



CONTRACTOR'S GUIDE

**ROLES AND RESPONSIBILITIES OF
CONTRACTORS ACCREDITED BY GCR**



GARANTIE
CONSTRUCTION RÉSIDENNELLE



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President and CEO of GCR

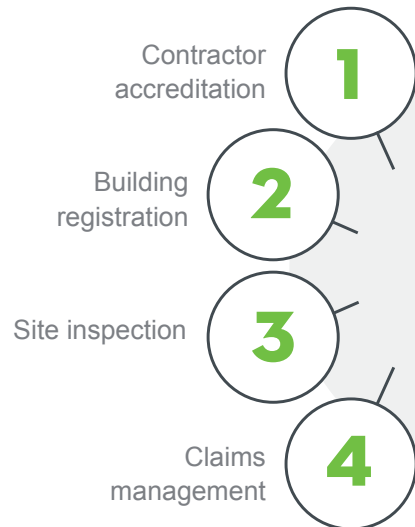


WELCOME TO GCR!

Garantie de construction résidentielle (GCR) is pleased to present the Contractor's Guide, which provides contractors who are accredited with GCR—or soon to be—with everything they need to know about the mandatory guarantee plan.

Building new homes is exciting work, but it can also be very complex and demanding. We sincerely hope that this tool will help make your work a little easier.

Happy building!



BECOMING A CONTRACTOR WITH GCR

GET ACCREDITED WITH GCR



The contractor submits an application for accreditation or renews the current accreditation, which authorizes the contractor to build new residential dwellings covered by the mandatory guarantee plan.

REGISTER YOUR BUILDINGS



The accredited contractor must register with GCR all dwellings that it is building that are covered by the mandatory guarantee plan.

HAVE YOUR BUILDINGS INSPECTED AND PERFORM ANY NECESSARY FOLLOW-UPS



Many (or all) of the contractor's buildings are inspected to help prevent problems and protect consumers.

DEAL WITH COMPLAINTS AND CLAIMS IN THE PROPER MANNER



The buyer of a new dwelling can report a problem to the contractor and open a claim with GCR. The contractor must attempt to find a solution that satisfies both parties and must address GCR's decisions, if applicable.

WORK BACKED UP BY TECHNICAL EXPERTISE



GCR can count on the help of a team of technical experts to ensure that its activities reflect a high standard of quality.



OUR THREE MAIN PRIORITIES

1



Improve construction quality

2



Increase client satisfaction

3



Strengthen our performance

GCR BY THE NUMBERS



79,043
private units
registered since 2015



34,117
units inspected
since 2015



3,046
claims received
since 2015



53%
reduction in incidents of
non-compliance between
2017 and 2019



15
inspectors covering
all of Quebec



2,746
business accredited
to date

OUR VALUES



GCR AT A GLANCE



GET ACCREDITED WITH GCR

In Quebec, a contractor who wants to sell or build a new residential dwelling covered by the mandatory guarantee plan must:



Be accredited with GCR.



Have the right general contractor's licence from the Régie du bâtiment du Québec (RBQ).



NO EXCEPTIONS—IT'S THE LAW!

WHAT YOU NEED TO APPLY

- \$505.89 to cover the analysis fees
- Personal balance sheet form, along with relevant documents* (e.g., property assessments, mortgage balances on buildings, your investment statements)
- CV form*
- An opening balance sheet or your latest financial statements, along with a review engagement report
- Resolution of the board of directors
- A duly completed and signed membership agreement

Note: Financial guarantees will be requested following GCR's analysis (securities grid and risk analysis).

*Shareholders, board members and guarantors

FIND ALL THE DOCUMENTS YOU NEED

in the full kit on our [website](#).



QUICK AND EASY ACCREDITATION RENEWAL!

PAPER-FREE!

Contractors can renew their annual memberships completely [online using the GCR Zone](#).

Contractors are sent a list of required documents through the GCR Zone at least two months before the expiry date.

TO SIGN IN TO THE GCR ZONE,

[click here.](#)



[Click here](#) to watch this video explaining how the GCR Zone works.



EVERYTHING YOU NEED TO KNOW ABOUT THE COTE QUALITÉ GCR



Helps ensure fair risk management for all accredited contractors.



Scores range from AA to D.



Assigned by assessing financial ratios, customer satisfaction and the quality of buildings constructed.

USEFUL INFO

WHY DO SOME CONTRACTORS HAVE A SCORE OF N?

Contractors who have not yet received a technical or financial assessment are temporarily given a score of N (not scored).

WHEN WILL I RECEIVE MY COTE QUALITÉ GCR?

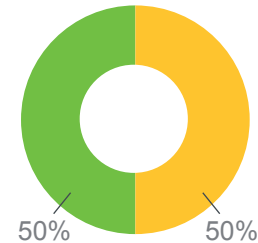
Three inspections on two different buildings must be carried out before a contractor can be assigned a technical rating. Condos are an exception, as they require only three overall inspections.

ASSESSMENT

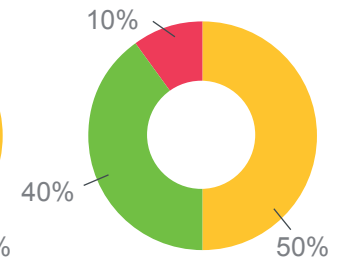
The Cote Qualité GCR is assigned by assessing the number of months the contractor has been accredited:

Technical rating ●
Financial rating ●
Customer satisfaction rating ●

Under 36 months



36 months or more



HOW DO I MAINTAIN A HIGH COTE QUALITÉ GCR?

- I do construction work that is in compliance with codes and standards in force.
- I follow up with GCR as necessary and correct incidents of non-compliance that have been identified.
- I include best practices in my projects.
- I consult GCR's technical staff when I have questions.
- I respect financial criteria.
- I try to find solutions with my clients when they report problems and I make sure to perform GCR's required follow-ups.



TO LEARN MORE,
visit our [website](#).



BUILDINGS COVERED BY GCR

The mandatory guarantee plan covers the following entirely new residential buildings:



Detached, semi-detached, or row-type single-family houses



Houses held in co-ownership



Multifamily buildings of two to five units held in undivided co-ownership (intergenerational, duplex, triplex, etc.)



Multifamily buildings held in divided co-ownership (condos) of no more than four stacked private portions

Exemptions and exclusions:



Transformation of buildings



Renovations and extensions



Construction on an existing foundation



Condominium buildings that have more than four stacked private portions (condo towers)



Self-built homes

WHEN AND HOW DO I REGISTER A BUILDING?

You must register each building by the time the first of these events occurs:

1. The business contract or preliminary contract is signed.
2. Construction permits are issued.
3. Construction work begins on the building to be registered.

FIND ALL THE INFORMATION

and forms you need to register a building in the [GRC Zone](#).



LISTING A RENTAL BUILDING

New residential dwellings built for rental purposes are held by the same entity that built them (the accredited contractor). Payment of registration fees is not required at this step. However, if the building is repurposed in the 24 months following the completion of work and the units are sold instead of rented, GCR must be informed and the building registered.

SEE ALL THE DETAILS

on our [website](#).



COMMON PORTIONS AND GUARANTEE COVERAGE START DATES

If the contractor does not follow the steps set out by the regulation when delivering a building held in co-ownership to consumers, the guarantee's term may be extended. To help, a support and consultation service has been made available for contractors.



IT'S EASY TO REGISTER YOUR BUILDINGS WITH THE GCR ZONE!

To help cut the red tape, GCR created an easy-to-use tool for accredited contractors: the GCR Zone.

You can use it to:



Register your projects



View your invoices



Download your contracts



ACCREDITATION RENEWAL USING THE GCR ZONE

Is it time for your accreditation renewal? Sign in to your GCR Zone account and take care of the whole process without even picking up a pen.

THE GCR ZONE AT A GLANCE



TO THE GCR ZONE

Soon you'll be able to register buildings held in co-ownership using the GCR Zone.

Stay tuned!

TO ACCESS THE GCR ZONE,
[click here.](#)



THOUSANDS OF UNITS INSPECTED

Every year, GCR inspects a large proportion of new dwellings built in order to:



Improve construction quality.



Prevent construction defects that could lead to claims.



Ensure sound management of the mandatory guarantee plan's reserve fund.

GCR INSPECTS PLANS

A crucial step, this inspection helps reduce the risk that incidents of non-compliance will be identified on site. It's important to remember, however, that just because plans have been inspected does not mean they have been approved.

USEFUL INFO

GCR will inspect any plans you provide, even if they are not required.

Remember, it's a lot easier to shift a line on a plan than to move a wall!



GCR INSPECTS SITES

Incidents of non-compliance observed by the GCR inspector are mentioned on site to the contractor or its representative. The inspection report is sent within three business days.

USEFUL INFO

PREVENTIVE NOTIFICATION: A HELPFUL TOOL!

When GCR observes work that is not yet non-compliant but could become so later on, it issues the contractor a preventive notification. The contractor must provide GCR with proof that the work has been corrected and will not result in an incident of non-compliance.

GCR ENSURES NON-COMPLIANT WORK IS CORRECTED

The contractor must provide photographic or video evidence that the incidents of non-compliance identified on site have been corrected. The contractor sends this to suivi@garantiegcr.com. A follow-up inspection may be planned if GCR deems it necessary.

HOW DO I IMPROVE MY INSPECTION PERFORMANCE?

1. Familiarize yourself with and follow GCR's inspection program.
2. Use GCR's data sheets.
3. Know which elements GCR verifies on site.
4. Implement one or more best practices recognized by GCR.

TO LEARN MORE,
[click here!](#)



WHAT DO I DO IF I RECEIVE A COMPLAINT?

GCR advocates for good relations between parties. If you have received a complaint from one of your clients, you should try to reach an agreement with them whenever possible.

If no agreement is reached, a claim could be opened with GCR.



NOT SATISFIED WITH A GCR DECISION?

A consumer or contractor who wishes to do so may take a GCR decision to arbitration. They have 30 days after the decision has been sent to do so. Details are included in all of GCR's decisions.

WHAT HAPPENS IF A CLIENT OPENS A CLAIM?

When a claim is officially opened, GCR initiates a six-step process.



PRE-VISIT ANALYSIS

The conciliator assigned to the case familiarizes themselves with the complaint and speaks to the parties.



VISIT

The conciliator may make a visit to observe the issues that were reported.



RECEIPT OF THE DECISION

The conciliator sends their decision to the beneficiary and the contractor.



AGREEMENT AND PLANNING OF WORK

The beneficiary and contractor agree on a time frame for carrying out corrective work.



PERFORMANCE OF WORK

The contractor carries out corrective work within the time frame stated in the conciliator's decision.



COMPLETION OF WORK

The beneficiary must confirm that the work has been completed. They may attach photographs or other evidence.

USEFUL INFO

When you reach an amicable settlement with a client, everybody wins. Once a settlement is agreed upon, the claim is closed.



HOW DO I HANDLE A COMPLAINT?



Try to find an outcome that satisfies both parties as quickly as possible.



Keep the lines of communication open with the consumer.



Tell GCR what you intend to do about the complaint using the form provided for this purpose.

HOW DO I HANDLE A CLAIM?



Keep trying to find an outcome that satisfies both parties.



Keep the lines of communication open with the consumer.



Be present for the conciliator's visit, read the decision and respect time frames for performing corrective work.

THREE COMMON MISTAKES

I'VE RECEIVED A COMPLAINT. I'M GOING TO LEAVE THINGS AS THEY ARE AND WAIT FOR GCR TO TELL ME WHAT TO DO.

If a claim is opened and GCR's decision accepts some of the consumer's points, this will affect your Cote Qualité GCR.

If the contractor is present, they can share any useful observations. If the contractor is not there, some things that are relevant to the decision might not be taken into account.

I WON'T BE THERE FOR THE CONCILIATOR'S VISIT. GCR AND THE CONSUMER CAN TAKE CARE OF THIS THEMSELVES.

I'M NOT GOING TO DO THE REQUESTED CORRECTIVE WORK. GCR CAN DO IT.

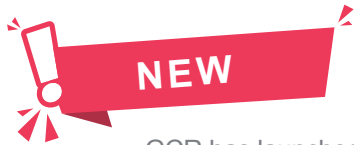
This is a bad idea, as it will affect your Cote Qualité GCR and lead to higher costs.

USEFUL INFO

You must be proactive and cooperate fully throughout the process. Additionally, the number of claims and the type of items accepted for each claim appear on your profile in GCR's accredited business directory. More details on the next page.



GCR DIRECTORY: GIVING CONSUMERS ACCESS TO A WEALTH OF INFORMATION



GCR has launched, in collaboration with the RBQ, a directory of accredited businesses in order to help buyers of new dwellings make informed choices about their real estate projects.

A future buyer who views the directory will see the following information for each business:



GCR accreditation status and duration, accreditation number



RBQ licence number and licence subclass(es)



Number of incidents of non-compliance found upon inspection, categorized by level of seriousness



Number of claims and number and item type (apparent or non-apparent poor workmanship, latent [hidden] defect, construction defect, etc.) accepted for each address of a work site



Arbitration decisions, if any



Addresses of all buildings constructed by the business and registered with GCR

**CHECK OUT THE NEW
DIRECTORY.**



Make sure to
keep your record
clean—it's public
knowledge!



OUR DATA SHEETS

To reduce incidents of non-compliance and help you respect the codes and standards in force, GCR has created data sheets on a variety of topics, available on our website. You will find sheets on issues such as accessibility, fire protection, foundations, doors and windows, masonry, plumbing and much more!

All of these sheets are carefully prepared by GCR and their regulatory content is approved by the RBQ.



**USEFUL
INFO**

DID YOU KNOW THAT

these data sheets have helped significantly reduce by over 50% the number of incidents of non-compliance found on site in Quebec since 2016?

**TAKE A LOOK AT OUR
DATA SHEETS**

[click here!](#)



**STAY IN TOUCH
AND FOLLOW US ON
SOCIAL MEDIA!**



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