



PRESS RELEASE



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CMHC's Homeowner's Manual Helps Royal LePage Add Value To Service

OTTAWA, Ontario, April 18, 2002 — Canada Mortgage and Housing Corporation's (CMHC) Homeowner's Manual has been adopted by Royal LePage real estate for use as a marketing and service tool for its affiliate agents across the country as part of their client service package to better serve their customers.

"Using CMHC's Homeowner's Manual is a mutually beneficial initiative and a significant step forward which will help homeowners protect the value of their home to maintain a safe, healthy environment," said Leigh Howell, CMHC's Director of Research. "This manual represents extensive research in housing by CMHC and its adoption shows Royal LePage's corporate commitment to being on the cutting edge of innovation by providing outstanding service to their customers."

Sherry Chris, vice president, Network Services, Royal LePage Real Estate Services Ltd., said, she was pleased that such a high quality manual, backed by CMHC's research expertise, was available. "This manual will be a valuable addition to the information and ongoing support we currently offer to clients. Its content, explaining the operation and maintenance of a home is truly unbiased and well researched. It's the best manual of its kind in the market."

Royal LePage will work with CMHC to customize the manual to reflect the wide variety of client needs of its nearly 9,000 Realtors.

Howell added, "A manual for your home is an idea whose time has come. CMHC's Homeowner's Manual is a unique product with precise information on a home's components and systems which will guide the homeowner through years of operating and maintaining the home. Its endorsement by Royal LePage is the latest indication of the manual's growing acceptance by the housing industry as a key client service tool." .

Since its publication in 1999, many housing industry groups have adopted the manual. The Residential Warranty Company of Canada provides it to all builders it insures and several large and many medium sized builders have adopted it as a regular part of house purchases. Housing exporters are also using the manual as a natural complement to their Canadian made housing products. The Quebec Association of Building Inspectors (QABI) uses it as part of their client service package.

"We feel it's quite nearly perfect and that's why we decided to adopt it," said Germain Fr chet, past president of the QABI.

Endorsed, following its publication, by the Canadian Home Warranty Council and the Canadian Home Builders' Association, it has since been acclaimed by organizations and independent experts across Canada and the United States such as: the Ontario Municipal Building Officials Association, the Canadian Manufactured Housing Institute, Minnesota Housing Agency and a committee of the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE).

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The Homeowners Manual is just one of many CMHC information products that can guide consumers through the purchase and ownership of a house. CMHC publications offer reliable, objective information developed through years of extensive research.

The manual and other CMHC publications are available from CMHC by calling: 1-800-668-2642.

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