Alberta Government

# Residential Builder User Manual for the

# New Home Buyer Protection System

Prepared by

Residential Protection Program
Alberta Municipal Affairs

# Contents

Classification: Public

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# 1   Introduction

The *New Home Buyer Protection Act* establishes minimum requirements for warranty coverage on new residential construction in Alberta.  Under the *Act*, a residential builder who does not hold a valid Alberta builder licence cannot be issued a building permit. As well, a building permit cannot be issued for a particular build unless appropriate warranty coverage as defined in the legislation or an authorization for exemption from the coverage requirement is in place on the property.

The *New Home Buyer Protection Act* applies to all new homes built where the building permit is applied for after February 1, 2014; the legislative amendments introducing the builder licencing requirement came into force on December 1, 2017. In addition to new homes (as defined in the *Act*), the legislation also applies to substantial reconstruction, as well as manufactured homes (includes modular, ready-to, move, etc.).   More information on reconstruction and manufactured homes can be found in the Registrar's Bulletins page (https://www.alberta.ca/home-warranties-registrar-bulletins.aspx) of the Home Warranties section of the Municipal Affairs website.

The purpose of this guide is to provide instruction for the use of the Residential Builder Portal of the New Home Buyer Protection System (NHBPS), including creating and editing new home registrations, managing payments, searching registrations, and managing builder accounts. This guide is not a resource for interpretation of the legislation. Interpretive bulletins and other resources will be made available as needed. Contact the Residential Protection Program (RPP) for more information (See Table 2 - Residential Protection Program Contact Information).

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**IMPORTANT:** The New Home Buyer Protection System (NHBPS) is optimized for use on a desktop or laptop computer running the Windows operating system, version 10 or higher. For best performance, access the NHBPS through Google Chrome or Edge. The current version of the NHBPS is not designed to function on mobile devices; we do not recommend using smart phones or tablets to access the NHBPS.

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# 2   Using the Residential Builder Portal of the NHBPS

## 2.1   NHBPS Account Creation through MAConnect

The New Home Buyer Protection System is accessed through MAConnect, the secure portal that enables users external to the Government of Alberta to enter certain online applications run by Municipal Affairs. MA Connect is not a part of the NHBPS but is used to gain access to the system.

In order to enter applications (i.e., new home registrations, rental exemptions) into the NHBPS for processing, each residential building company must have its own account in the NHBPS. As well, an Authorized Agent for the Company, who will be responsible for the accuracy of the content of the Builder Profile and all Builder Licence Applications, must be identified, and one Administrative User must be created and associated with that account. Initial account set-up and user creation is done through

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the web-based NHBPS Access Request Form available in the Home Warranties section of the Municipal Affairs website.

The NHBPS Access Request Form enables **first-time users** of the New Home Buyer Protection System to create their **first builder account** in the system and obtain MAConnect login credentials for an administrative user who will manage the account. Access requests for **additional** users and the creation of **additional** builder accounts will be done from within the new builder account once it has been created, not through the Access Request Form.
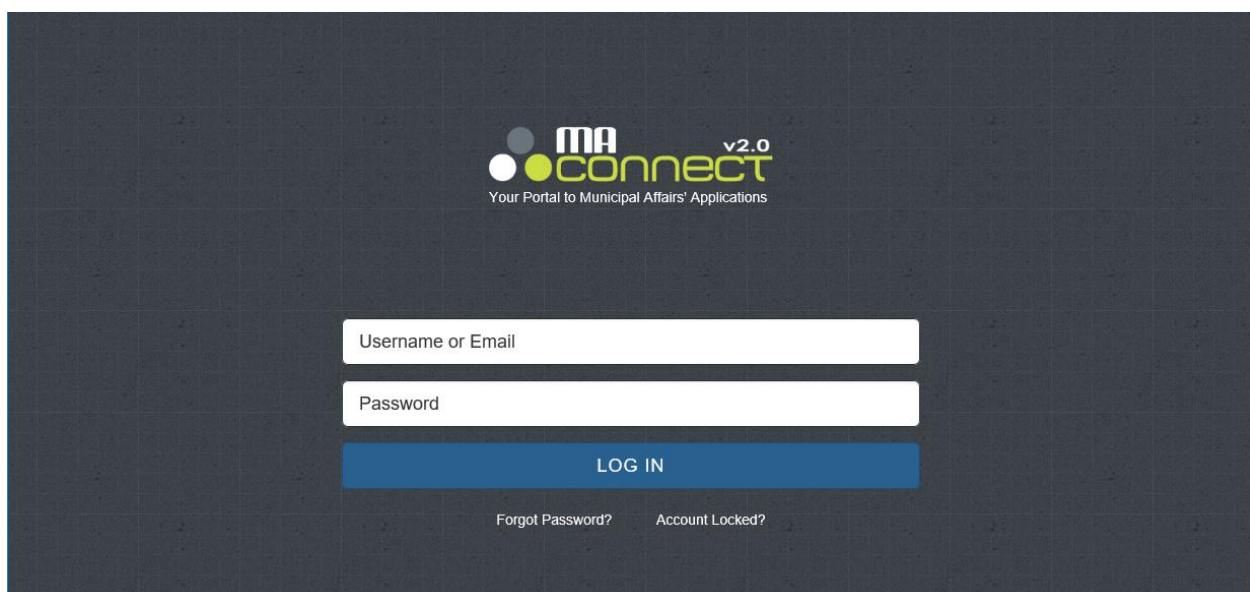
For information on how to create accounts for additional companies and submit requests for additional user access, see section 4 Account Administration on page 69.

> **IMPORTANT:** The Access Request form requires the applicant to identify a Person in Control for the organization. Persons in Control are individuals who have a controlling role in the organization, such as directors, owners, or shareholders. The Access Request Form collects the name and contact information for the Person in Control; however, additional information about that Person in Control, as well as the addition of all other Persons in Control for the organization, must be done in the Builder Profile before the builder can apply for a builder's licence or submit property registrations. For more information about the Builder Profile, see section 2.6 Editing a Builder Profile on page 10.

## 2.2  Logging In

To access the NHBPS, you must log in through MA Connect. If you are not already logged in to the system, the NHBPS Residential Builder Portal link will redirect to the MA Connect login screen.

**Figure 1 – MA Connect login screen**

**To log in to the New Home Buyer Protection System:**

1. On the MA Connect login screen, enter your username and password in the appropriate fields.
2. Click the **Log In** button.
3. Click the **Launch** button in the New Home Buyer Protection System access panel.
4. You will be redirected to the Residential Builder Console, which is the landing page of the Residential Builder Portal of the NHBPS.

**Figure 2 - MA Connect application selection screen**
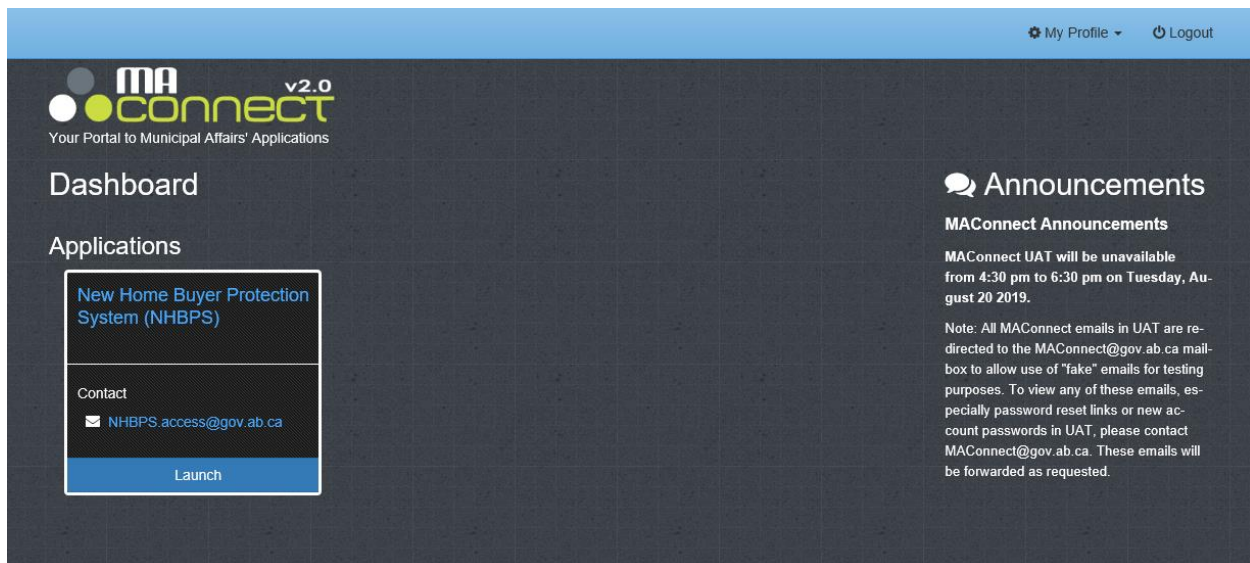
**Figure 3 - NHBPS Residential Builder Console**
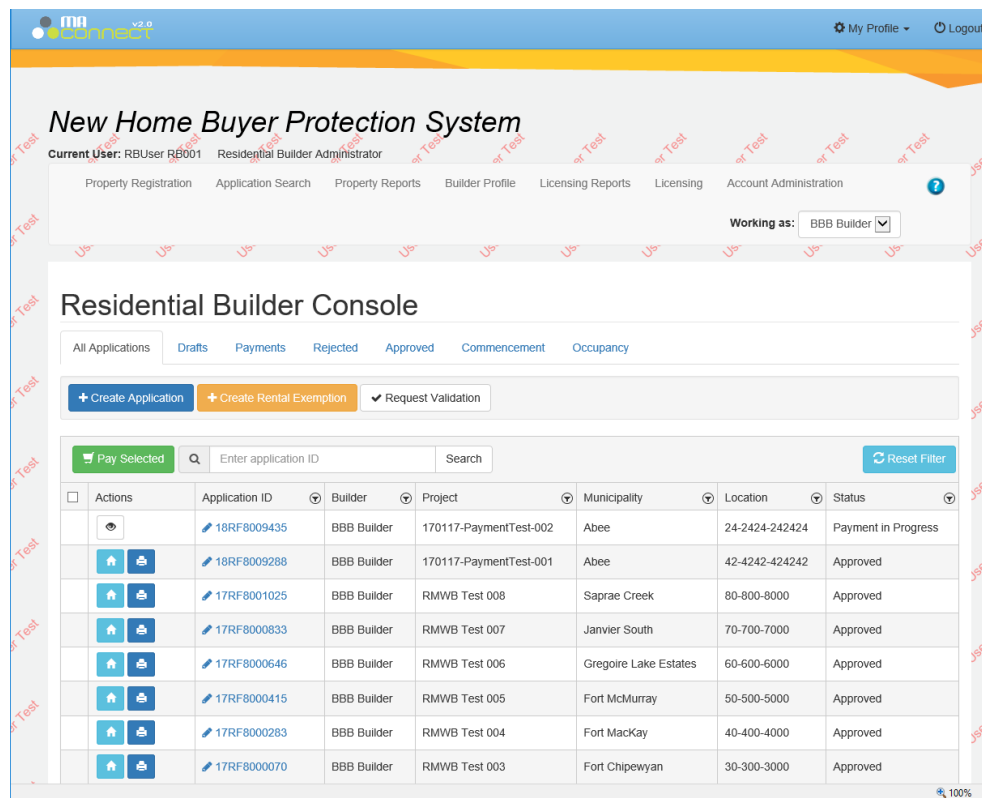


The Residential Builder Console provides access to the tools used by residential builders to carry out various activities within the system. These include submitting validation requests to warranty providers, creating and submitting applications for new home registration, creating and submitting applications for rental use designation, paying application fees, downloading Registrar Certificates for approved applications, and providing commencement and occupancy dates.

## 2.3 Primary Navigation Menu

The primary navigation menu for the Residential Builder Portal of the NHBPS is a series of links arranged in a row in the upper portion of the page, below the NHBPS banner:

**Property Registration** – Clicking on the **Property Registration** menu item takes the user to the Residential Builder Console, where access is provided to the tools for carrying out the primary activities associated with registering residential construction projects in the NHBPS. These tasks include submitting validation requests to warranty providers, creating and submitting applications for new home registration, creating and submitting applications for rental use designation, paying application fees, downloading Registrar Certificates for approved applications, and providing commencement and occupancy dates.

**Application Search** – Links to an advanced search form providing comprehensive search options for finding applications for new home registration and rental exemption.

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**Property Reports** – Links to the system-generated reports associated with property registrations (e.g., Financial Reports on the status of application processing fees for New Home Registrations and Rental Use Designations).

**Builder Profile** – Links to the Builder Profile for the organization to which the logged-in user belongs; if the user belongs to more than one organization, this will link to the profile for the organization selected in the **Working as Builder** dropdown list. The Builder Profile will be editable only if the logged-in user is an administrative user for the organization.

**Licensing Reports** – Links to the system-generated reports associated with builder licence applications (e.g., Financial Reports on the status of application processing fees for builder licence applications).

**Licensing** – Links to tools for creating and managing builder licence applications and viewing the status of licences issued to the organization.

**Account Administration –** Links to administration tools that allow administrative users to request access for new users, change organizations and/or roles of existing users, and create new accounts for additional companies.

## 2.4   Residential Builder Console

The Residential Builder Console uses a tabbed interface to provide access to the tools used by builders to carry out activities associated with registering construction projects in the system. These include creating and editing new home registrations, creating and editing rental use designation applications, payment processing, and entry of policy commencement dates.  Each tab provides access to a specific task with the exception of the first tab, **All Applications**, which provides access to all applications the builder has created and any associated tasks the builder needs to perform on those applications.

**All Applications** - Lists all new home registrations and rental exemptions associated with the account.

**Drafts** - Lists all new home registrations and rental use designations that have been saved as drafts (not yet submitted into the NHBPS workflow).

**Payments** - Lists all new home registrations and rental use designations for which the processing fee has not yet been paid, including those for which payment is in progress and not yet complete. Filtering tools enable retrieval of payment transactions with other statuses, such as "Paid", "Declined", Timed Out", etc., as well as transaction records for completed refund requests.

**Rejected** - Lists all new home registrations associated with the account that have been rejected by the warranty provider to whom they were submitted.

**Approved** - Lists all new home registrations and rental use designations associated with the account that have been approved by the RPP. Registrar's certificates can be downloaded from this screen.

**Commencement** - Provides access to the warranty commencement date entry tools for all approved new home registrations associated with the account.

**Occupancy** - Provides access to the occupancy date entry tools for all approved rental use designationa associated with the account.

## 2.5 Working with Data Grids

On each tab in the Residential Builder Console, items that require builder action are displayed in a data grid. Although the items listed, columns of information, and available actions may differ from tab to tab, the tabs contain a common set of features for sorting, filtering, and browsing the data.

### 2.5.1 Sorting

Sorting retains all of the rows of information displayed in the grid but changes the order in which they are displayed. The data in the grid can be sorted by a particular column by clicking on the column label in the top row of the grid.

- Clicking once will sort the data in ascending order; an upward-pointing triangle will appear next to the label.
- Clicking again will sort the data in descending order; a downward-pointing triangle will appear next to the label.
- Clicking a third time will restore the data grid to its default sort order; the triangle will disappear.

### 2.5.2 Filtering

Filtering displays all rows of information in the grid that meet the filtering criteria and removes all rows that do not meet the filtering criteria. The data in the grid can be filtered by a particular column by clicking on the filtering icon (which looks like a funnel in a circle) that appears at the right of the label for that column. When the icon is clicked, the filtering tool opens.

**To filter the data grid:**

1. Click on the filtering icon in the appropriate column. The filtering tool will open.
2. Select the appropriate filtering rule (e.g., "Starts with," "Is equal to", "Is not equal to," "Contains").
3. Enter the constraining data that completes the rule. For some columns, data will be entered in a text field; for others, data will be entered by making a selection from a dropdown list. More than one filter can be applied at a time.
4. Click the **Filter** button to apply the filter to the data grid.


**To remove a filter from a single column:**

1. Click on the filtering icon in the column containing the applied filter. The filtering tool will open.
2. Click the **Clear** button.
3. When the filtering tool is closed the filter will no longer be applied to the grid, and any removed data will be restored.

**To remove all filters and restore all data to the grid:**

1. Click on **Reset Filter** button.
2. All filters will be cleared and the data grid will be restored to its default state.

**Filtering examples:**

To find all registrations with a status of "Awaiting Confirmation", click the filter icon in the "Status" column, select "Is" as the filtering rule, and select "Awaiting Confirmation" as the constraining data.

To find all registrations submitted by builder "ABC Inc.", click the filter icon in the "Builder" column, select "Is equal to" as the filtering rule, and enter "ABC Inc." as the constraining data.

To find all registrations submitted by builders whose company name starts with "ABC", click the filter icon in the "Builder" column, select "Starts with" as the filtering rule, and enter "ABC" as the constraining data.

To find all registrations submitted in 2015, click the filter icon in the "Registration ID" column, select "Starts With" as the filtering rule, and enter "15RF" as the constraining data.
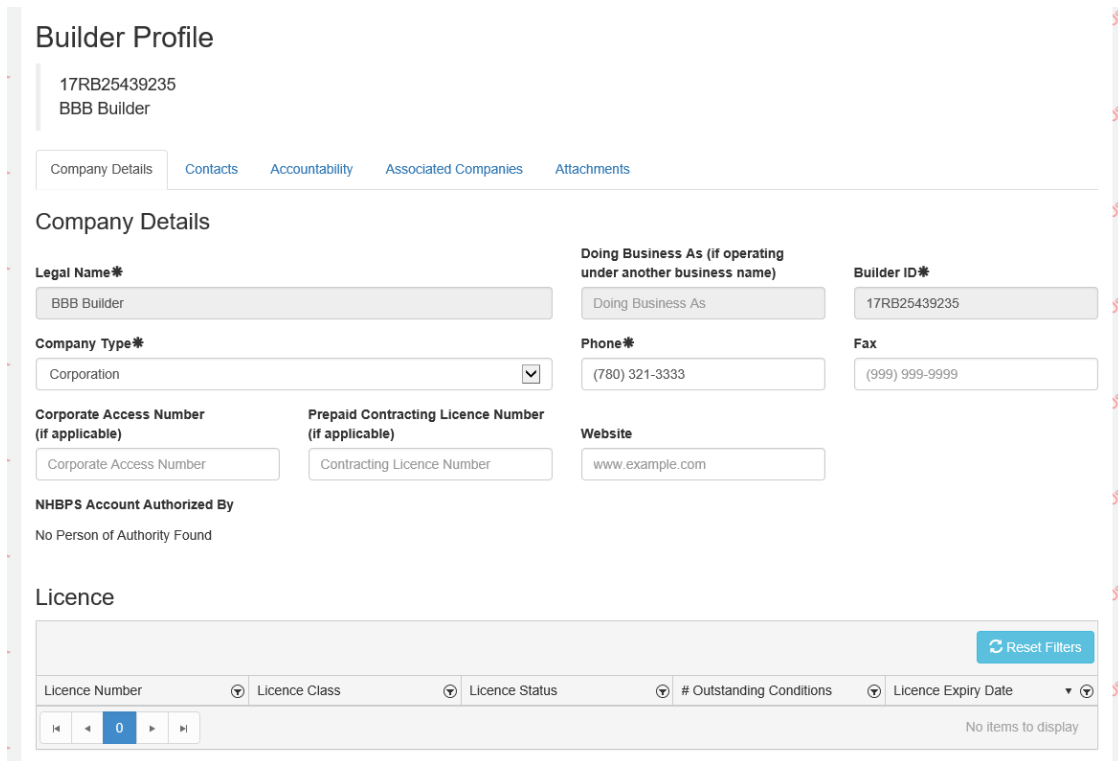
### 2.5.3    Browsing

Data grids containing more than ten rows of information are split into pages containing a maximum of ten rows per page. Page browsing controls can be found at the bottom left of the data grid. The controls provide the ability to jump to any page, as well as move forward and backward through the pages of the grid. The total number of items in the grid, as well as the numerical range of items you are viewing, can be found in the bottom right of the data grid.

- **To move to any page in a data grid**, click on the number of the page in the browsing controls.

- **To move ahead one page in the grid**, click on icon to the right of the numbered links in the browsing controls (a right-facing triangle).

- **To move to the last page in the grid**, click on icon furthest to the right in the browsing controls (a right-facing triangle with a vertical line).

- **To move back one page in the grid**, click on icon to the left of the numbered links in the browsing controls (a left-facing triangle).

- **To move to the first page in the grid**, click on icon furthest to the left in the browsing controls (a left-facing triangle with a vertical line).

## 2.6    Editing a Builder Profile

Builder Profiles created after an MAConnect account creation request is completed can be edited in the NHBPS by the User Administrator(s) for that builder. The information in the Builder Profile is a critical part of all builder licence applications; ensure that your organization's Builder Profile is complete and accurate before submitting a builder licence application.

**Figure 4- Builder Profile**



**Builder Profile**

17RB25439235
BBB Builder

Company Details | Contacts | Accountability | Associated Companies | Attachments

**Company Details**

| Legal Name✱ | Doing Business As (if operating under another business name) | Builder ID✱ |
|---|---|---|
| BBB Builder | Doing Business As | 17RB25439235 |

| Company Type✱ | Phone✱ | Fax |
|---|---|---|
| Corporation ▼ | (780) 321-3333 | (999) 999-9999 |

| Corporate Access Number (if applicable) | Prepaid Contracting Licence Number (if applicable) | Website |
|---|---|---|
| Corporate Access Number | Contracting Licence Number | www.example.com |

**NHBPS Account Authorized By**

No Person of Authority Found

**Licence**

⟳ Reset Filters

| Licence Number | Licence Class | Licence Status | # Outstanding Conditions | Licence Expiry Date |
|---|---|---|---|---|
| | | | | No items to display |

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**IMPORTANT:** The ability to edit a Builder Profile is available only to users with the User Administrator role. The Builder Profile link in the primary navigation menu will not be visible to users without the User Administrator Role. Residential Builders can have up to two users with the User Administrator role for their account. User roles can be changed by a User Administrator through the tools accessed by clicking the Account Administration link in the primary navigation menu. For assistance, contact the RPP at 1-866-421-6929.

**To edit a Builder Profile:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on **Builder Profile** in the primary navigation menu.
3. The Builder Profile screen will be displayed. Required fields are marked with an asterisk (*).

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4. The Builder Profile will be pre-populated with the information entered in the NHBPS Access Request Form. If the logged in user is associated with more than one builder account in the NHBPS, selecting a different builder in the **Working as Builder** dropdown list will change the builder whose information is displayed in the profile.

> **Note:** If the logged-in user is associated with more than one organization in the NHBPS, all accessible organization will appear in the **Working As Builder** dropdown list. Before modifying a Builder Profile, ensure that the correct organization is selected in the **Working As Builder** list.
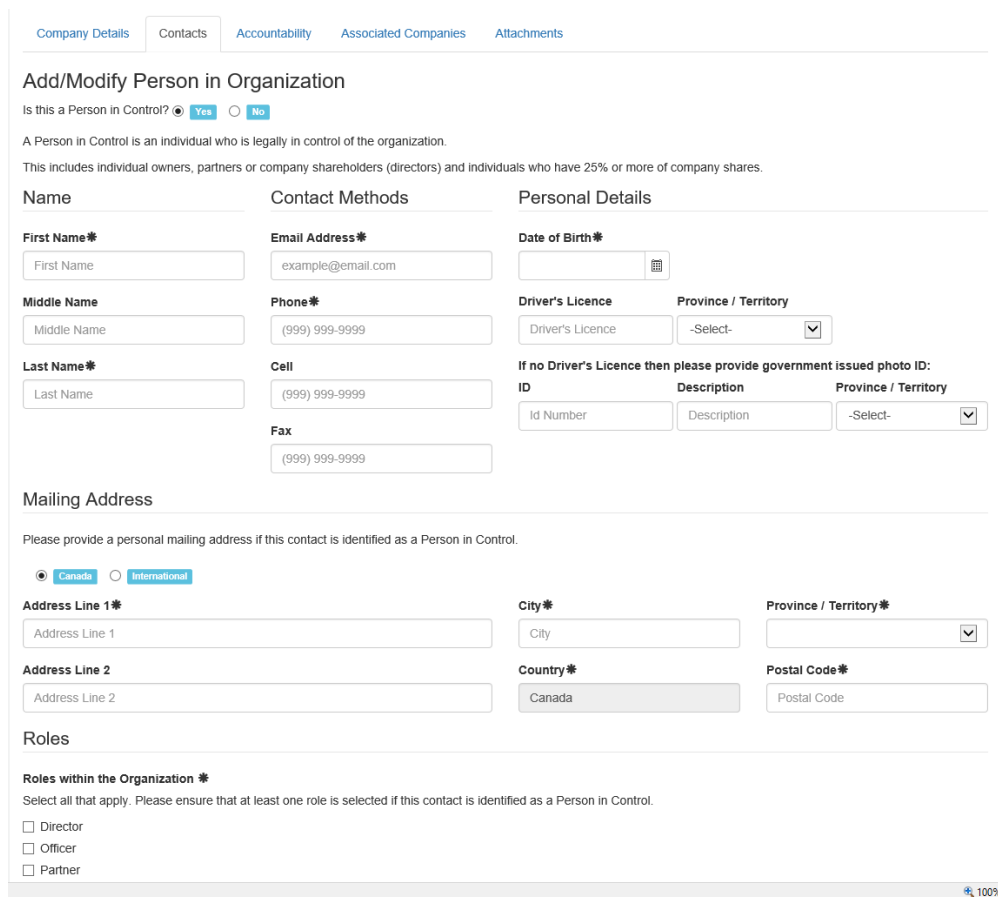
5. The **Company Details** tab contains information describing the organization, as well as physical and mailing addresses. This information is pre-populated from the NHBPS Access Request form.
   a. **Legal Name, Doing Business As** and **Company Type** will be prepopulated based on the MA Connect account information. **Legal Name** and **Doing Business As** cannot be edited or changed by the builder within the NHBPS.
   b. **Corporate Access Number** and **Prepaid Contracting Licence Number** may not be applicable to all builders.
   c. The **Licence** section contains information on all builder licences issued to the organization by the RPP.
   d. A **Notification Recipient** email address must be provided. All notification emails generated by the NHBPS will be sent to this address. Some notifications emails may be sent to additional recipients. Entering a valid **Notification Email** address ensures that all critical notification emails will be received by the organization.
   e. **Physical Address** and **Mailing Address** are editable.
6. The **Contacts** tab contains the information entered in the **Authorized Agent of the Company** and **Persons in Control** sections of the NHBPS Access Request form.
   a. Contacts can be added using the **New Contact** tool.
   b. Contacts can be edited by clicking the "Edit Person Details" icon (a pencil) in the Actions column of the contact entry.
7. The **Accountability** tab enables the user to change the designated Authorized Agent of the Company, originally identified on the Access Request form.
   a. To select from the list of existing contacts, select the **An Existing Contact** radio button and select a contact from the dropdown list.
   b. To add a new contact, select the **A New Contact** radio button, enter the data required in the fields provided, and click the **Save** button.
8. The **Associated Companies** tab enables the user to provide information on other companies that have at least one Person in Control in common with the organization. This information will be verified as part of the builder licence application process.
9. The **Attachments** tab enables users to upload supporting documents to the Builder Profile in PDF, Word, or JPG format. Builders are required to upload a copy of the Drivers Licence (or other government photo identification) for each of the organization's Persons in Control.
10. Modify the information on each tab as needed.
11. Click the **Save** button to update the profile and remain on the profile or click the **Save & Exit** button to save the profile and return to the **All Applications** tab. Click the **Cancel** button to reset the form to its original state without saving your changes.

### 2.6.1 Contacts

Please ensure that Contact entries are created for each of your organization's Persons in Control. Contact entries can be created for individuals who are not Persons in Control, although this is not required to apply for an Alberta Builder Licence.

> **IMPORTANT:** The NHBPS Access Request Form collects the name and contact information for a single Person in Control; however, additional information about that Person in Control, as well as the addition of all other Persons in Control for the organization, must be done in the Builder Profile before the builder can apply for a builder's licence or submit property registrations.

**Figure 5 - Add/Edit Contact screen**



**To add a Contact:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.

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2. Click on **Builder Profile** in the primary navigation menu.
3. Click on the **Contacts** tab.
4. Click the **New Contact** button.
5. Use the radio buttons to indicate whether or not the contact is a Person in Control. If the contact is a Person in Control, do not click the **Save** button until all information has been entered, as identified Persons in Control cannot be edited after the entry is saved.
6. Provide all required information in the **Name**, **Contact Methods**, and **Personal Details** sections.
7. Provide a Mailing Address for the contact.
8. If the contact is a Person in Control, ensure that at least one **Role** is identified.
9. Click the **Save** button to save the contact and remain on the contact screen or click the **Save & Exit** button to save the profile and return to the Contacts grid. Click the **Cancel** button to reset the form to its original state without saving your changes.

> **Note:** All of the organization's Persons in Control must be identified in the Builder Profile. A copy of the Drivers Licence (or other government photo identification) for each Person in Control must be uploaded to the Attachments tab of the Builder Profile. Persons in Control will be verified as part of the builder licence application process.

**To edit a Contact:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on **Builder Profile** in the primary navigation menu.
3. Click on the "Edit Person Details" icon (a pencil) in the Actions column of the contact entry you want to edit.
4. Edit the contact data as needed. If the contact was saved as a Person in Control, that contact's **Personal Details** will not be editable.
5. Click the **Save** button to update the contact and remain on the contact screen or click the **Save & Exit** button to save the profile and return to the Contacts grid. Click the **Cancel** button to reset the form to its original state without saving your changes.

Contacts cannot be deleted. Once a contact is added, that individual's information is a permanent part of the organization's Builder Profile. To indicate that an individual is no longer associated with an organization, the contact can be "retired".

**To retire a contact:**

1. Click on **Builder Profile** in the primary navigation menu.
2. Click on the "Edit Person Details" icon (a pencil) in the Actions column of the contact you want to retire.
3. Click on the **Retire Contact** button.

    a. If the selected contact is the organization's only designated Person in Control, the contact cannot be retired until another Person in Control is designated.

    b. If the contact can be retired, the Retire Contact window will open with an explanation of the outcome of retiring a contact.

4. Use the calendar icon to set the date the contact's association with the company ended.
5. Click the **Retire** button to retire the contact or click the **Cancel** button to close the window without retiring the contact.

**Figure 6 - Retire Contact screen**



**To reinstate a retired contact:**

1. Click on **Builder Profile** in the primary navigation menu.
2. Click on the "Edit Person Details" icon (a pencil) in the **Actions** column of the contact you want to reinstate.
3. Click on the **Reinstate Contact** button.
4. The Reinstate Contact window will open with an explanation of the outcome of reinstating a contact.
5. Use the calendar icon to set the date the contact's association with the company began again.
6. Click the **Reinstate** button to reinstate the contact or click the **Cancel** button to close the window without reinstating the contact.

### 2.6.2    Associated Companies

On the Associated Companies tab, provide information about any other building-related organizations with which your organization or its partners are associated. Association is determined by identifying common Persons in Control.

**Figure 7 - Add/Edit Associated Company screen**



**To add an Associated Company:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on **Builder Profile** in the primary navigation menu.
3. Click on the **Associated Companies** tab.
4. Click the **New Associated Company** button.
5. Enter the **Company Name** (as registered in CORES, if applicable).
6. Use the dropdown list to select the appropriate **Company Type**.
7. Under **Period of Association**, enter the date (month and year) when the association began as **Start** date. If the company is still associated with the organization, do not enter an **End** date.
8. Provide the **Mailing Address** for the associated company.
9. Use the Persons in Control "swap" tool to indicate which of your organization's Persons in Control are (or were) Persons in Control for the associated company.
   a. Persons in Control of your organization will appear in the **Available** list.
   b. To indicate that a Person in Control is/was a Person in Control of the associated company, use the buttons with right-pointing arrows to move that Persons in Control to the **Selected** list.
   c. Use the left-pointing arrows to remove contacts from the **Selected** list as needed.
10. Click the **Save** button to save the associated company and remain on the associated company screen or click the **Save & Exit** button to save the associated company and return to the Associated Companies grid. Click the **Cancel** button to reset the form to its original state without saving your changes.

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## 2.7 Builder Licensing

Amendments to the *New Home Buyer Protection Act* that came into force on December 1, 2017 introduced the requirements that all residential builders are required to hold a valid Alberta Builder Licence in order to be issued building permits to construct new homes in Alberta. The **Licensing** components of the New Home Buyer Protection System (NHBPS) enable builders to submit and pay for licence applications, monitor their progress through the adjudication process, and view the status of their current licence(s).

The information contained in an organization's Builder Profile is a critical component of the builder licence application. Information such as Company Details, Persons in Control, and Associated Companies will be verified by the RPP as part of the licence application adjudication process. Before submitting a builder licence application, ensure that the Builder Profile for your organization is complete and up-to-date.

**Figure 8 - Licensing components**



### 2.7.1 Builder Licence Application

Alberta Builder Licences are available in two classes:

**General Contractor Licence** - This licence is required if the applicant intends to build, manage the construction process, or build and sell, single-family homes or multiple family dwellings that do not require the involvement of a coordinating registered professional (qualified person). These homes are typically up to four dwelling units.

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**Developer Licence** - A licensed developer is an individual or organization that manages, constructs or arranges for others to construct complex residential buildings. A complex residential building is a construction project requiring the involvement of a qualified person, defined as coordinating registered professional in the Alberta Building Code. These buildings are typically five or more dwelling units, such as condominiums.

A specific organization can hold one licence of each class. For a specific licence class, if a valid licence, a submitted licence application, or a draft (unsubmitted) licence application of that class exists in the NHBP for that organization, a user cannot create a new licence application of that class for that organization.

**Figure 9 - Builder Licence Application**



Builders can create and submit licence applications and view the status of their issued licences in the Licensing section of the Residential Builder Portal. The Applications tab contains all licence applications submitted by the builder. The **Licences** tab contains all licences issued to the builder. Each classed licence (i.e., General Contractor or Developer Licence) will have at least one associated licence application. Provisional licences, which are temporary, unclassed licences granted to qualified builders on December 1, 2017, have no associated licence applications. All provisional licences have an expiry date of May 1, 2018; if a provisionally-licensed builder applies for and is granted a classed licence prior to May 1, 2018, the provisional licence will be expired on the day the classed licence is granted.

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> **IMPORTANT:** The ability to create and submit a Builder Licence Application is available only to users with the User Administrator role. The Apply for a Licence button on the Applications tab of the Licensing section of the Residential Builder Portal will not be visible to users without the User Administrator Role. Residential Builders can have up to two users with the User Administrator role for their account. User roles can be changed by a User Administrator through the tools accessed by clicking the Account Administration link in the primary navigation menu. For assistance, contact the RPP at 1-866-421-6929.

**To create and submit a builder licence application:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on **Licensing** in the primary navigation menu.
3. Click on the **Applications** tab.
4. Click on the **Apply for Licence** button. This button **will not be visible** if valid licences, submitted licence applications, or draft (unsubmitted) licence applications of both classes exist in the NHBPS for the organization.

**Figure 10 - Part 1: Company Information**

5. On the **Part 1: Company Information** tab:
   a. Use the radio buttons to select the appropriate licence class. For a specific licence class, if a valid licence, a submitted licence application, or a draft (unsubmitted) licence application of that class exists in the NHBPS for the organization, that class will not be selectable.
   b. Company Details and Persons in Control (active and retired) from the organization's Builder Profile will be displayed.
   c. Verify the completeness and accuracy of the information. If needed, click the **Edit** button to leave the application and update the information in the Builder Profile. If necessary, save the application as a draft before exiting to the Builder Profile.
   d. Check the boxes to confirm that the information displayed is correct and up-to-date.

> **Note:** At any time, you can click on the **Save** or **Save & Exit** button to save the application in draft (unsubmitted) state. Draft applications are considered "works in progress" and can be closed and returned to later for completion. Only one draft application for a specific licence class can be saved.

6. On **Part 2: Associated Companies** tab:
7. All Associated Company entries from the organization's Builder Profile will be displayed.
   a. Verify the completeness and accuracy of the information. If needed, click the **Edit** button to leave the application and update the information in the Builder Profile.
   b. Check the box to confirm that the displayed Associated Company information is correct and up-to-date.
8. On **Part 3: Licence Application** tab:
   c. Provide responses to all items on the application questionnaire.
   d. For some items, selecting the "Yes" radio button will display a text box in which additional information must be provided.

**Figure 11 - Part 3: Licence Application Questionnaire**



| Part 1 | Part 2 | Part 3 | Part 4 |
|--------|--------|--------|--------|
| Company Information | Associated Companies | Licence Application | Validate |

Licence Application

1 *Which warranty provider(s) in Alberta are you enrolled with?*
*Note: You must have an up-to-date warranty acceptance from a third-party licenced provider in Alberta in order to proceed with the application for a Builder Licence.*

Response:

2 *Has your organization ever had a home warranty insurance contract cancelled/terminated?*

Response:
○ Yes  ○ No

3 *How many years has your organization been building residential homes as a developer or general contractor?*

Response:
(Must be numeric.)

4 *Has your organization ever been licensed as a builder in another province or country?*

Response:
○ Yes  ○ No

9. On the **Part 3: Validate** tab:
    e. Verify that all information has been provided and all questions have been answered.
    f. Sections of the application with missing information will be identified.
    g. Return to the previous tabs to address errors or omissions.
    h. View the **Terms & Conditions** and check the boxes in the **Legal** section.
10. Before submitting your application, ensure that the information in your Builder Profile is complete and up-to-date.
11. If the organization's Builder Profile is complete and up-to-date and the application is complete and accurate, click the **Submit & Exit** button to submit the application to the RPP.
12. After submitting the application, an invoice for the application processing fee will be displayed, along with payment options. For information on fee payment, see section 2.7.3 Builder Licence Application Fee Payment on page 24.

> **IMPORTANT:** Residential Builders who do not hold a valid Alberta Builder Licence will be able to create and save draft New Home Registration and Rental Exemption applications in the NHBPS but will be unable to submit those applications to the RPP for approval. This enables builders to enter New Home Registration and Rental Exemption applications into the NHBPS while waiting for their Builder Licence Applications to be processed by the RPP.

Once an application has been submitted to the RPP, the builder cannot modify it unless the reviewer returns the application to the builder.

**To view a submitted application:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on the **Licensing** link on the primary navigation menu.
3. On the Applications tab, click on the "View Licence Application" icon (an eye) in the **Actions** column for the application you would like to view.
4. A read-only view of the submitted application will be displayed.

The builder will be notified by email when the application has been assigned to a reviewer.

### 2.7.2    Returned Applications

If, during the adjudication process, the reviewer identifies incorrect or incomplete information, the application may be returned to the builder for updating.

The builder will be notified by email when an application has been returned. The application will be flagged as "Returned" in the **Application Status** column of the **Licence Applications** grid on the **Applications** tab.

**To view and update a returned application:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on the **Licensing** link on the primary navigation menu.
3. On the Applications tab, click on the "Edit Return" icon (a pencil) in the **Actions** column for the returned application.
4. An editable view of the submitted application will be displayed.
5. The upper section of the application will contain a general message informing the user that the application has been returned. A more detailed message will appear at the top of each section of the application that requires the builder's attention. On the application questionnaire, the message will appear *below* the question that needs revision.

**Figure 12 - Messages on a returned application**



**Figure 13 - Message on the application questionnaire**



6. Review the information in each section that has been flagged. Update or add information as needed. The reasons for returning an application can vary. If you are unsure of what needs to changed on the application, contact the Builder Licensing Program at 1-866-421-6929 and ask to speak to the reviewer of your application.

7. When the application has been updated as needed, click on Part 4 and confirm that there are no remaining errors.

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8.  Once the information has been verified, click the **Submit** button. The application will be re-submitted to the same reviewer who returned the application.

### 2.7.3 Builder Licence Application Fee Payment

The processing of a Builder Licence Application will not be finalized by the RPP until the processing fee for the application is paid. Application fees can be paid online using MyAlberta eServices or "offline" by submitting a cheque or money order to the RPP.

**Figure 14 - Payments tab**



**To pay a builder licence application fee online:**

1.  If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2.  Click on the **Licensing** link on the primary navigation menu.
3.  Click on the **Payments** tab to view the status of the organization's application processing fees. Applications that are awaiting payment or have a payment in progress will be displayed. Payment transactions in other statuses (e.g., paid, cancelled, etc.) can be viewed by using the filtering tools in the Payments grid.
4.  Click on the "Make Payment" icon (a dollar sign) in the **Actions** columns for the appropriate application. An invoice will be displayed.

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**IMPORTANT:** Before making an online payment, please ensure that the pop-up blocker of your web browser is turned off. If the pop-up blocker is on, the MyAlberta eServices window will not open, and payment cannot be submitted.

For Microsoft Internet Explorer users:

- Go to Tools ==> Pop-up Blocker ==> Turn Off Pop-up Blocker
- If "Turn On Pop-up Blocker" is displayed, your pop-up blocker has already been turned off.

For Google Chrome users:

- Settings ➔ Advanced ➔ Privacy and Security ➔ Content Settings ➔ Popups
- Set Popups to "Allowed".

For Safari users on the Mac OS:

- Go to Safari ➔ Preferences ➔ General ➔ Security
- Ensure "Block pop-up windows" is not checked.

For Microsoft Edge users:

- Click on the "Settings and more" icon (three dots in the upper right corner of the browser).
- Go to Settings ➔ View advanced settings ➔ Block pop-ups
- Set "Block pop-ups" to "Off".

5. Click the **Pay Online** button.
6. Read the text in the Confirm Online Payment window; click **Continue** to proceed with the transaction.
7. Online payment will be made through the **My Alberta eServices** website. The Alberta Builder Licence Application Payment Fee page on the eServices website will open in a new browser tab. Your NHBPS session will remain open in the original tab. Do not close the tab containing the NHBPS session.

**Figure 15 - MyAlberta eServices fee payment screen**



8. The Alberta Builder Licences fee payment form will be filled out automatically.
9. Click the **Submit** button on the form.

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10. On the **Order** screen, click the **Go to Secure Checkout** button. **DO NOT** click the **Continue Browsing** link.

**Figure 16 - Order screen**

11. Provide the required information in each step of the **Checkout** process.
12. Use the **Guest Checkout** option. Enter your email address in the **Email** field of the **Guest Checkout** section. **DO NOT** click the **Login to your MyAlberta Digital ID** link.

**Figure 17 - Checkout Method**

13. The Billing Address section will not be pre-populated. Provide all required information and click **Submit**.

**Figure 18 - Billing Information**

14. Enter the appropriate payment card information in the **Card Details** section.
15. Check the box to accept the terms and conditions.
16. Click the **Place Order** button.

**Figure 19 - Payment Information**



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17. When your transaction has been submitted, you will be provided with an order number and links to view your invoice and print your receipt.
18. Click the **Back to NHBPS** to return to the New Home Buyer Protection System.
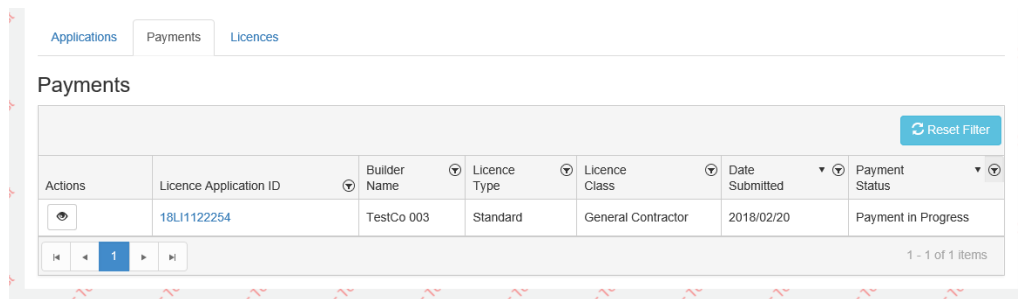
**Figure 20 - Transaction completed**
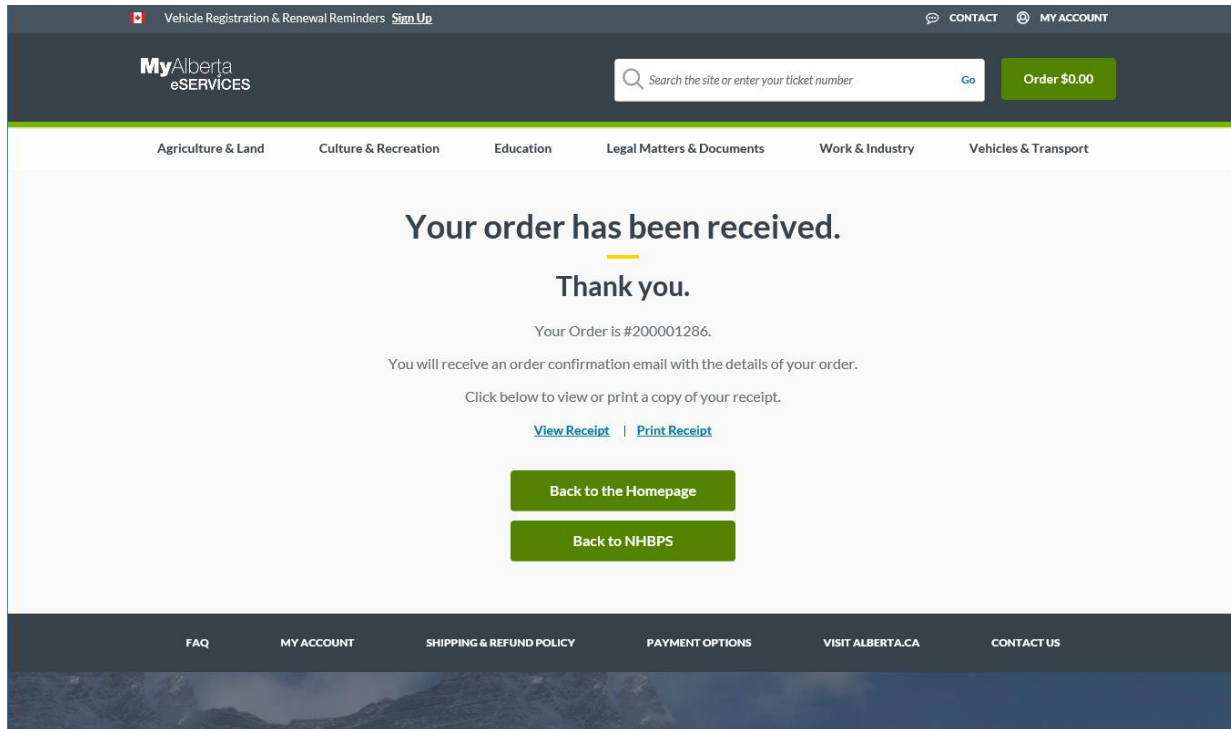
19. On the **Payments** grid, the **Payment Status** for the application will be "Payment in Progress". Payment processing could take up to 60 minutes to complete. If, after one hour, the payment status is still "Payment in Progress" or has reverted to "Awaiting Payment", contact the Residential Protection Program at 1-866-421-6929 or RPP@gov.ab.ca.

**Figure 21 - Payment in Progress**



**To pay a builder licence application fee by cheque or money order:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on the **Licensing** link on the primary navigation menu.
3. Click on the **Payments** tab to view the status of the organization's application processing fees. Applications that are awaiting payment or have a payment in progress will be displayed. Payment transactions in other statuses (e.g., paid, cancelled, etc.) can be viewed by using the filtering tools in the Payments grid.
4. Click on the "Make Payment" icon (a dollar sign) in the **Actions** columns for the appropriate application. An invoice will be displayed.
5. Click the **Print Invoice** button to generate a printable copy of the transaction invoice.
6. Download and print the invoice.
7. Click the **Pay Offline** button to confirm that payment will be made by cheque or money order.
8. If you skipped step 5, be sure to follow the instruction provided in the Confirm Offline Payment window to download and print a copy of the invoice. Click **Continue** to confirm the offline payment.
9. On the **Payments** grids, the **Payment Status** for the application will be "Payment in Progress".
10. Mail the invoice along with a cheque or money order for the total amount of the fee (partial payments are not accepted) payable to the Government of Alberta to the address provided on the invoice.

A confirmed offline payment can be cancelled in the NHBPS. This is generally done when a builder confirms offline payment but later decides to pay online. The offline payment must be cancelled in the NHBPS before an online payment can be made.

**Figure 22 - Cancel Offline Payment**



**To cancel a confirmed offline payment:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on the **Licensing** link on the primary navigation menu.
3. Click on the **Payments** tab to view the status of the organization's application processing fees. If the offline payment has not yet been processed by the RPP, the application fee transaction record will be displayed in the **Payments** grid with a **Payment Status** of be "Payment in Progress". If the application fee transaction does not appear in the grid, it has already been processed by the RPP and cannot by cancelled in the NHBPS.
4. Click the "View Invoice" icon (an eye) in the **Actions** column for the appropriate application. The invoice will be displayed.
5. Click the **Cancel Payment** button.
6. On the **Payments** grids, the **Payment Status** for the application will be "Awaiting Payment".
7. Payment for the application processing fee can now be made online.
8. If payment for the application fee is made again, either online or offline, a new invoice will be generated. The original invoice will be invalid.

### 2.7.4 Certificate of Licence

When a Builder Licence Application is approved, the applying organization will be issued an Alberta Builder Licence. Information about the licences an organization has been issued can be found on the **Licenses** tab of the **Licensing** component and in the **Licences** section of the **Company Details** tab of the **Builder Profile**.

When applying for a Building Permit, a builder may be asked to provide proof of licensing in the form of a Registrar's Certificate of Licence. Builders who applied for and were issued an Alberta Builder Licence can download and print the Certificate of Licence within the NHBPS. A certificate of Licence cannot be printed for an expired licence.

**Figure 23 - Licences**



**To download a Registrar's Certificate of Licence:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. Click on the **Licensing** item in the primary navigation bar.
3. Click on the **Licenses** tab.
4. Click on the **Download Licence Certificate** icon (a printer on a white background) in the Actions column for the appropriate licence.
5. Print a copy of the certificate to present to your permit issuer or save the file to your computer to print later.
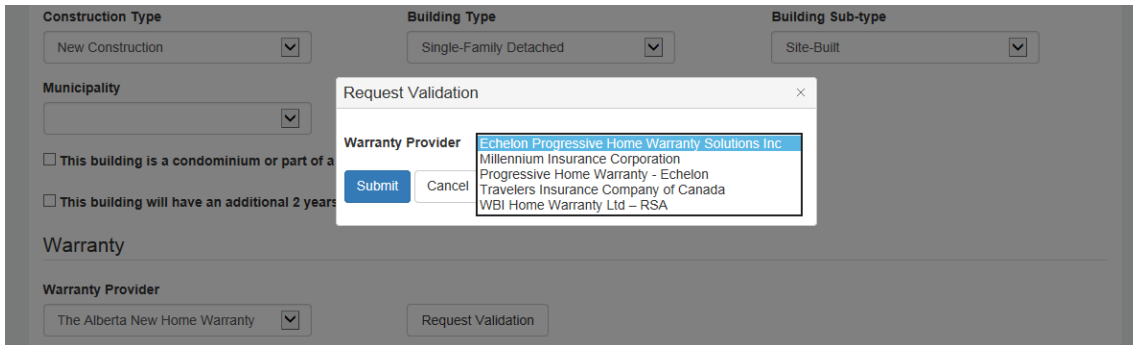
Provisional Licence Exemption Certificates are not provided in the NHBPS. Provisional Licence Exemption recipients must contact the Builder Licencing Program to request additional copies of the certificate.

## 2.8 Builder Validation Requests

New Home Registrations created in the NHBPS must be sent to a warranty provider for confirmation of commitment to provide warranty coverage before the registration is approved by the RPP. To submit a new home registration to a warranty provider for confirmation, the builder must select the appropriate warranty provider from a dropdown list on the New Home Registration form.

When a builder account is created in the NHBPS, no warranty providers will appear in the dropdown list on the New Home Registration form. To add a warranty provider to the dropdown list, a builder must submit a Builder Validation Request to the warranty provider. When the warranty provider validates the builder, the warranty provider will appear in the dropdown list on New Home Registration forms for that builder.

**Figure 24- Builder Validation Request**



**To submit a Builder Validation Request:**

1. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
2. On the All Applications tab, click the **Request Validation** button (this button can also be found on the New Home Registration form).
3. The Builder Validation Request window will open.
4. Select the appropriate **Warranty Provider** from the dropdown list. This list will contain all warranty providers registered in the NHBPS who have **not** validated the builder appearing in the **Working as Builder** dropdown list in the primary navigation bar. If your warranty provider does not appear in the list, contact the RPP.
5. Click the **Submit** button. The Builder Validation Request will be sent to the selected warranty provider.
6. The user who submitted the request will receive an email notification when the warranty provider validates or rejects the builder.
   a. If the warranty provider validates the builder, the warranty provider will appear in the dropdown list on the New Home Registration form for that builder.
   b. If a builder is rejected by a warranty provider, the builder should contact the warranty provider to discuss the reason for the rejection. The builder can then send a new request to that warranty provider or submit a request to a different warranty provider as appropriate.

## 2.9 Creating a New Home Registration

The Residential Builder Portal is used to create and edit new home registrations. We recommend the following best practices when creating new registrations:

1. Establish a relationship with a warranty provider before creating the registration, as the system will require that you are validated (i.e., identified as a client) by a warranty provider before you can submit the registration to that warranty provider for confirmation of warranty coverage. For more information about builder validation, see section 0.
2. Provide location for each unit in the building.
3. Be sure to verify that online payments for new registrations are processed successfully by the payment system. Until payment has been processed successfully, new home registrations cannot be approved by the Registrar or published in the Public Registry.

To streamline the process of creating a new home registration, make sure you have all of the following information available before beginning:

- Warranty information
    a. Warranty provider (ideally, you should be validated by the warranty provider before creating the registration)
    b. Warrantable common property if applicable
    c. Additional warranty coverage on building envelope if applicable
- Property Details
    a. Civic address for each unit, if available
    b. Legal land description for each unit
    c. LINC number if applicable

> **Note:** The following process applies to new home registrations created by residential builders, as well as owner builders who choose to build with warranty coverage. This is **not** the procedure for applying for a rental exemption or an owner builder authorization, both of which grant authorization to build without warranty coverage.
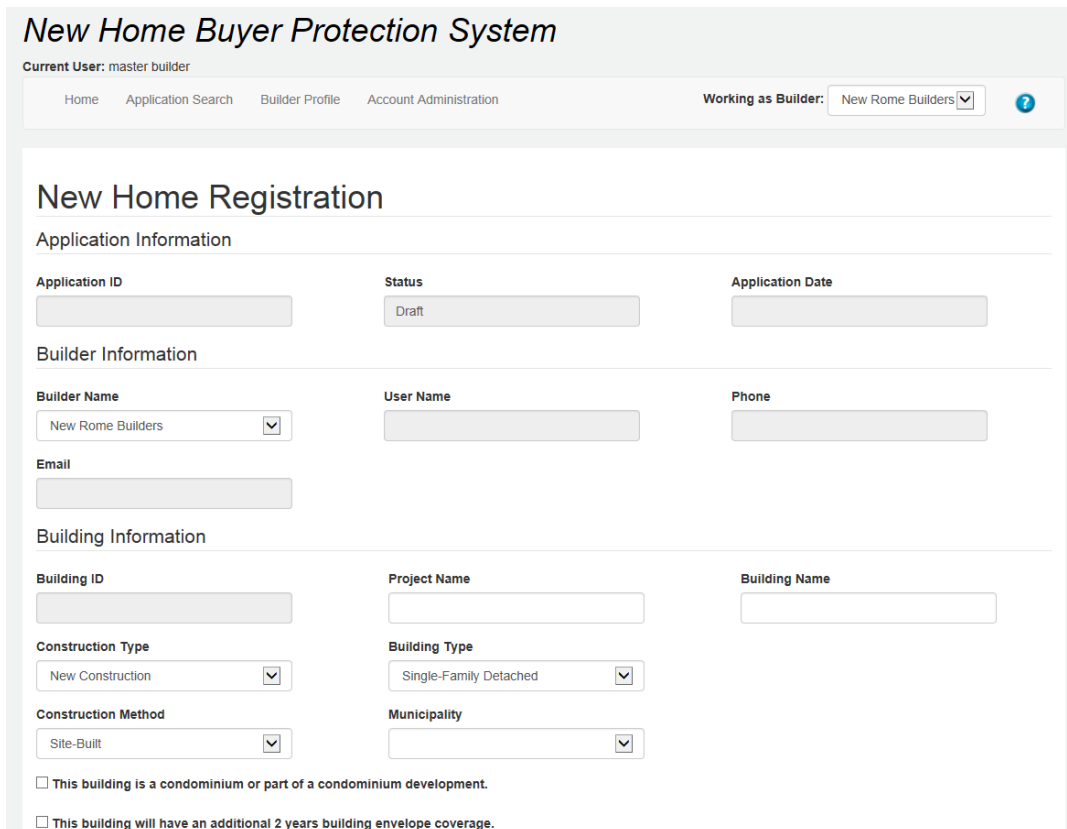
**To create a new home registration:**

1. On the **All Applications** tab, click the **Create Application** button.
2. The **New Home Registration** screen will be displayed. Required fields are marked with an asterisk (*).
3. The fields in the Application Information section will be uneditable.
    a. **Application ID** will initially be blank; a system-generated ID will be provided when the application is saved as a draft or submitted.
    b. **Status** will initially be set to "Draft" and will be updated automatically as the application moves through the NHBPS workflow.
    c. **Application Date** will initially be blank; a system-generated date will be provided when the application is submitted.
4. Enter **Builder Information** as needed.

a. **Builder Name** will be prepopulated and uneditable. If the logged-in user is associated with more than one builder account in the system, a dropdown list will be provided for selection of the appropriate builder; **be sure to verify that the appropriate builder has been selected**.

b. On a "Draft" registration, **User Name, Phone, and Email** will be blank and uneditable; when the registration is saved or submitted, these fields will be populated with information associated with the logged-in user who performed the action and remain uneditable.

> **Note:** At any time during the process of creating a new home registration, if you need to stop working on the registration but do not want to lose the progress you have made, you can save the incomplete registration as a draft and come back to it later. To save a registration in progress, click the **Save as Draft** button located below the **Units** list. New home registrations can be saved as drafts without a warranty provider selected, which enables builders to enter registrations into the NHBPS while waiting for their warranty provider to complete their builder validation request.

**Figure 25 - Residential Builder - New Home Registration screen, upper half**



5. Enter **Building Information** as needed.

a. **Building ID** will be blank and uneditable for a new registration. **Building ID** will be generated by the system (and be uneditable by the user) when the registration is saved as a draft or submitted.

b. Enter a **Project Name** if applicable. Giving the same **Project Name** for all buildings in a development will enable users to search the system for all buildings associated with that project.

c. Enter a **Building Name** if applicable. If a building is part of a project, we recommend giving each building a name that is unique within that project.

d. Select a **Construction Type**. Choose "Reconstruction" only if the building meets the NHBO's specified threshold for reconstruction designation.

e. Select the appropriate **Building Type**. Note that a single-family residence with a secondary suite that will not be owned under a separate land title should be given the "Single-Family Detached" type.

f. Select the appropriate **Building Sub-Type**. This dropdown-list will be available only if the selected **Building Type** is "Multi-family". For most multi-family sub-types, the system will automatically generate the appropriate number of units (e.g., three units will be generated for a triplex). For the "Rowhouse/Townhouse" and "Apartment-Style/Stacked" subtypes, the user will be able to specify the number of units; this number will not be editable once the registration fee has been paid.

g. Select the appropriate **Construction Method**. Select the "Ready-to-Move" option for homes which are "ready to move" but cannot be categorized as either "manufactured" or "modular".

h. Select the appropriate **Municipality** from the dropdown list. If a specific municipality does not appear on the list, the user should contact the permit issuer to determine if there is an appropriate alternative that should be selected; if there is no appropriate alternative, the user should contact the RPP to request that the municipality be added to the list.

i. Use the checkbox to indicate whether or not the **building is a condominium or part of a condominium development**.

j. Use the checkbox to indicate whether or not the **building will have an additional 2 years of building envelope coverage**.

Select the appropriate Warranty Provider from the dropdown list. The registration will be routed to the selected warranty provider when the Submit button is clicked. If the appropriate warranty provider does not appear on the list or if no warranty providers appear on the list, the user must submit a Builder Validation Request to the appropriate warranty provider. For detailed information on submitting a Builder Validation Request, see section 0

### 2.9.1    Certificate of Licence

When a Builder Licence Application is approved, the applying organization will be issued an Alberta Builder Licence. Information about the licences an organization has been issued can be found on the **Licenses** tab of the **Licensing** component and in the **Licences** section of the **Company Details** tab of the **Builder Profile**.

When applying for a Building Permit, a builder may be asked to provide proof of licensing in the form of a Registrar's Certificate of Licence. Builders who applied for and were issued an Alberta Builder Licence can download and print the Certificate of Licence within the NHBPS. A certificate of Licence cannot be printed for an expired licence.

**Figure 23 - Licences**



**To download a Registrar's Certificate of Licence:**

6.  If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
7.  Click on the **Licensing** item in the primary navigation bar.
8.  Click on the **Licenses** tab.
9.  Click on the **Download Licence Certificate** icon (a printer on a white background) in the Actions column for the appropriate licence.
10. Print a copy of the certificate to present to your permit issuer or save the file to your computer to print later.

Provisional Licence Exemption Certificates are not provided in the NHBPS. Provisional Licence Exemption recipients must contact the Builder Licencing Program to request additional copies of the certificate.

k.    Builder Validation Requests on page 34.

l.  Enter **Location** information for the building if available. Location information can be entered for the building, as well as each unit in the building.

    i.  For a Single-Family Detached home, use the Unit Location tool to enter location information; Building Location data entry will be disabled.

    ii.  For Multi-Family homes, use the Building Location tool to enter location information that is the same for all units.

For detailed information on entering Building Location, see section 2.10 Entering Location Information on page 41.

m.  Enter **Location** information for each unit in the building; this information can be entered manually for each unit or can be automatically populated by using the Building Location tool. For each unit in the building, one of the following must be provided:

    i.  Lot/Block/Plan

    ii.  Legal Description (ATS Standard or ATS Non-Standard)

    iii.  LINC number

> **IMPORTANT:** If **Building Sub-Type** or **Number of Units** is changed after unit location information has been entered, the unit location fields will be reset and any entered information will be cleared. Building location information will not be affected. Unit location information that has been reset and cleared can be quickly repopulated by opening the Building Location tool and using the **Copy to Location to Units** feature. If the form was saved before the unit locations were reset and cleared, the unit location information can be restored by clicking the **Cancel** button at the bottom of the form; this will cancel all changes made to the form during the session.

**Figure 26 - Residential Builder - New Home Registration screen, lower half**

6. When the registration form is complete and you have verified the accuracy of all of the data, click the **Save and Submit** button. The registration will be submitted to the selected warranty provider for confirmation of coverage.

When a new home registration is submitted to the NHBPS workflow, it will be routed to the selected warranty provider for confirmation of warranty coverage regardless of whether payment has been made. Online payment of the registration fee will not be possible until the warranty provider has completed warranty confirmation on the registration.

The warranty confirmation process gives both the warranty provider and the builder the opportunity to verify that the building information entered on the registration form is accurate. Information such as **Building Sub-Type** and **Number of Units** is used to calculate the fee for the registration. Requiring warranty confirmation before online payment is enabled will reduce the likelihood of payment being made on an incorrect registration. The opportunity for this verification is critical because **Building Sub-Type** and **Number of Units** cannot be altered on a registration once the fee has been paid.

After the fee payment for a registration has been successfully processed, the registration will be routed to the RPP for approval. The approval process will not be completed for registrations which are awaiting payment. Approved registrations will be displayed on the Public Search Registry (http://homewarranty.alberta.ca/public-registry/.

> **IMPORTANT:** Verifying that your registration information is accurate before proceeding to payment is critical. After you have paid for a registration, information on the registration that affects the payment calculation, such as **Building Sub-Type** or **Number of Units**, cannot be changed. Refunds will not be issued for amounts of $500.00 or less.

## 2.10 Entering Location Information

The NHBPS requires that location information be provided at the unit level for on every new home registration. At least one of the following must be provided for each unit in a building:

- Lot / Block / Plan
- Legal Description (ATS Standard or ATS Non-Standard)
- LINC Number

Civic and rural address information is not required; however, if provided, it can be helpful to warranty providers and RPP staff when processing applications. As well, civic and rural address information can make finding a home on the NHBPS Public Registry easier.

Tools for entering location information into a registration form can be found in both the Building Information and Unit Information sections of the form.

For buildings given the "Single-Family Detached" Building Type, location information must be entered through the Building Location tool in the Building Information section of the form. As there is only one unit associated with a Single-Family Detached building, the building location information will be automatically used as the unit location. The Unit Location tool in the Unit Information section of the form will be disabled for buildings with the "Single-Family Detached" Building Type.

For buildings given the "Multi-Family" Building Type, the location entry tools are enabled in both the Building Information and Unit Information sections of the form. Unit Location is required as described above and can be provided by entering the information one unit at a time. However, the Building Location tool can streamline the process of entering Unit Location, particularly if the information is the same for all units.

The **Copy Location to Units** feature in the Building Location tool will copy building location information into any blank units on the form.  Information that is common to all units in a multi-family building can be entered once as building location and copied to all units. The unit location information can then be modified as needed if any of the information is unique for each unit. Location information that has been entered in the Unit Location tool will not be overwritten by the copy feature of the Building Location tool; building location information can only be copied into a unit if the location fields are all blank.

The individual components of the location entry tool work the same for both Building Location and Unit Location; the only functional difference is that the **Copy Location to Units** feature does not appear in the Unit Location tool.

**Figure 27 - Building Location tool**



**To enter Location information:**

1. Click on the appropriate **Location** button (i.e., Building or Unit).
2. To add an address, select the appropriate **Address Type** (Civic or Rural).
3. Click the **Add Address** button. A set of blank data entry fields will be displayed.
4. Enter the information as needed.
5. Additional addresses can be entered by clicking the **Add Address** button again.
6. To add Lot/Block/Plan, click the **Add Lot/Block/Plan** button. A set of blank data entry fields will be displayed.
7. Enter the information as needed.
8. Additional Lot/Block/Plan entries can be provided by clicking the **Add Lot/Block/Plan** button again.
9. To add a legal description, select the appropriate **Legal Description Type** (ATS Standard or ATS Non-Standard).
10. Click the **Add ATS** button. A set of blank data entry fields will be displayed.
11. Enter the information as needed.
12. Additional legal descriptions can be entered by clicking the **Add Legal ATS** button again.
13. To copy Building Location information to Unit Location, ensure that **Copy Location to Units** is checked before saving Building Location information.

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14. Click the **Save** button to save your changes, or click the **Cancel** button to close the location tool without saving your changes.

> **IMPORTANT:** If **Building Sub-Type** or **Number of Units** is changed after unit location information has been entered, the unit location fields will be reset and any entered information will be cleared. Building location information will not be affected. Unit location information that has been reset and cleared can be quickly repopulated by opening the Building Location tool and using the **Copy to Location to Units** feature. If the form was saved before the units locations were reset and cleared, the unit location information can be restored by clicking the **Cancel** button at the bottom of the form; this will cancel all changes made to the form during the session.

**To delete location information:**

1. Click on the appropriate **Location** button (i.e., Building or Unit).
2. The **Location** tool will open, displaying all previously entered location information.
3. Click the **Delete** icon (an X) in the location entry you want to delete.
4. You will be prompted to confirm the deletion.
5. The location entry will be no longer be visible, but the deletion will not be complete until the **Save** button is clicked.
6. Click the **Save** button to save your changes, or click the **Cancel** button to close the location tool without saving your changes.

**To copy information from building location to unit location:**

1. Ensure that the Unit Location tool for all units to which location information is to be copied are blank. Building location information will only be copied to units with completely blank location fields.
2. Click on the **Building Location** button in the Building Information section of the registration form.
3. The Building Location tool will open.
4. Ensure that the "Copy Location to Units" checkbox is checked.
5. Enter all building location information that will be copied to unit location.
6. Click **Save** to copy the location information to the units.
7. As needed, location information for any unit can be modified by clicking the **Unit Location** button and making the necessary changes.

> **Note:** If the "Copy Location to Units" checkbox is checked, information deleted in the Building Location tool will also be deleted from any units to which that information was copied.

## 2.11 Rejected Registrations

The warranty confirmation process gives builders and warranty providers the opportunity to work together to ensure the accuracy of the registration prior to payment and submission for approval. Although warranty confirmation is the most likely outcome of the confirmation process, a warranty provider may choose, on reviewing a submitted registration, to reject the registration. Rejected registrations will appear on the **Rejected** tab of the Residential Builder Console, and a notification email will be sent to the builder.

A warranty provider may reject registrations for a number of reasons:

- The builder selected the incorrect warranty provider.
- The registration contains incorrect information which the warranty provider is unable or unwilling to change.
- The warranty provider does not wish to provide coverage on the building.
- Other reasons unique to the situation.

When a registration is rejected by a warranty provider, builders should contact the warranty provider as soon as possible to discuss the reasons for the rejection and identify the correct next step. Rejections resulting from incorrect choice of warranty provider or incorrect building information are addressable within NHBPS; rejections due to other circumstances may require cancellation of the registration.

**To submit a rejected registration to a different warranty provider:**

1. Click **Home** in the primary navigation menu.
2. Click the **Rejected** tab. A list of all rejected registrations associated with the builder will be displayed.
3. If necessary, enter the Application ID in the **Search** tool located above the list of rejected registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
4. Click on the pencil icon or hyperlinked ID number in the Application ID column for the appropriate registration. The registration form will open.

Use the Warranty Provider dropdown to select a new warranty provider. If the appropriate warranty provider does not appear in the list, you may have to submit a Builder Validation Request to that warranty provider (see 0

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### 2.11.1 Certificate of Licence

When a Builder Licence Application is approved, the applying organization will be issued an Alberta Builder Licence. Information about the licences an organization has been issued can be found on the **Licenses** tab of the **Licensing** component and in the **Licences** section of the **Company Details** tab of the **Builder Profile**.

When applying for a Building Permit, a builder may be asked to provide proof of licensing in the form of a Registrar's Certificate of Licence. Builders who applied for and were issued an Alberta Builder Licence can download and print the Certificate of Licence within the NHBPS. A certificate of Licence cannot be printed for an expired licence.

**Figure 23 - Licences**



**To download a Registrar's Certificate of Licence:**

11. If the logged in user is associated with more than one builder account in the NHBPS, ensure that the appropriate builder is selected in the **Working as Builder** dropdown list in the primary navigation bar.
12. Click on the **Licensing** item in the primary navigation bar.
13. Click on the **Licenses** tab.
14. Click on the **Download Licence Certificate** icon (a printer on a white background) in the Actions column for the appropriate licence.
15. Print a copy of the certificate to present to your permit issuer or save the file to your computer to print later.

Provisional Licence Exemption Certificates are not provided in the NHBPS. Provisional Licence Exemption recipients must contact the Builder Licencing Program to request additional copies of the certificate.

5. Builder Validation Requests on page 34).

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6. Click the **Save and Submit** button to submit the registration to the selected warranty provider.

**To modify information on a rejected registration:**

1. Click **Home** in the primary navigation menu.
2. Click the **Rejected** tab. A list of all rejected registrations associated with the builder will be displayed.
3. If necessary, enter the Application ID in the **Search** tool located above the list of rejected registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
4. Click on the pencil icon or hyperlinked ID number in the Application ID column for the appropriate registration. The registration form will open.
5. Modify the registration information as needed.
6. Click the **Save and Submit** button to save the changes and submit the registration to the selected warranty provider.

> **IMPORTANT:** If **Building Sub-Type** or **Number of Units** is changed after unit location information has been entered, the unit location fields will be reset and any entered information will be cleared. Building location information will not be affected. Unit location information that has been reset and cleared can be quickly repopulated by opening the Building Location tool and using the **Copy to Location to Units** feature. If the form was saved before the unit locations were reset and cleared, the unit location information can be restored by clicking the **Cancel** button at the bottom of the form; this will cancel all changes made to the form during the session.

## 2.12 New Home Registration and Rental Exemption Fee Payment

New Home Registration and Rental Exemption applications will not be processed by the Residential Protection Program until the application processing fees have been paid. Application fee payments can be made online through the NHBPS or "offline" through the submission of a cheque or money order made payable to the Government of Alberta. Both online and offline payment transactions are started with the payment tools located within the NHBPS.

The payment tools in the NHBPS can be accessed from the **All Applications** tab or the **Payments** tab. Applications with a payment status of "Awaiting Payment" or "Payment in Progress" are displayed on both the **All Applications** and **Payments** tabs by default; the filtering tools enable access to applications with other payment statuses, such as "Paid" or "Declined", as well as transaction records for refunds.

For applications with a status of "Awaiting Payment", the **Actions** column of the data grid will include the **Pay Now** icon (a dollar sign on a green background). For applications in all other payment statuses, the **Actions** column of the data grid will include the **Payment Inquiry** icon (an eye on a white background).

### 2.12.1 Online Payment

Online payment can be made for New Home Registrations and Rental Exemption Applications that have a status of "Awaiting Payment". The fee for a New Home Registration cannot be paid online until warranty confirmation for the registration has been completed by the selected warranty provider; the fee for a Rental Exemption Application can be paid online as soon as the application is submitted. A data grid containing all registrations and applications in "Awaiting Payment" status can be found on the **Awaiting Payment** tab of the Residential Builder Console.

**To pay an application processing fee online:**

1. Click **Home** in the primary navigation menu.
2. Click the **Payments** tab.
3. There are three options for making online payments:
   a. **To pay for a single new home registration or rental exemption application**, click on the **Pay Now** icon (a dollar sign) in the **Actions** column for the registration or application.
   b. **To pay for more than one item**, click on the checkbox in the selection column for each item to be included in the payment transaction. Click the **Pay Selected** button.
   c. **To pay for all items** in the shopping cart with a status of "Awaiting Payment", click on the checkbox at the top of the selection column; this will select all available items on the page in the grid currently onscreen. Click the **Pay Selected** button.
4. An invoice will be displayed containing a summary of all items selection for the transaction, including the total payment required.

> **IMPORTANT:** Before making an online payment, please ensure that the pop-up blocker of your web browser is turned off. If the pop-up blocker is on, the MyAlberta eServices window will not open, and payment cannot be submitted.
>
> For Google Chrome users:
>
> - Settings ➔ Advanced ➔ Privacy and Security ➔ Content Settings ➔ Popups
> - Set Popups to "Allowed".
>
> For Safari users on the Mac OS:
>
> - Go to Safari ➔ Preferences ➔ General ➔ Security
> - Ensure "Block pop-up windows" is not checked.
>
> For Microsoft Edge users:
>
> - Click on the "Settings and more" icon (three dots in the upper right corner of the browser).
> - Go to Settings ➔ View advanced settings ➔ Block pop-ups
> - Set "Block pop-ups" to "Off".

5. Click the **Pay Online** button to open the online payment form.
6. Read the text in the pop-up window; click **Continue** to proceed with the transaction.

7. Online payment will be made through the **My Alberta eServices** website. The Order Details including your fee payment will be filled out automatically.
8. Click the **Go to Secure Checkout** button on the form. **DO NOT** click the **Continue Browsing** link.

**Figure 28 - Online payment form**



9. Use the **Guest Checkout** option. Enter your email address in the **Email** field of the **Guest Checkout** section. **DO NOT** click the **Login to your MyAlberta Digital ID** link.

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10. The Billing Address section will not be pre-populated. Provide all required information and click **Submit**.



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11. Enter the appropriate payment card information in the **Card Details** section.
12. Check the box to accept the terms and conditions.
13. Click the **Place Order** button.



14. When your transaction has been submitted, you will be provided with an order number and links to view your invoice and print your receipt.
15. Click the **Back to NHBPS** to return to the New Home Buyer Protection System.



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16. **Payment Status** for the application will be "Payment in Progress". Payment processing could take up to 60 minutes to complete. If, after one hour, the payment status is still "Payment in Progress" or has reverted to "Awaiting Payment", contact the Residential Protection Program at 1-866-421-6929 or RPP@gov.ab.ca.
17. A payment receipt from MyAlberta eServices will be emailed to the address provided on the **Guest Checkout**

Confirmation Receipts can be downloaded for fee payments that were completed successfully.

**To download the receipt for a successful payment transaction:**

1. Click **Home** in the primary navigation menu.
2. Click on the **Payments** tab.
3. Click on the **Filter** icon (a funnel) at the right of the heading in the **Payment Status** column.
4. Check the "Paid" box in the list of payment statuses.
5. Click the **Filter** button at the bottom of the list.
6. The data grid will include applications with a Payment Status of "Paid" (to include only applications with a Payment Status of "Paid", uncheck all of the boxes in the payment status list before filtering).
7. Find a registration included in the transaction for which you want to print the receipt.
8. Click the **Payment Inquiry** icon (an eye on a white background) in the Actions column.
9. Click the **Print Receipt** button. The receipt for the transaction will be generated in PDF format. You will be prompted to open or save the receipt. The receipt will include all registrations included in the transactions.

Invoices can be downloaded using a similar process.

**To download the invoice for a payment transaction:**

1. Click **Home** in the primary navigation menu.
2. Click on the **Payments** tab.
3. If you would like to download an invoice for a transaction with a status other than "Payment in Progress", click on the **Filter** icon (a funnel) at the right of the heading in the "Payment Status" column.
4. Check the appropriate box(es) in the list of payment statuses.
5. Click the **Filter** button at the bottom of the list.
6. The data grid will include applications with the selected statuses.
7. Find a registration included in the transaction for which you want to print the invoice.
8. Click the **Payment Inquiry** icon (an eye on a white background) in the Actions column.
9. Click the **Print Invoice** button. The invoice for the transaction will be generated in PDF format. You will be prompted to open or save the invoice. The invoice will include all registrations included in the transactions.

After the fee payment for a new home registration has been successfully processed, the RPP approval process will be carried out. The approval process will not be completed for registrations which are awaiting payment. Approved registrations will be displayed on the Public Search Registry (http://homewarranty.alberta.ca/public-registry/).

> **Note:** Most new home registrations for which warranty coverage has been confirmed will be auto-approved by the system immediately after payment is successfully processed. All rental exemption applications will be subject to manual approval by the RPP before appearing on the Public Search Registry.

### 2.12.2 Offline Payment

Offline payment (i.e., payment by cheque or money order) can be made for New Home Registrations and Rental Exemption Applications that have a status of "Awaiting Payment". Before sending an offline payment to the RPP, the offline payment transaction must be made in the NHBPS. This enables the RPP to anticipate receiving the offline payment and prevents accidental duplicate payments.

**To pay application processing fees offline:**

1. Click **Home** in the primary navigation menu.
2. Click the **Payments** tab.
3. There are three options for making offline payments:
   a. **To pay for a single new home registration or rental exemption application**, click on the **Pay Now** icon (a dollar sign) in the **Actions** column for the registration or application.
   b. **To pay for more than one item**, click on the checkbox in the selection column for each item to be included in the payment transaction. Click the **Pay Selected** button.
   c. **To pay for all items** in the shopping cart with a status of "Awaiting Payment", click on the checkbox at the top of the selection column; this will select all available items in the grid. Click the **Pay Selected** button.
4. An invoice will be displayed containing a summary of all items selection for the transaction, including the total payment required.
5. Click the **Pay Offline** button to open the online payment form. A dialog box will open with a reminder regarding the processing time for offline payments. Click **Pay Offline** to continue **or** click **Cancel** to return to the invoice screen without submitting the transaction.
6. If **Pay Offline** was clicked to confirm and submit the transaction, the Payment Processing screen will be displayed, containing a notification that the payment is being processed. The Payment processing screen will include a summary of all items included in the transaction. To print an invoice for the transaction, click the **Print Invoice** button.
7. To return to the Payments tab, click the **Back to Task List** button. All applications included in the transaction will be set to "Payment in Progress" status. The status of the applications will be updated when the RPP receives and process the offline payment.

> **IMPORTANT:** To avoid unnecessary delays, ensure that, after submitting a transaction for an offline payment in the NHBPS, the actual payment (i.e., cheque or money order) is sent to the address on your invoice and made out to the Government of Alberta. Applications paid for offline will not be approved by the RPP until the payment is received and processed. The RPP is not responsible for approval delays caused by a builder's failure to send in a payment.

Applications included in an offline payment transaction will remain in the status of "Payment in Progress" until the RPP receives and process the offline payment. If the payment is declined (e.g., insufficient funds in a chequing account), the payment will be declined, and the applications will be put back into "Awaiting Payment" status. If the payment is successful (e.g., the RPP was notified that the cheque cleared the bank), the applications will be given a status of "Paid". In most cases, the application will be approved shortly afterward.

While an offline payment is in "Payment in Progress" status (i.e., between the submitting of an offline payment and the processing of the payment by the RPP), the payment can be cancelled.

**To cancel an offline payment:**

1. Click **Home** in the primary navigation menu.
2. Click the **Payments** tab.
3. Find a registration included in the transaction that you want to cancel.
4. Ensure that the Payment Status is "Payment in Progress". If the status is "Paid", the transaction cannot be cancelled. Contact the RPP if further action is needed.
5. If the Payment Status is "Payment in Progress", click the **Payment Inquiry** icon (an eye on a white background) in the Actions column. The invoice screen for the transaction will open.
6. Click the **Cancel Payment** button to cancel the payment. This will cancel payment for the entire transaction; payment cannot be cancelled for a single application on a transaction including more than one application.
7. When the cancellation is processed, the applications included in the transaction will be put in the status of "Awaiting Payment". This could between 5 and 15 minutes. A screen refresh (or moving to another tab in the system) may be required to make the change visible.

### 2.12.3  Financial Reporting

The NHBPS provides builders with the ability to generate a downloadable report of financial transactions for processing fees of applications the builder has submitted. The report generates spreadsheets compatible with Microsoft Excel and similar programs.

**To generate a financial report:**

1. Click **Reports** in the primary navigation menu to open the NHBPS reporting tools.
2. Currently, builders have access only to the Financial Report, which will be selected by default in the **Report Name** dropdown list.
3. If the logged in user is associated with more than one builder organization, those organizations will be listed in the **Available Builders** list.
   a. To generate a report for a single builder, click on that builder, then click the right-arrow button (second from the top) between the two builder lists.
   b. To generate a report for all builders, click the top button ("Add All") between the two builder lists.
   c. To remove a builder from the **Selected Builders** list, click on that builder, and then click the left-arrow button (third from the top) between the two builder lists.
4. If the logged in user is associated with only one builder organization, that builder will be automatically added to the **Selected Builders** list.
5. To set the date range for the report, click the calendar icon under Start Date and select a date, and then click the calendar icon under End Date. The Financial Report will include transactions processed during the period from the start to end dates.
6. Click the **Generate Report** button. When the report is ready, you will be prompted to open or save the report.

### 2.12.4  Payments Made by Warranty Providers

The NHBPS provides warranty providers with the ability to pay application processing fees warranty on behalf of their client builders for New Home Registration applications on which they have confirmed. If a warranty provider pays for a registration on behalf of a builder, the builder will see the change in the payment status of the registration and be able to see the transaction record for the payment. However, the builder will not be able to view the transaction details or download the invoice or receipt. If the builder clicks in the **Payment Inquiry** icon for a transaction made by a warranty provider, a message indicating that the fee was paid by the warranty provider will be displayed. Similarly, warranty providers will be able to see transaction details, invoices, and receipts only for payments made by the warranty provider.

## 2.13 Verifying Warranty Coverage Status for a Building Permit

Under the *New Home Buyer Protection Act*, a building permit cannot be issued unless appropriate warranty coverage as defined in the legislation or an authorization for exemption from the coverage requirement is in place on the property.  A number of options for verifying warranty coverage or exemption are available to permit issuers. They can request that the builder provide a printed copy of the Registrar's proof of coverage or exemption; they can use the New Home Buyer Protection Public Registry search online; or they can combine both options.

After a registration has been approved by the RPP, it will become visible on the Public Search Registry. As well, builders will be able to download a certificate of approval bearing the Registrar's signature and seal; this certificate can be presented to permit issuers as verification of warranty coverage. Builders should contact their permit issuer before applying for a building permit in order to find out the preferred method of verification. As a best practice, we recommend always downloading and printing the Registrar's certificate when a new home registration is approved.

**To download a Registrar's certificate:**

16. Log in to the **Residential Builder Portal** of the NHBPS.
17. Click on the **Home** item in the primary navigation bar.
18. Click on the **Approved** tab on the Residential Builder Console screen.
19. Enter the Application ID in the **Search** tool located above the list of approved registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
20. Click on the **Download Certificate** icon (a printer on a dark blue background) in the Actions column for the appropriate application.
21. Print a copy of the certificate to present to your permit issuer or save the file to your computer to print later.

> **IMPORTANT:** As of December 1, 2017, Registrar's Certificates of Approval for New Home Registrations and Rental Exemptions will contain Alberta Builder Licence information for the organization wo which the certificates are issued. The certificate will display Licence Number, Licence Status, Licence Class, and Licence Expiry Date for all licences issued to the organization. For builders who have never been issued an Alberta Builder Licence, the certificate will not contain a Licence Information section.

**Figure 29 - Sample Registrar's certificate**



## 2.14 Entering Warranty Commencement Dates

The NHBPS provides builders with the ability to provide warranty coverage commencement dates for common property policies and unit policies for new home registrations they have entered into the system. Warranty providers have the ability to enter warranty coverage commencement dates into the system on behalf of builders. Commencement dates entered by builders are sent to the warranty provider for review; the warranty provider can approve the date as entered, modify it, or delete it. Commencement dates entered by builders will not be published on the RPP Public Registry until they have been review by the warranty provider. Once a commencement date has been published on the RPP Public Registry, the date can be changed **only** by Residential Protection Program staff. If a commencement date must be changed, a request should be submitted by email to the Residential Protection Program.

**Figure 30 Warranty Commencement grid**



## Residential Builder Console

All Applications    Drafts    Awaiting Payment    Rejected    Approved    Commencement    Occupancy

+ Create Application    + Create Rental Exemption    ✔ Request Validation

🛒 Pay Selected    Q    Enter application ID    Search    ↻ Reset Filter

| ☐ | Actions | Application ID | Builder | Project | Municipality | Location | Commencement Status |
|---|---|---|---|---|---|---|---|
| | 🏠 🖨 | ✏ 17RF7974820 | xxxxxxxxxxxxxx xxtd. | NHBPSIV-72 | Alhambra | 21-212-2121 | Not Commenced |
| | 🏠 🖨 | ✏ 17RF7973835 | xxxxxxxxxxxxxx xxtd. | De-enrollment Test | Edmonton | 2-25-2222555 | Not Commenced |
| | 🏠 🖨 | ✏ 17RF7973094 | xxxxxxxxxxxxxx xxtd. | Suspension test | Abee | 4-44-444 | Not Commenced |
| | 🏠 🖨 | ✏ 17RF7972870 | xxxxxxxxxxxxxx xxtd. | Public Registry Update Test | Abee | 9-99-999 | Commenced |
| | 🏠 🖨 | ✏ 17RF7972436 | xxxxxxxxxxxxxx xxtd. | De-Enrollment Test | Carbondale | 10-555-6666 | Not Commenced |
| | 🏠 🖨 | ✏ 17RF7971113 | xxxxxxxxxxxxxx xxtd. | 6 Units | Calgary | 1-6-14-2205832 | Partially Commenced |
| | 🏠 🖨 | ✏ 17RF7970911 | xxxxxxxxxxxxxx xxtd. | 6 Units - Common Property | Edmonton | 1-6-25-1011545 | Commenced |
| | 🏠 🖨 | ✏ 17RF7970443 | xxxxxxxxxxxxxx xxtd. | Payment Demo | Edmonton | 6-55-444 | Commenced |
| | 🏠 🖨 | ✏ 17RF7969497 | xxxxxxxxxxxxxx xxtd. | Server Upgrade | Abee | , T6R1J7 | Commenced |
| | 🏠 🖨 | ✏ 17RF7968826 | xxxxxxxxxxxxxx xxtd. | Paymewnt Test 202 | Acadia Valley | 11-22-34 | Partially Commenced |

|◄  ◄  **1**  2  3  ►  ►|                    1 - 10 of 28 items

**To enter or modify commencement dates:**

1. Click on the **Commencement** tab on the Residential Builder Console to display the Warranty Commencement grid.
2. To open the Warranty Commencement tool, click on the **Commence Warranty** icon (a house on a light blue background) in the **Actions** column for the appropriate registration.
3. To enter the common property policy commencement date, click on the calendar icon in the **Warranty Commencement Date** field in the row with a Unit ID of "Common"; this row will only be available for buildings identified as condominiums. Select the correct Month and Year, then click on the correct day in the displayed calendar page
4. To enter unit policy commencement dates, click on the calendar icon in the **Warranty Commencement Date** field of the appropriate unit. Select the correct Month and Year, then click on the correct day in the displayed calendar page.
5. Click the **Save** button to save the entered dates, or click the **Cancel** button to exit the Warranty Commencement tool without saving your changes.

> **Note:** Commencement dates should be entered into the system only if the warranty coverage on the building or unit has actually commenced. Commencement triggers, such as occupancy or transfer of title, are specified in the *New Home Buyer Protection Act*. Before entering a commencement date into the system, contact your warranty provider to determine that coverage has actually commenced and that the date is accurate.

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**Figure 31 - Warranty Commencement tool**



## 2.15 Rental Exemption Applications

Purpose-built rental housing is exempt from the requirement for warranty coverage under the NHBPA. Builders must register purpose-built rental projects with the RPP; a Registrar's Certificate will be issued verifying the exemption, and the property will appear in the Public Registry. Rental projects registered in the NHBPS may be subject to compliance assessments by RPP Program officers in order to ensure that the project complies with the *NHBPA* (e.g., a rental building converted to a condominium will lose its exempt status and be subject to the warranty coverage requirements).

**To create a rental exemption application:**

1. Log in to the **Residential Builder Portal** of the NHBPS.
2. Click the **Create Rental Exemption** button on the All Registrations tab of the Residential Builder Console.

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**Figure 32 - Rental Exemption, Part 1: Applicants**



3. On the **Part 1 - Applicants** tab, provide information about the owners of the rental project (i.e., individuals who hold title to the property). **Primary Applicant** will be pre-populated with the logged-in user's information; this information can be changed as needed and should be entered exactly as it appears on the land title. Additional owners can be added by clicking the **Add Co-Applicant** button.
4. Provide current **Physical Address** and **Mailing Address** information for each applicant.

**Figure 33 - Rental Exemption, Terms & Conditions**



5. Ensure that the terms and conditions checkboxes in the Agreement section are checked for each applicant as appropriate.
6. When all of the available owner information has been provided, click the **Part 2 - Builder Information** tab (or click the **Next** button).

**Figure 34 – Part 2: Builder Information**



7. On the **Builder Information** tab, enter information about the building company that will be completing the construction project. The fields on this tab will be pre-populated with

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information drawn from the residential builder profile associated with the logged-in user; this information can be changed as needed and should be modified if a different builder will be completing the project.

    a. **Legal Business Name** will be prepopulated with the **Legal Name** from the builder profile of the residential builder or the **Doing Business As** name if one was provided; this field is editable.

    b. **Contact Person Legal Name, Phone Number, and Email Address** will be prepopulated with the Primary Contact information identified in the builder profile of the residential builder; these fields are editable.

8. When all of the available builder information has been provided, click the **Part 3 - New Building** tab (or click the **Next** button).

**Figure 35 - Part 3: New Building**



9. Enter information about the rental building as required.

    a. **Building ID** will be blank and uneditable. A Building ID will be generated by the system (and be uneditable by the user) when the application is saved as a draft or submitted.

    b. Enter a **Project Name** if applicable. Giving the same Project Name for all buildings in a development will enable users to search the system for all buildings associated with that project.

    c. Enter a **Building Name** if applicable. If a building is part of a project, we recommend giving each building a name that is unique within that project.

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d. **Construction Type** will be set to New Construction and cannot be changed.

e. **Building Type** will be set to Multi-Family and cannot be changed. Rental exemptions cannot be submitted for single-family buildings.

f. **Building Sub-Type** will be set to Rental and cannot be changed.

g. Select the appropriate **Municipality** from the dropdown list. If a specific municipality does not appear on the list, the user should contact the permit issuer to determine if there is an appropriate alternative that should be selected; if there is no appropriate alternative, the user should contact the RPP to request that the municipality be added to the list.

h. Enter the **Number of Buildings** in the rental project. Use this field only if the rental exemption is for a project that involves a cluster of buildings in close proximity. Otherwise (i.e., for unrelated, standalone rental buildings), a separate application must be created for each building.

i. Enter the **Total Number of Units** for all buildings included in the application. The number entered here will not affect the application fee.

10. Enter Building Address information as required. Unit location information is not collected on Rental Exemption applications.

   j. LINC number

   k. Civic/Rural Address

   l. Lot/Block/Plan

   m. Legal Description (ATS Standard or ATS Non-Standard)

11. When all of the available location information has been provided, click the **Part 4 - Verification** tab. A summary of the information entered in the application will be displayed. Missing information required to submit the application will be identified. The **Submit** button will not appear until all required information is provided.

12. To enter missing information or modify the application before submission, click on the appropriate tab and make the necessary changes or additions.

13. When all information has been provided and verified, click the **Submit** button. The application will be moved to "Awaiting Payment" status in the NHBPS workflow.

> **Note:** At any time during the process of creating a rental exemption, if you need to stop working on the application but do not want to lose the progress you have made, you can save the incomplete application as a draft and come back to it later. To save an application in progress, click the **Save as Draft** button at the bottom of the form.

New Home Registration and Rental Exemption applications will not be processed by the Residential Protection Program until the application processing fees have been paid. Application fee payments can be made online through the NHBPS or "offline" through the submission of a cheque or money order made payable to the Government of Alberta. Both online and offline payment transactions are started with the payment tools located within the NHBPS.

The payment tools in the NHBPS can be accessed from the All Applications tab or the Payments tab. Applications with a payment status of "Awaiting Payment" or "Payment in Progress" are displayed on

both the All Applications and Payments tabs by default; the filtering tools enable access to applications with other payment statuses, such as "Paid" or "Declined", as well as transaction records for refunds.

For applications with a status of "Awaiting Payment", the Actions column of the data grid will include the Pay Now icon (a dollar sign on a green background). For applications in all other payment statuses, the Actions column of the data grid will include the Payment Inquiry icon (an eye on a white background).

The Rental Exemption application will not be processed by the RPP until payment has been made. Payment may be made online through the Payments tab of the Residential Builder Portal or by cheque, money order, or bank draft. For information about the online payment process, see section New Home Registration and Rental Exemption Fee Payment on page 47.

## 2.16 Entering Occupancy Dates

The NHBPS provides builders with the ability to provide occupancy dates of rental properties for which they have submitted rental exemptions in the system. New Home Buyer Protection staff has the ability to enter occupancy dates into the system on behalf of builders and to modify occupancy dates if necessary. Only one occupancy date is required, regardless of the actual number of units in the building; the date provided should be the date the first unit was occupied.

**Figure 36 - Occupancy tool**



**To enter or modify occupancy dates:**

1. Click on the **Occupancy** tab on the Residential Builder Console to display the Occupancy grid.
2. Enter the Application ID in the **Search** tool located above the list of registrations and click the **Search** button. You can also use the data grid filtering tools to find the appropriate application.
3. To open the Occupancy tool, click on the **Occupancy** icon (a house on a dark blue background) in the **Actions** column for the appropriate registration.
4. To enter or modify the occupancy date, click on the **Set Occupancy Date** icon (a pencil) in the **Actions** column. The Unit Occupancy tool will open.

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5. Only one occupancy date is required, regardless of the actual number of units in the building; the date provided should be the date the first unit in the building was occupied.

6. Click on the calendar icon to the right of the **Date** field. Select the correct Month and Year, then click on the correct day in the displayed calendar page. Once the occupancy record is saved, **Date** can only be modified by Residential Protection Program staff.

7. To enter notes regarding the occupancy date, click in the **Notes** field and enter text as appropriate. Only one note is saved per commencement date, so be careful not to overwrite information that must be retained. Once the commencement record is saved, **Notes** can only be modified by Residential Protection Program staff.

8. Click the **Save** button to save the entered dates, or click the **Cancel** button to exit the Occupancy tool without saving your changes.

## 2.17 Application Search

The Application Search tool provides a variety of options for searching for a new home registration or a rental exemption application. Builders can search by Street Address, Legal Land Description, Lot/Block/Plan, Registration Form ID, Registration Unit ID, Status, Project, or Policy Number. Builders may use whatever search option is most convenient based on the information available.

**Figure 37 – Application Search screen**



**To search for an application:**

1. Click on **Application Search** in the primary navigation bar.
2. Use the **Search For** checkboxes to filter the search results by application type.
3. Use the **Search By** dropdown menu to select a search method.
4. Enter the appropriate information in the fields provided.
5. When all available information has been entered, click the **Search** button.

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6. The results screen will show all entries matching the selection criteria.

When searching by Status, a dropdown list containing all of the available status options will be provided. Information on the meaning and use of each status is provided in Table 1 - Registration Status options.

**Table 1 - Registration Status options**

| Status | Explanation |
|---|---|
| Approved | The registration has been approved by the RPP. |
| Awaiting Approval | The file has been sent to RPP staff for manual approval (1%). |
| Awaiting Compliance Assessment | The registration has been approved and is awaiting a scheduled assessment by a RPP Program Officer. |
| Awaiting Warranty Confirmation | The registration is waiting for the warranty provider to confirm the commitment to provide coverage. |
| Awaiting Payment | The registration fee has not yet been paid. |
| Cancelled | The registration form was cancelled by the Builder. |
| De-Enrolled | The warranty provider has withdrawn the conditional warranty coverage on the unit. |
| Denied | This applies to Owner Authorizations that have been denied by the RPP. |
| Draft | This applies to incomplete registrations that have not been submitted into the approval workflow. |
| Validation Pending | Registration is waiting for validation by warranty provider. |
| Warranty Rejected | The registration has been rejected by the warranty provider. |

## 2.18 Generating Reports

The NHBPS Reporting Tool available in the Warranty Provider Portal currently supports the generation of the following reports:

- Financial Report – Contains a comprehensive set of data for application processing fee payment transactions for New Home Registrations and Rental Exemptions submitted by the builder.

**To generate a report:**

1. Click on **Property Reports** in the primary navigation menu.
2. Use the **Report Type** dropdown to select the type of report to produce (the Financial Report is the only report available in the Residential Builder Portal at this time).

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3. If the logged in user is associated with more than one organization, the Available Builders list will contain all organizations to which the user has access. Use the icons containing right-pointing arrows to move organization to the Selected list; transactions for the selected organizations will be included in the report (use the icons containing left-pointing arrows to remove organization from the Selected list).
4. Set the range of dates for the report by clicking on the calendar icon in the **Start Date** and **End Date** selectors. For each date, choose the appropriate Month and Year, and then click on the appropriate day in the displayed calendar page.
5. Click the **Generate Report** button.
6. When the report is ready, you will be prompted to **Save** or **Open** the report.

**Figure 38 - Financial Report Tool**



# 3 Using the Multi-Organization Feature

Once a builder's initial account setup has been completed in the NHBPS, including the creation of the administrative user for the account, additional company accounts can be created by that administrative user. These additional accounts are created through the tools found in the Organization Administration section of the Residential Builder portal of the NHBPS. These tools are only accessible to adminsitrative users. When an administrative user creates a new builder account in the system, that user will automatically be designated as the administrative user for the new account, as well. An administrative user can add new or existing users to the accounts they administer. Logged in users who are associated with more than one builder account will be presented with options to choose the builder for which they will perform certain tasks.

## 3.1 Managing Residential Builder Profiles

The **Working as Builder** dropdown list located at the right of the primary navigation bar is used when the user wants to view or edit a specific builder profile. Selecting a builder from this dropdown will

affect the data displayed on the builder profile screen; this selection will not affect any of the data grids or the new home registration form.

**To view or edit a builder profile:**

1. Select the appropriate builder in the **Working as Builder** dropdown list.
2. Click on **Builder Profile** in the primary navigation bar.
3. The Builder Profile for the builder currently selected in the dropdown will be displayed.
4. If you make any changes to the displayed profile and want to save those changes, click the **Save** button to commit those changes to the database.

> **Note:** If you navigate away from the Residential Builder Profile screen or select a different builder from the dropdown in the MAConnect header without clicking the **Save** button, any changes you made to the displayed profile will be lost.

5. If you need to view or edit another profile, select the appropriate builder from the **Working as Builder** dropdown list in the primary navigation bar. Be sure to save any changes made to the currently displayed profile before switching to another.
6. The Builder Profile will be reloaded with the profile for the selected builder.
7. If you make any changes to the displayed profile, click the **Save** button to commit those changes to the database.

> **IMPORTANT:** Do not try to use the **Working as Builder** dropdown list to filter data grids or select a builder on a new home registration; this dropdown does not affect those features.

## 3.2   Builder Validation Requests

The **Request Validation** button appears at the top of each tab in the Residential Builder Console, to the right of the application creation buttons. Clicking on this button opens the Request Validation tool. The Warranty Provider list that is displayed in the tool will be filtered based on the builder selected in the **Working as Builder** dropdown list in the primary navigation bar. The list will include only those warranty providers who have not yet validated the selected builder. This prevents the submission of duplicate validation requests. Be sure that the correct builder is selected in the **Working as Builder** dropdown list before clicking the **Request Validation** button.

## 3.3   Creating an New Home Registration

On the New Home Registration form, the **Builder Name** field in the Builder Information section of the form will be either a read-only field that cannot be changed or a dropdown list. If the logged-in user is associated with only one builder account in the NHBPS, Builder Name will be a read-only text field pre-populated with that builder; if the logged-in user is associated with more than one builder account in the NHBPS, Builder Name will be a dropdown list containing all of the builders with which the user is associated.

When a logged in user associated with more than one builder account in the NHBPS opens a blank new home registration form, the Builder Name dropdown will be automatically set to whatever builder was selected in the **Working as Builder** dropdown list when the form was opened. **To associate the registration with a particular builder**, select the appropriate builder from the Builder Name dropdown list. Once Builder Name has been selected on the form, changing the selection in the **Working as Builder** dropdown list will not affect Builder Name on the registration form. The Builder Name dropdown is disabled and the selection locked after the new home registration has been paid.

# 4   Account Administration

The tools found in the Account Administration section of the Residential Builder Portal enable users designated as account administrators to perform the following tasks:

- Request the creation of additional builder accounts (i.e., new residential builder organizations).
- Request the addition of new users to existing builder accounts.
- Add an existing user to an existing builder account.
- Remove an existing user's access to an existing builder account.
- Designate an existing user as Account Administrator for an existing builder account or take away the Account Administrator role from an existing user.

The following sections explain how to carry out these tasks.

## 4.1   Creating a New Builder Account

The following process will submit a request for a new builder account in the NHBPS and designate the requesting user as the account administrator for the new builder account.

**To create a new builder account:**

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **New Builder** button.
4. A blank new builder account creation request form will be displayed. This is a single-screen presentation of the NHBPS Access Request form, without user information collection fields.
5. Fill out the form with the appropriate information for the new builder account. Required fields are marked with *.
6. **Primary Contact** is the individual who will be the preferred contact for the RPP should the need arise (e.g., to announce system updates, scheduled maintenance, and other administrative matters).
7. **Person in Control** is an individual who is legally in control of the company (i.e., Owner, President, CEO, Board Member). This form collects information for one Person in Control; additional persons in control can be added through the Builder Profile after the account is created.
8. **Person of Authority** is the individual authorizing this request.

9. NHBPS user information is not collected through this form; the administrative user who submits the form will be designated as the account administrator the new account.
10. Click the **Submit for Approval** button to send the request to the RPP or click **Cancel** to close the form without submitting the request (the data will not be saved).
11. An email notification will be sent once the request has been processed.

## 4.2 Adding a New User to an Existing Builder Account

The following process will submit a request for the creation of a new user who will be associated with an existing builder account designated by the account administrator.

**To add a new user to an existing builder account:**

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **Request New User** button.
4. A blank new user request form will be displayed.
5. Fill out the form with the appropriate information for the new user. Required fields are marked with *.
6. If the logged-in user is an account administrator for more than one builder account in the NHBPS, the Organization dropdown list will contain a list of all builder accounts for which the user is an administrator. Select the builder account to which the new user will be added.
7. Select the appropriate User Role for the new user. Builder accounts can have no more than two account administrators.
8. Click the **Submit for Approval** button to send the request to the RPP or click **Cancel** to close the form without submitting the request (the data will not be saved).
9. An email notification will be sent once the request has been processed.

## 4.3 Adding an Existing User to an Existing Builder Account

The following process will submit a request for the creation of a new user who will be associated with an existing builder account designated by the account administrator. This request type is used to associate a user with multiple organizations. In order to submit this type of request, the logged-in user must be an account administrator for the builder account to which the user will be added and an account administrator for at least one organization with which the user is already associated.

**To add an existing user to an existing builder account:**

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. Click the **Add Existing User** button.
4. The **Organization** dropdown list will display all builder accounts for which the logged-in user is an account administrator. Select the builder account to which the user will be added.
5. The **User** dropdown list will display existing users who are not already associated with the selected builder account. This will prevent the submission of requests to add users to accounts to which they already belong. Select the user to be added to the selected builder account.
6. Select the appropriate **User Role** for the new user. Builder accounts can have no more than two account administrators.

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7. Click the **Submit for Approval** button to send the request to the RPP or click **Cancel** to close the form without submitting the request (the data will not be saved).
8. An email notification will be sent once the request has been processed.

## 4.4   Remove an Existing User from an Existing Builder Account

The following process will submit a request for to remove an existing user from an existing builder account.

**To remove an existing user from an existing builder account:**

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. The **Organization** dropdown list will display all builder accounts for which the logged-in user is an account administrator. Select the builder account from which the user will be removed.
4. The Organization User List will display all existing users for the selected builder account.
5. Click the **Remove** icon (an **X**) in the Options column for the user to be removed.
6. The Remove Organization Access window will open.
7. Verify that the correct user has been selected.
8. Enter the reason for requesting the user's removal.
9. Click the **Submit for Approval** button to complete the request or click **Cancel** to close the window without submitting the request.
10. An email notification will be sent once the request has been processed.

## 4.5   Changing an Existing User's role

The following process will submit a request for to change an existing user's role in the owner builder account.

**To change an existing user's role:**

1. Log into the NHBPS as residential builder account administrator.
2. Click on **Account Administration** in the primary navigation menu.
3. The Organization User List will display all existing users for the owner builder account.
4. Click the **Modify** icon (a pencil) in the Options column for the user to be removed.
5. The Request Application Role Change form will be displayed.
6. Select the appropriate **User Role** for the user.
   a. Builder accounts must have at least one account administrator.
   b. Builder accounts can have no more than two account administrators.
7. Click the **Submit for Approval** button to complete the request or click **Cancel** to close the window without submitting the request.
8. An email notification will be sent once the request has been processed.

# 5   Learn More

For more information about MA Connect and the New Home Buyer Protection System, contact the Residential Protection Program.

**Table 2 - Residential Protection Program Contact Information**

| Website: | www.HomeWarranty.alberta.ca |
|---|---|
| Information Line: | 1-866-421-6929 |
| Email: | RPP@gov.ab.ca |