

Q1: Why do we need a new guideline about dealer premises?

A1: This guideline updates the bulletin entitled New Requirements for General Dealer Premises, published in February 2014. It addresses only dealers' physical premises and applies primarily to general dealers.

Q2: What topics related to dealer premises does the guideline cover?

A2: The guideline covers matters related to location; hours of operation; signage; vehicle display; physical attributes; municipal bylaws; and insurance.

Q3: What does the guideline say about dealer premises?

A3: The guideline includes an overview of the current legislation and regulations and up-to-date information on how to remain compliant with the new standards. In doing so, the guideline:

- Reiterates that business premises should be, in the opinion of the Registrar, sufficient for the purpose of displaying motor vehicles;
- Clarifies hours of operation and the availability of a point of contact;
- Explains terms regarding signage and the display of vehicles;
- Updates expectations for the dealership's physical space to reflect the [guideline on electronic record keeping](#);
- Outlines OMVIC's responsibility to ensure compliance with other regulatory and enforcement bodies; and
- Reminds dealers that they are required to have appropriate insurance to protect their interests and their customers' needs

Q4: How does this dealer premises guideline relate to the guideline on Electronic Record-keeping?

A4: Dealerships are expected to have office space sufficient in size for the secure storage of six years' of books/records or sufficient electronic storage to achieve the same outcome. The [Guideline for Electronic Record Keeping](#) explains these expectations in detail.

Q5: How does this guideline clarify OMVIC's responsibility to work with other regulatory and enforcement bodies?

A5: OMVIC administers and enforces the Motor Vehicle Dealers Act, 2002 (MVDA), its regulations and Code of Ethics, as well as relevant sections of the Consumer Protection Act (CPA), on behalf of Ontario's Ministry of Public and Business Service Delivery. Certain issues related to dealer premises fall outside OMVIC's mandate. When we have reason to believe that there might have been violations of any relevant law or regulation, it is our responsibility to notify the appropriate legal authorities.

Questions and answers – dealer premises

Q6: The guideline only speaks to dealer requirements under the Compulsory Automobile Insurance Act. What about other types of insurance that dealers are required to have?

A6: Dealers are required to comply with the [Compulsory Automobile Insurance Act](#). There may be other insurance requirements that apply, as well. Dealers who have questions about those requirements should seek independent legal advice or contact the appropriate regulatory bodies.

Q7: If they're guidelines, does that mean the rules they spell out aren't mandatory?

A7: Some of what's in the guidelines is mandatory (for example, when it's based on legislative or regulatory requirements, the Code of Ethics, Business Practices, etc.). In other cases, there's a degree of flexibility. Either way, though, the [Code of Ethics](#) requires dealers to conduct themselves in a professional and respectful manner.

Q8: Who do I call if I still have questions?

A8: You can contact Dealer Support by phone at 1-800-943-6002, ext. 4 or via email at dealers@omvic.on.ca.