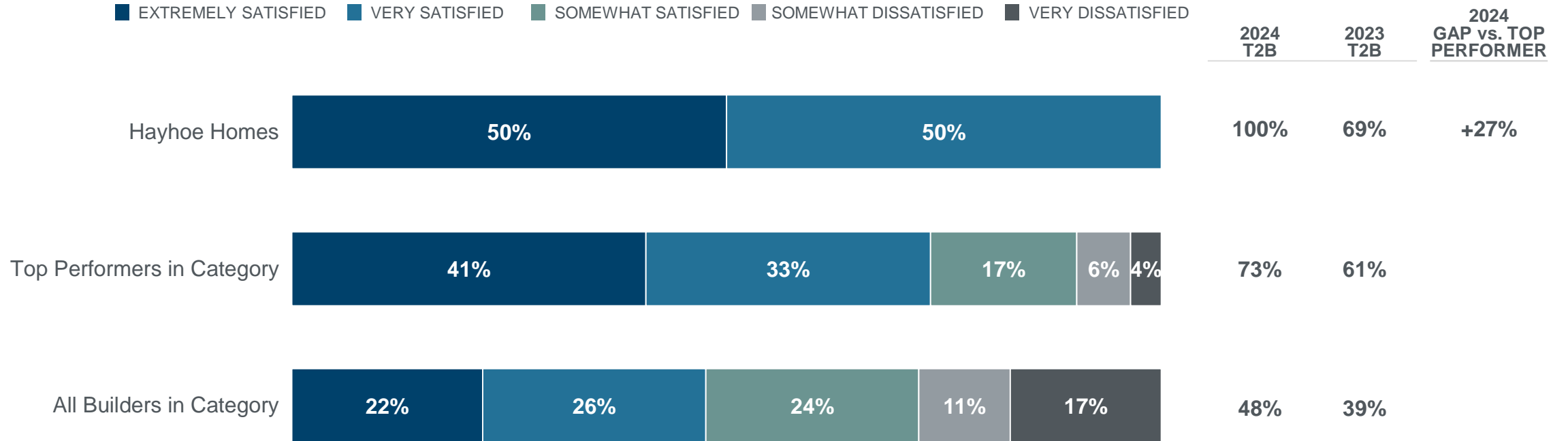
Overall quality of service & repairs



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B13D. Please rate your satisfaction with your builder on the following: - Overall quality of service & repairs
 * values less than 3% are not shown

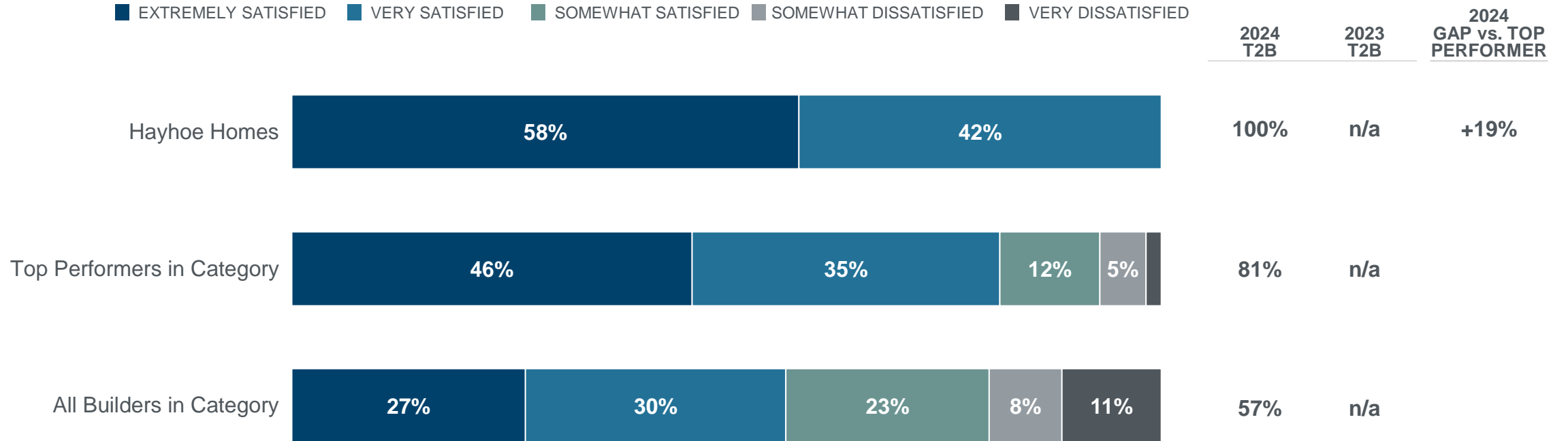
Ability to instill a feeling of confidence in builder's work & service



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B13E. Please rate your satisfaction with your builder on the following: - Ability to instill a feeling of confidence in their work & ongoing commitment to service
 * values less than 3% are not shown

Professionalism of customer service representatives*



Builder: Hayhoe Homes

Category: Large

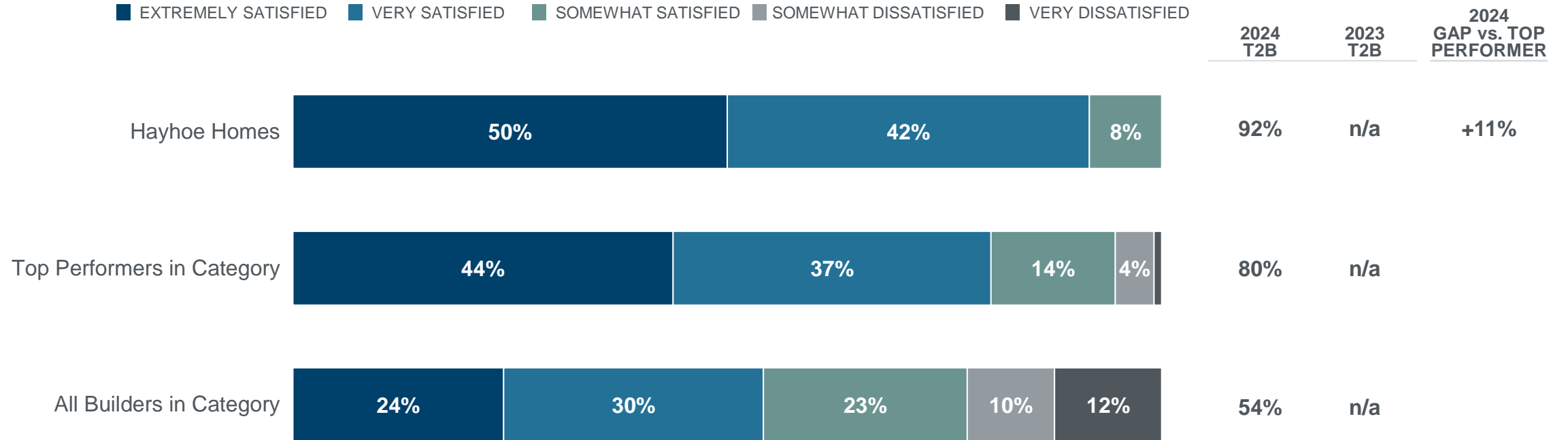
Respondents: 2024 (n=12); 2023 (n=n/a - builder did not qualify for previous report)

B13F. Please rate your satisfaction with your builder on the following: - Professionalism of customer service representatives

* values less than 3% are not shown

* Statement added in 2024 questionnaire

Knowledge of customer service representatives*



Builder: Hayhoe Homes

Category: Large

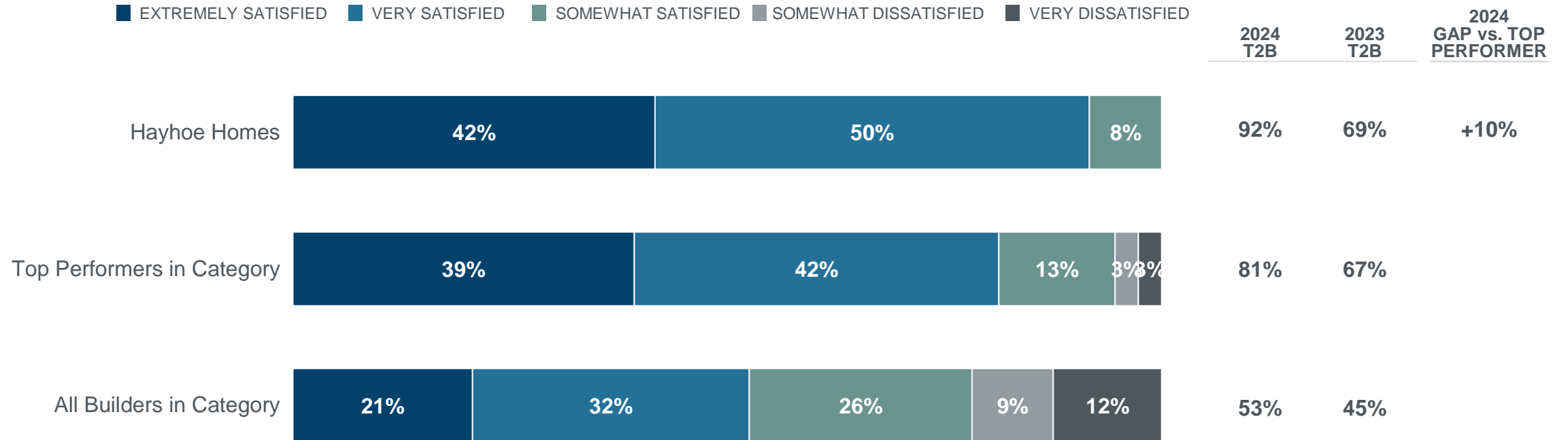
Respondents: 2024 (n=12); 2023 (n=n/a - builder did not qualify for previous report)

B13G. Please rate your satisfaction with your builder on the following: - Knowledge of customer service representatives

* values less than 3% are not shown

* Statement added in 2024 questionnaire

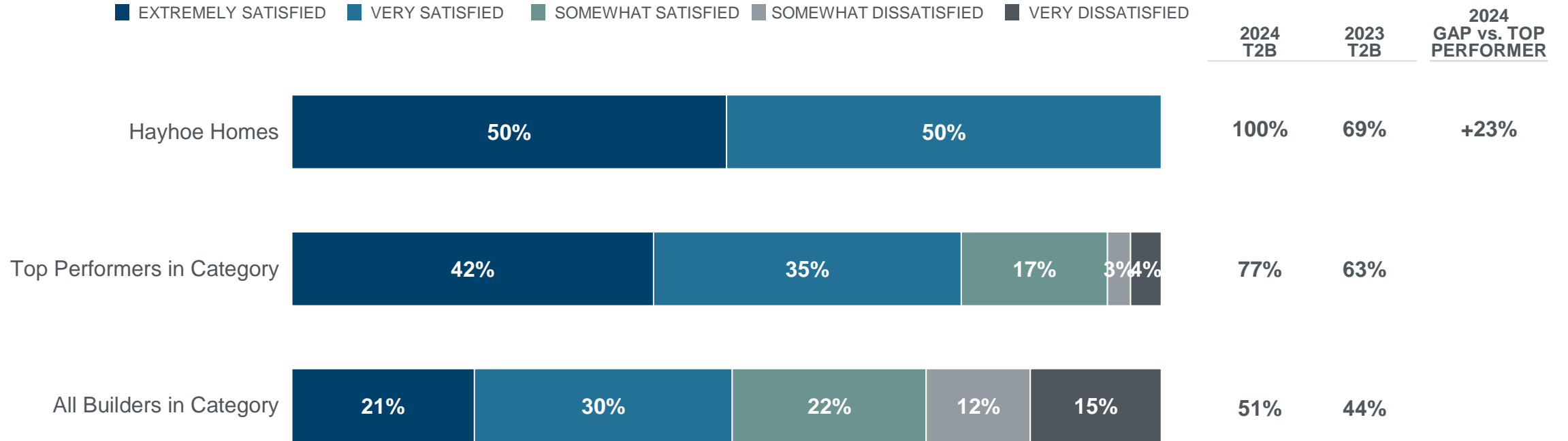
Being accessible to owner



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B25A. Please rate your satisfaction with your builder on the following: - Being accessible to you
 * values less than 3% are not shown

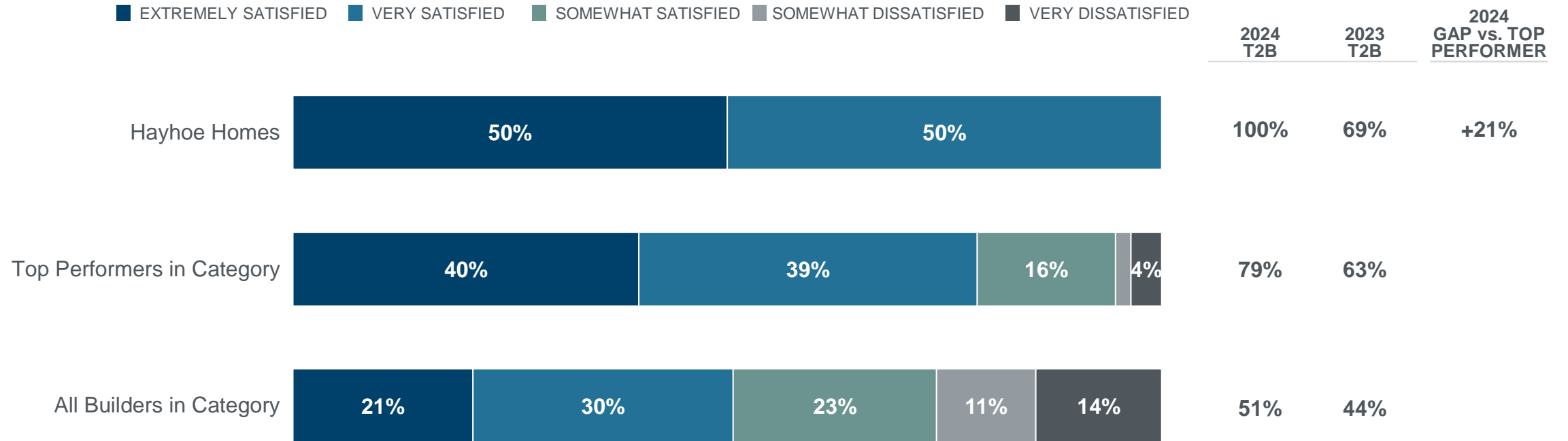
Ability to listen to and understand owner's needs



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B25B. Please rate your satisfaction with your builder on the following: - Ability to listen to and understand your needs
 * values less than 3% are not shown

Overall communication effectiveness

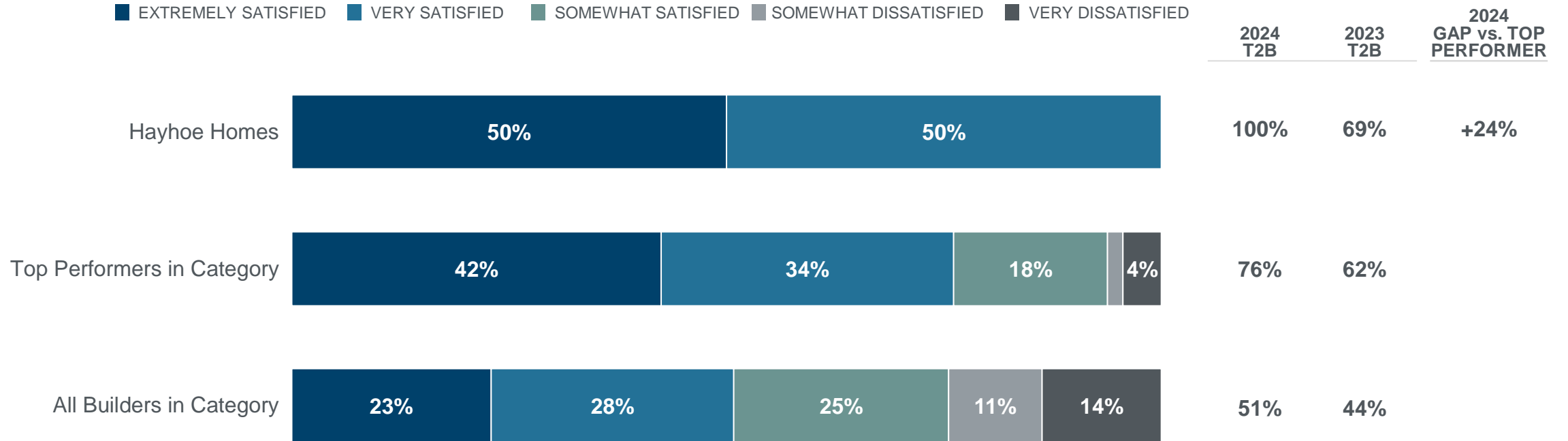


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B25C. Please rate your satisfaction with your builder on the following: - Overall communication effectiveness

* values less than 3% are not shown

Overall customer service*

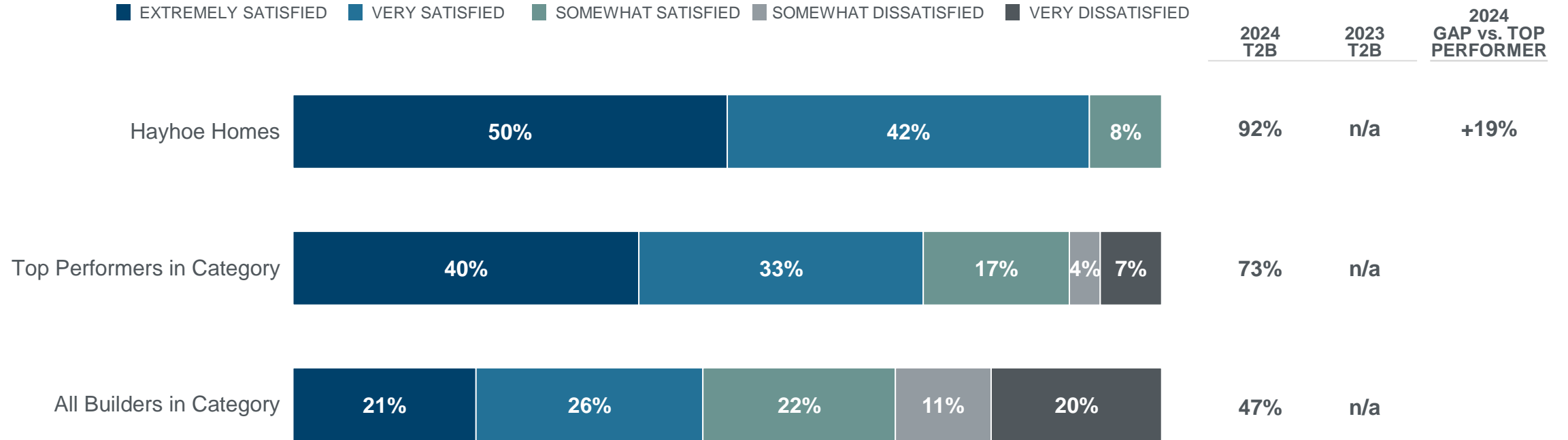


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B25D. Please rate your satisfaction with your builder on the following: - Overall customer service

* values less than 3% are not shown
 * Statement added in 2024 questionnaire

Making me feel like a valued customer



Builder: Hayhoe Homes

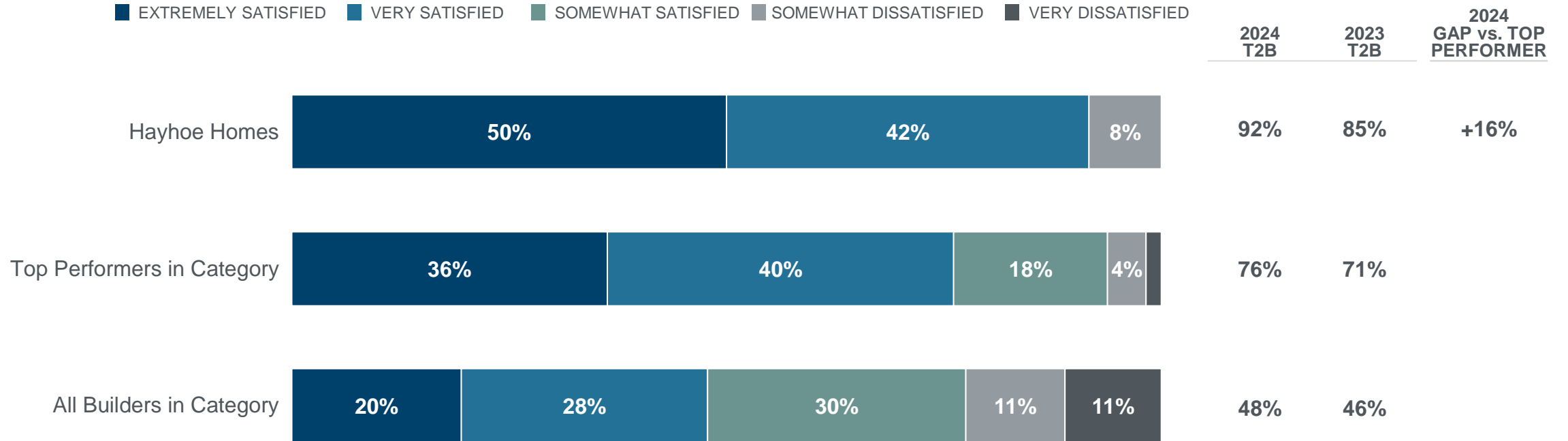
Category: Large

Respondents: 2024 (n=12); 2023 (n=n/a - builder did not qualify for previous report)

B25E. Please rate your satisfaction with your builder on the following: - Making me feel like a valued customer

* values less than 3% are not shown

Builder's customer service BEFORE moving into the house

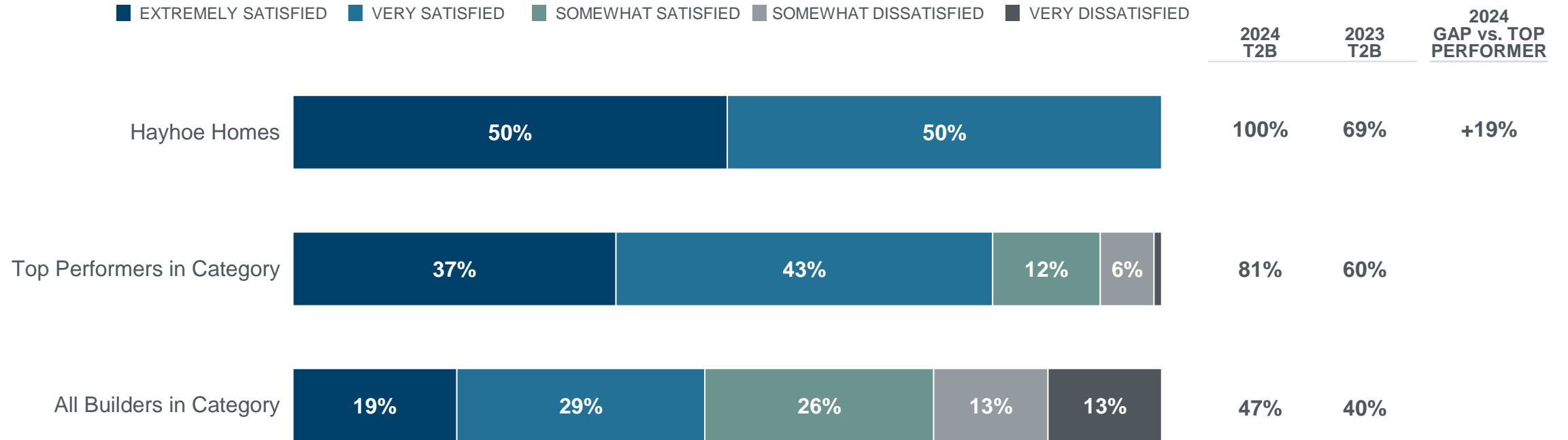


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B7. Overall how satisfied were you with your builder's customer service BEFORE you moved into your new home?

* values less than 3% are not shown

Builder's customer service AFTER moving into the house



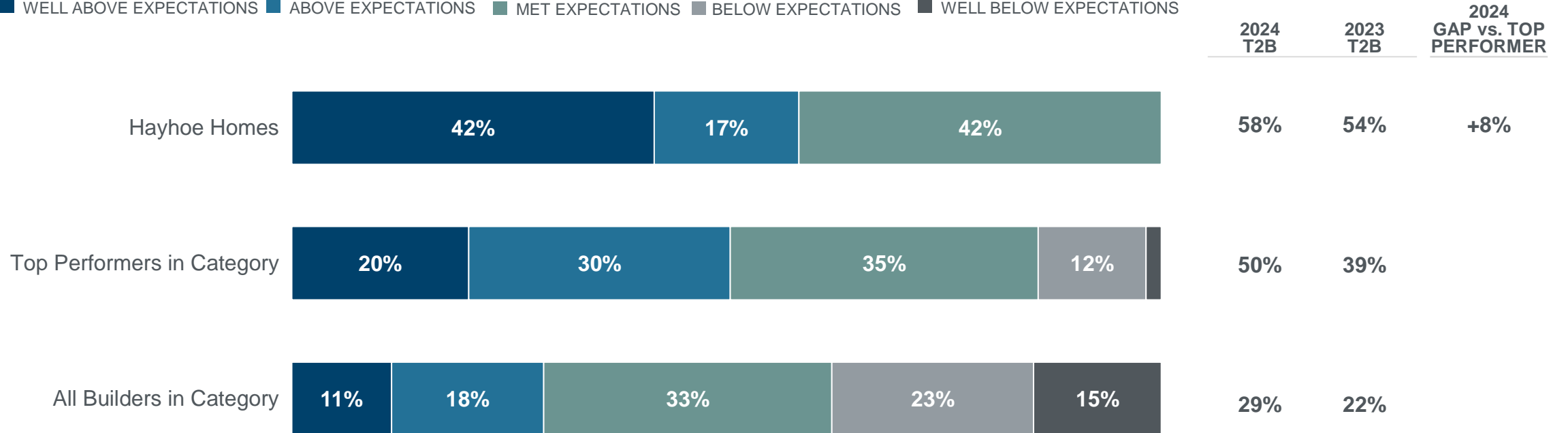
Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B14. Overall how satisfied were you with your builder's customer service AFTER you moved into your new home?

* values less than 3% are not shown

New Home and Builder Experience

■ WELL ABOVE EXPECTATIONS
 ■ ABOVE EXPECTATIONS
 ■ MET EXPECTATIONS
 ■ BELOW EXPECTATIONS
 ■ WELL BELOW EXPECTATIONS

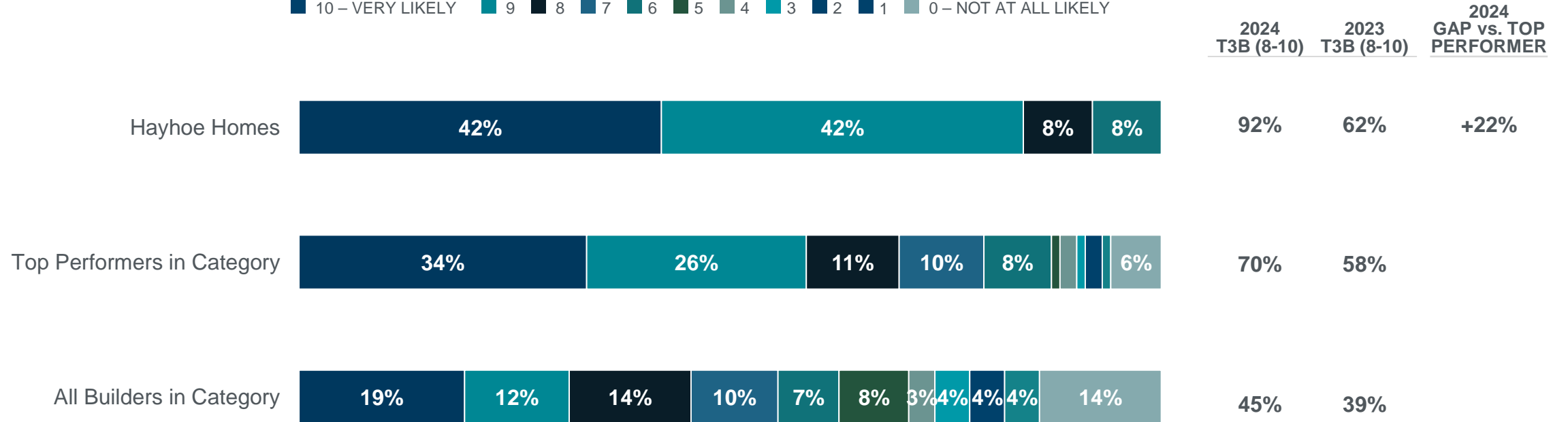


Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B26. How well has your experience with your new home and your builder met your expectations?
 ♦ values less than 3% are not shown

Likelihood to Recommend

10 – VERY LIKELY 9 8 7 6 5 4 3 2 1 0 – NOT AT ALL LIKELY



Builder: Hayhoe Homes
 Category: Large
 Respondents: 2024 (n=12); 2023 (n=13)

B2. How likely would you be to recommend your builder to friends or family members thinking of buying a new home?
 * values less than 3% are not shown

Provided complete and accurate contact information for service and repairs - Yes (%)



Builder: Hayhoe Homes
Category: Large
Respondents: 2024 (n=12)

B12. Did your builder provide you with complete and accurate contact information for service and repairs?

Completed a pre-delivery inspection prior to possession - Yes (%)



Builder: Hayhoe Homes
Category: Large
Respondents: 2024 (n=12)

B5. Did your builder complete a pre-delivery inspection with you prior to you taking possession?

Took occupancy of new home on scheduled date - Yes (%)



Builder: Hayhoe Homes
Category: Large
Respondents: 2024 (n=12)

B9. Did you close and/or take occupancy of your new home on the originally scheduled or properly extended date?