

Residential Builder User Manual for the New Home Buyer Protection System v2.0

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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 (<http://municipalaffairs.alberta.ca/1922.cfm>) 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 New Home Buyer Protection Office (NHBPO) for more information (See Table 2 - New Home Buyer Protection Office Contact Information).

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 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.

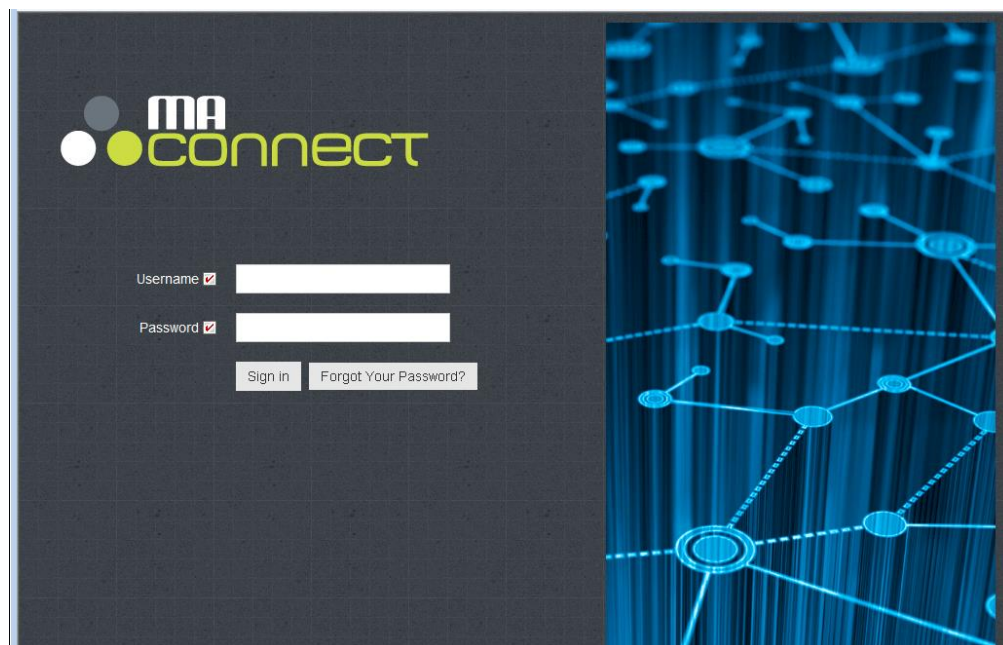
For information on how to create accounts for additional companies and submit requests for additional user access, see section 4 Account Administration on page 67.

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 **Sign-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

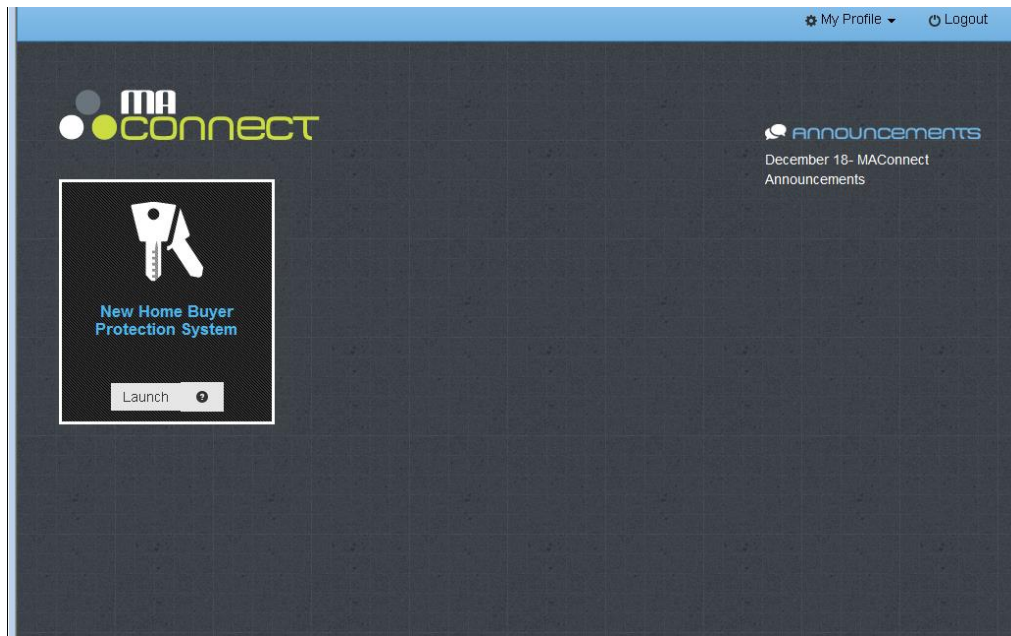
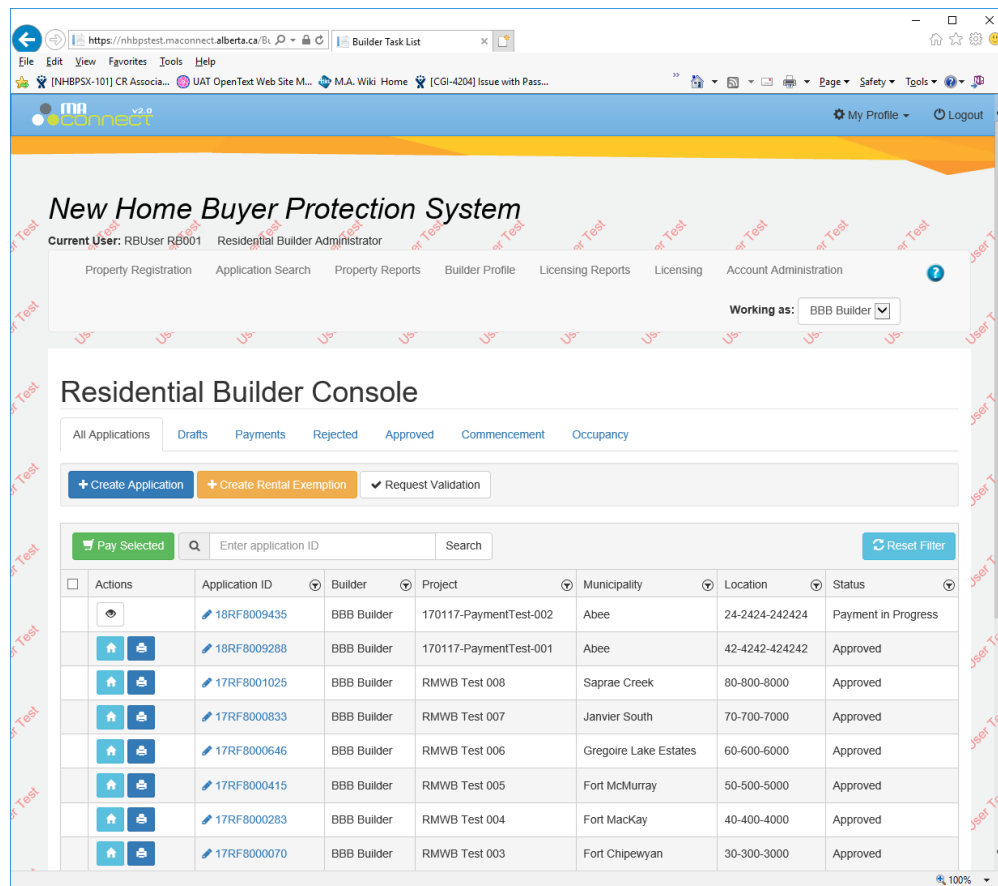


Figure 3 - NHBPS Residential Builder Console



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 exemption, 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 exemption, 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.

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 Exemption).

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 exemption 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 exemptions that have been saved as drafts (not yet submitted into the NHBPS workflow).

Payments - Lists all new home registrations and rental exemptions 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 exemptions associated with the account that have been approved by the NHBPO. 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 exemptions 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.

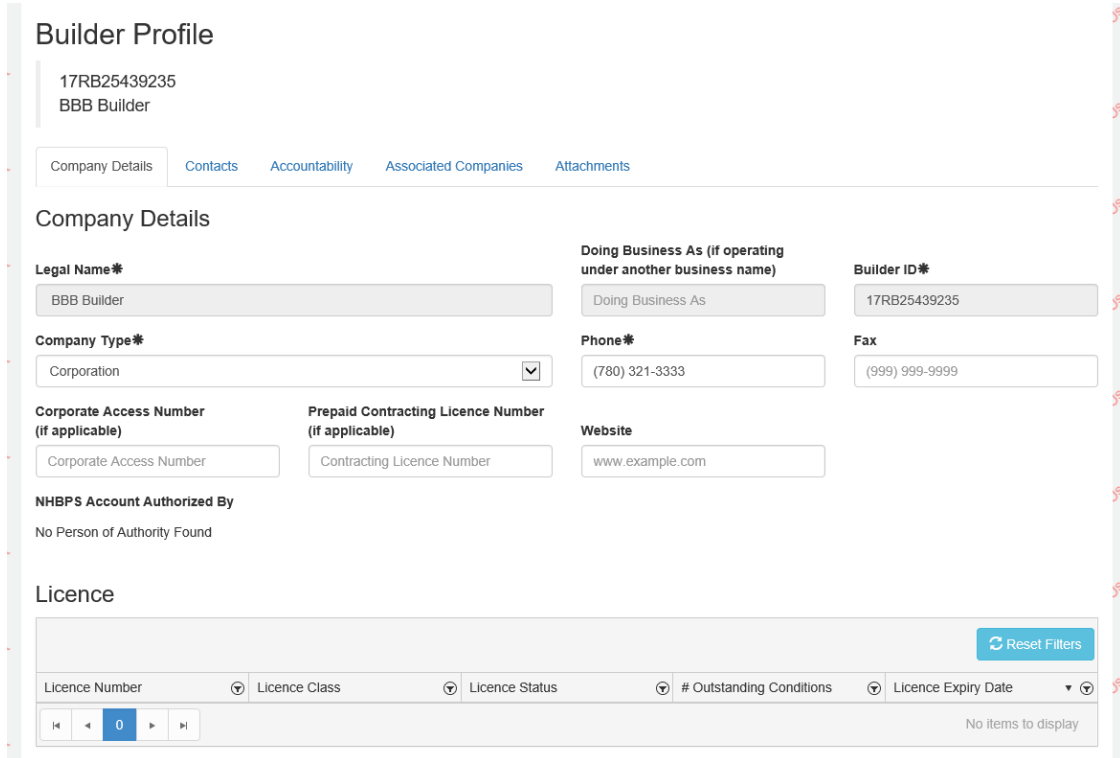
- **To move to any page in a data grid**, click on the number of the page in the browsing controls.
- **To move ahead one page in the grid**, click on icon to the right of the numbered links in the browsing controls (a right-facing triangle).
- **To move to the last page in the grid**, click on icon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

Doing Business As (if operating under another business name)
Doing Business As

Builder ID*
17RB25439235

Company Type*
Corporation

Phone*
(780) 321-3333

Fax
(999) 999-9999

Corporate Access Number (if applicable)
Corporate Access Number

Prepaid Contracting Licence Number (if applicable)
Contracting Licence Number

Website
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				

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 NHBPO 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 (*).

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 NHBPO.
 - d. A **Notification 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 other 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

The screenshot shows the 'Add/Edit Contact' screen in the NHBPS system. The browser address bar shows 'https://nhbps-test.mconnect.alberta.ca/Builder Profile'. The page has a navigation bar with tabs: 'Company Details', 'Contacts', 'Accountability', 'Associated Companies', and 'Attachments'. The main content area is titled 'Add/Modify Person in Organization'. It starts with a question 'Is this a Person in Control?' with 'Yes' and 'No' radio buttons. Below this is a definition of a Person in Control. The form is divided into three main columns: 'Name' (First Name, Middle Name, Last Name), 'Contact Methods' (Email Address, Phone, Cell, Fax), and 'Personal Details' (Date of Birth, Driver's Licence, Province / Territory). There is also a section for 'Mailing Address' with options for 'Canada' or 'International', and fields for 'Address Line 1', 'Address Line 2', 'City', 'Country', 'Province / Territory', and 'Postal Code'. At the bottom, there is a 'Roles' section with a heading 'Roles within the Organization' and checkboxes for 'Director', 'Officer', and 'Partner'. The entire form is overlaid with a red 'User Test' watermark.

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.

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.

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 NHBPO 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

Working as: BBB Builder

Licensing

17RB25439235
BBB Builder

Processing of submitted applications will not be completed until the application fee has been paid. To view the payment status of a licence application, click on the "Payments" tab below. Payment can be submitted online via credit card or by cheque or money order payable to the Government of Alberta. If paying by cheque or money order, print a copy of the transaction invoice and include it with the payment.

Applications Payments Licences

Licence Applications

Information from your Builder Profile is used as part of a Licence Application. Please review your Company Details, Contacts, Accountability, and Associated Companies to ensure that they are up-to-date.

Actions	Application ID	Application Type	Licence Class	Application Status	Submitted By	Date Submitted
	17LI1117414	New	Developer	In Review	RBUser RB001	2017/11/29
	17LI1111616	New	General Contractor	Approved	RBUser RB001	2017/10/04

1 - 2 of 2 items

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.

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 NHBPS for that organization, a user cannot create a new licence application of that class for that organization.

Figure 9 - Builder Licence Application

Builder Licence Application

Licence Application ID	Application Type	Application Status	Submitted By	Date Submitted
18LI1122134	New	Draft		

Builder Name	Builder ID	Licence Number	Licence Class	Licence Status
TestCo 004	18RB02956242			

Information from your Builder Profile is used as part of a Licence Application. Please **review and confirm** that the information below is correct. If any of the details below is out-of-date, please update it in your Builder Profile before continuing.

Part 1
Company Information

Part 2
Associated Companies

Part 3
Licence Application

Part 4
Validate

This application is for a:

☒ **General Contractor Licence**
 You will need this licence if you intend to build, manage the construction process, or build and sell, homes that are 1 to 2-storeys in height, and between 1 to 3-units. This is where the Alberta Building Code **does not** require a coordinating registered professional.

☐ **Developer Licence**
 You will need this licence if you intend to build, arrange/manage the construction process, or build and sell, homes that are larger than 600 metres, more than 3-storeys in height, and more than 4-units. This is where the Alberta Building Code **requires** a coordinating registered professional.

Company Information Confirmation

☐ I confirm that:
☐ The Company Details and Persons in Control information in the Builder Profile for the applicant are correct and up-to-date.

Company Details [Edit](#)

Person(s) in Control (1 Active) [Edit](#)

Legal Name TestCo 004	Troy Director
Doing Business As TestCo 004	Email Address

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, unclassified 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.

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 NHBPO 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

Company Information Confirmation

I confirm that:

☐ The Company Details and Persons in Control information in the Builder Profile for the applicant are correct and up-to-date.

Company Details

Edit

Person(s) in Control (1 Active)

Edit

Legal Name

TestCo 004

Doing Business As

TestCo 004

Company Type

Corporation

Phone

(780) 345-5678

Fax

Corporate Access Number

Prepaid Contracting Licence Number

Website

Builder ID

18RB02956242

Notification Email

jack.skrip@gov.ab.ca

Physical Address

456 7th Street

Grande Prairie, Alberta

Q1Q 1Q1

Mailing Address

456 7th Street

Grande Prairie, Alberta

Q1Q 1Q1

Troy Director

Email Address

troy.director@testco004.ca

Phone

(780) 345-5678

Cell

Fax

Date of Birth

1990/02/14

Driver's Licence

323

Province / Territory

Alberta

Government Photo ID

Description

Province / Territory

Address Line 1

56 Maple Street

Address Line 2

City

Abec

Province / Territory

Alberta

Country

Canada

Postal Code

Q1Q 1Q1

Roles

- Director
- Owner

Next

Cancel

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 Company Information Part 2 Associated Companies **Part 3 Licence Application** Part 4 Validate

Licence Application

- 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:
- Has your organization ever had a home warranty insurance contract cancelled/terminated?
 Response: ☐ Yes ☐ No
- How many years has your organization been building residential homes as a developer or general contractor?
 Response: (Must be numeric.)
- 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 NHBPO.
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 NHBPO 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 NHBPO.

Once an application has been submitted to the NHBPO, 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

Information from your Builder Profile is used as part of a Licence Application. Please review and confirm that the information below is correct. If any of the details below is out-of-date, please update it in your Builder Profile before continuing.

This Builder Licence Application has been returned to the applicant by the assigned Compliance Officer. Please review all identified sections of the application and update the Builder Profile and/or Builder Licence Application as required. Contact the Builder Licensing Program at 1-866-421-6929 for assistance.

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

This application is for a:

- ☒ **General Contractor Licence**
You will need this licence if you intend to build, manage the construction process, or build and sell, homes that are 1 to 2-stories in height, and between 1 to 3-units. This is where the Alberta Building Code **does not** require a coordinating registered professional.
- ☐ **Developer Licence**
You will need this licence if you intend to build, arrange/manage the construction process, or build and sell, homes that are larger than 600 metres, more than 3-stories in height, and more than 4-units. This is where the Alberta Building Code **requires** a coordinating registered professional.

Company Information Confirmation

☒ I confirm that:

☒ The Company Details and Persons in Control information in the Builder Profile for the applicant are correct and up-to-date.

Company Details **Person(s) in Control (1 Active)**

This information in this section has been flagged as incomplete or incorrect by the assigned Compliance Officer. Please review the information and update the Builder Profile as required.

This information in this section has been flagged as incomplete or incorrect by the assigned Compliance Officer. Please review the information and update the Builder Profile as required.

Legal Name
TestCo 004

Doing Business As
TestCo 004

Troy Director

Email Address
troy.director@testco004.ca

Figure 13 - Message on the application questionnaire

Part 1 Company Information **Part 2** Associated Companies **Part 3** Licence Application **Part 4** 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:

Travellers.

The response to this question has been flagged as incomplete or incorrect by the assigned Compliance Officer. Please review the information and update the response as required.

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

Response:

☐ Yes ☒ No

- 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.
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 NHBPO 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 NHBPO.

Figure 14 - Payments tab

Working as: TestCo 003

Licensing

18LB02955905
TestCo 003
TestCo 003

Processing of submitted applications will not be completed until the application fee has been paid. To view the payment status of a licence application, click on the "Payments" tab below. Payment can be submitted online via credit card or by cheque or money order payable to the Government of Alberta. If paying by cheque or money order, print a copy of the transaction invoice and include it with the payment.

Applications Payments Licences

Payments

Reset Filter

Actions	Licence Application ID	Builder Name	Licence Type	Licence Class	Date Submitted	Payment Status
\$	18LB02955905	TestCo 003	Standard	General Contractor	2018/02/20	Awaiting Payment

1 - 1 of 1 items

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.

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

The screenshot shows a web browser window with the URL <https://test.eservices.alberta.ca/builderlicen>. The page header features the MyAlberta eSERVICES logo, a search bar, and links for CONTACT US, MY ACCOUNT, and a TOTAL of \$0.00. A navigation menu includes Agriculture, Education, History, Lands & Resources, Legal Matters & Documents, Parks & Recreation, and Vehicles & Transport. The breadcrumb trail is Alberta.ca / Home / Legal Matters & Documents / Alberta Builder Licences - ESB Integration.

Alberta Builder Licences

Pay the application fee for your builder's licence.

*Required Fields **

Invoice Number *	Builder Name *
<input type="text" value="18IV05155239"/>	<input type="text" value="TestCo 003"/>
NHBPP Builder ID *	Licence Application ID *
<input type="text" value="18RB02955905"/>	<input type="text" value="18LI1122254"/>
Licence Class *	Amount *
<input type="text" value="General Contractor"/>	<input type="text" value="600.00"/>

Submit >

Description

Rules and Conditions

More Information

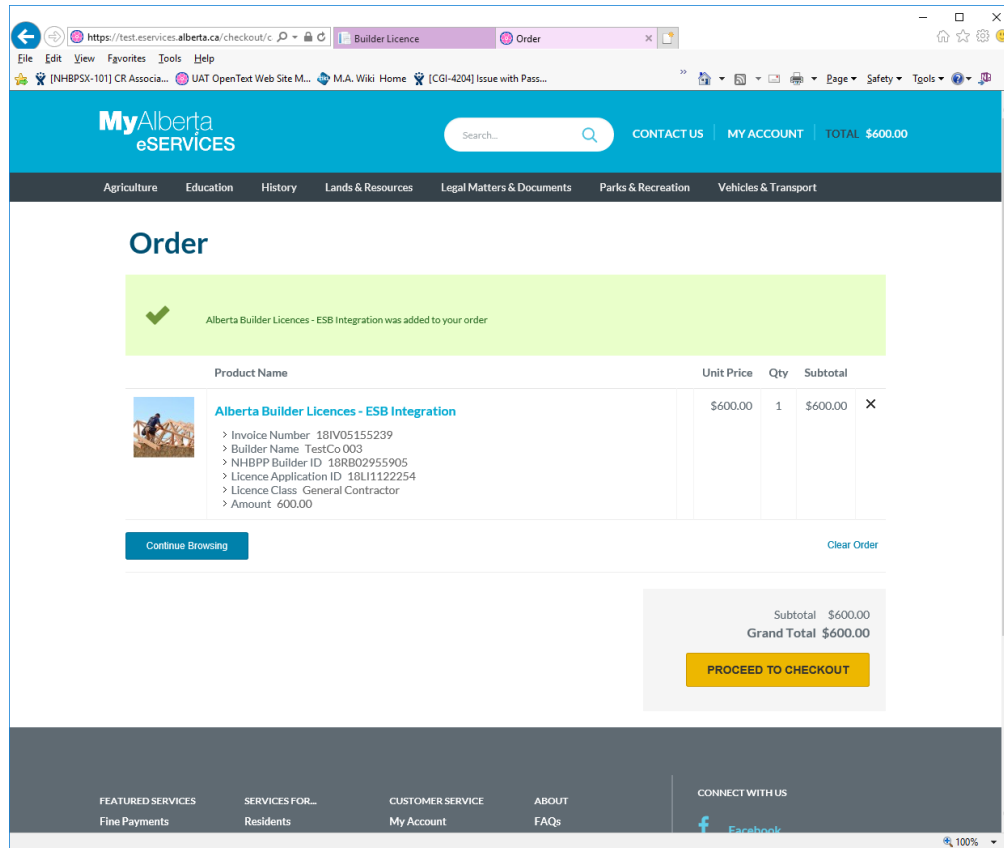
As of December 1, 2017, residential builders must hold a valid licence in order to build residential homes in Alberta.

There are two classes of builder's licences:

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

- On the **Order** screen, click the **Proceed to Checkout** button. **DO NOT** click the **Continue Browsing** button.

Figure 16 - Order screen



11. Provide the required information in each step of the **Checkout** process.
12. Select the **CHECKOUT AS A GUEST** checkout method. **DO NOT** select **LOGIN**.

Figure 17 - Checkout Method

The screenshot displays the 'Checkout' page on the MyAlberta eSERVICES website. The page is titled 'Checkout' and shows a progress bar with four steps: 1. Checkout Method, 2. Billing Information, 3. Payment Information, and 4. Order Review. Under the '1 Checkout Method' step, there are two options: 'CHECKOUT AS A GUEST' with a 'Continue' button, and 'LOGIN' with a 'Login' button. The top navigation bar includes the MyAlberta eSERVICES logo, a search bar, and links for 'CONTACT US', 'MY ACCOUNT', and 'TOTAL \$600.00'. The bottom footer contains various service links and social media icons.

13. Billing Information will not be pre-populated.

Figure 18 - Billing Information

The screenshot shows a web browser window with the URL <https://test.eservices.alberta.ca/checkout/o>. The page header includes the MyAlberta eSERVICES logo, a search bar, and links for CONTACT US, MY ACCOUNT, and a total of \$600.00. The main navigation bar lists various service categories. The current page is titled '2 Billing Information' and contains the following form fields:

First Name *	Last Name *
Joe	McTest
Company	
Email Address *	
joe.mctest@test.ca	
Address *	
123 4th Street	
City *	State/Province *
Edmonton	Alberta
Zip/Postal Code *	Country *
Q1Q1Q1	Canada
Telephone *	Fax
7803214321	

A 'Continue' button is located at the bottom right of the form.

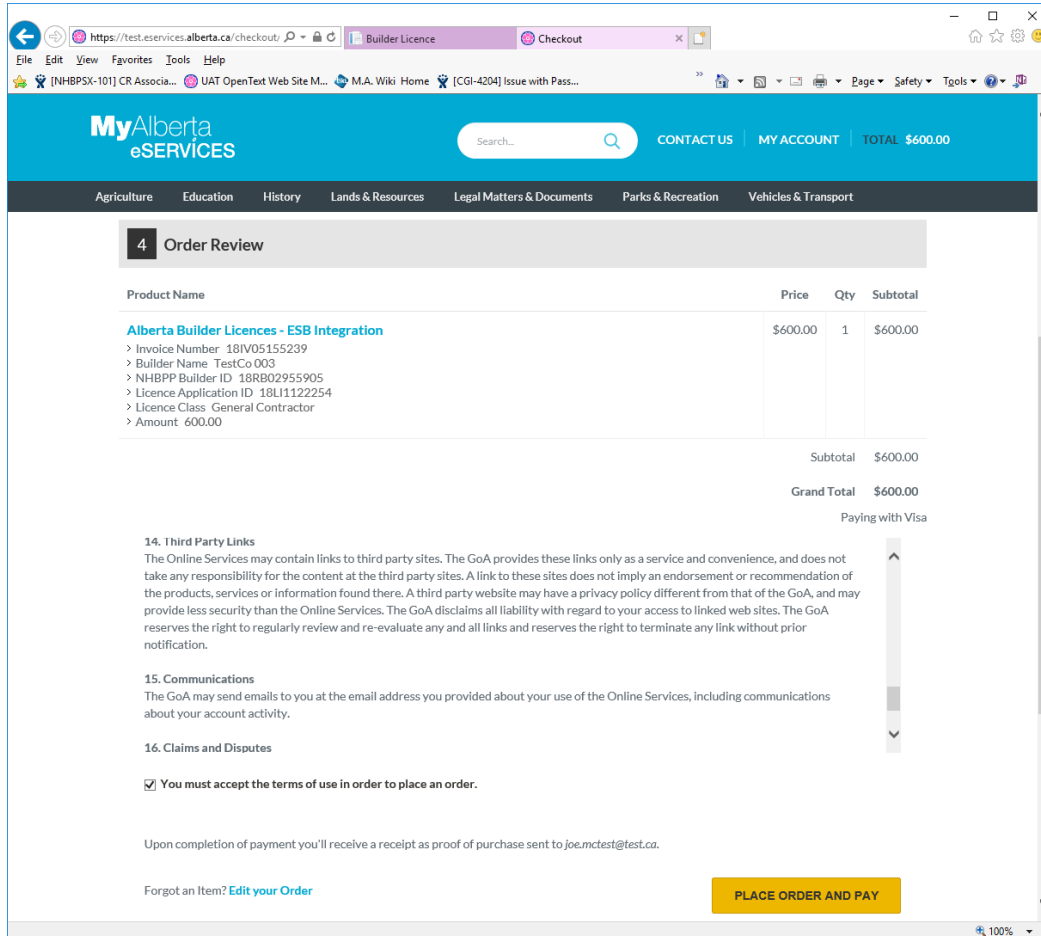
14. Enter the appropriate Payment Information.

Figure 19 - Payment Information

The screenshot shows the MyAlberta eSERVICES checkout process. The browser address bar displays <https://test.services.alberta.ca/checkout/o>. The page header includes the MyAlberta eSERVICES logo, a search bar, and links for CONTACT US, MY ACCOUNT, and a TOTAL of \$600.00. A navigation bar lists various service categories: Agriculture, Education, History, Lands & Resources, Legal Matters & Documents, Parks & Recreation, and Vehicles & Transport. The checkout process is divided into four steps: 1 Checkout Method, 2 Billing Information, 3 Payment Information (currently active), and 4 Order Review. Under the Payment Information step, there are two options: Credit Card and Interac Online. The Credit Card option is selected, showing icons for VISA, MasterCard, American Express, and VISA Debit. Below this, there are input fields for Name on Card, Card Number, Expiry (MM/YY), and CVV. A 'What's this?' link is next to the CVV field. The Interac Online option is also visible with its respective logo. At the bottom of the form, there is a 'Back' button and a 'Continue' button. A message states: 'You can still review your order before making final payment.' Below the Continue button, it says 'Required Fields *'. The footer of the page shows a zoom level of 100%.

15. Be sure to accept the terms of use on the Order Review screen.
16. Click the **Place Order and Pay** button.

Figure 20 - Order Review



4 Order Review

Product Name	Price	Qty	Subtotal
Alberta Builder Licences - ESB Integration > Invoice Number 18IV05155239 > Builder Name TestCo 003 > NHBPP Builder ID 18RB02955905 > Licence Application ID 18LI1122254 > Licence Class General Contractor > Amount 600.00	\$600.00	1	\$600.00
Subtotal			\$600.00
Grand Total			\$600.00

Paying with Visa

14. Third Party Links
 The Online Services may contain links to third party sites. The GoA provides these links only as a service and convenience, and does not take any responsibility for the content at the third party sites. A link to these sites does not imply an endorsement or recommendation of the products, services or information found there. A third party website may have a privacy policy different from that of the GoA, and may provide less security than the Online Services. The GoA disclaims all liability with regard to your access to linked web sites. The GoA reserves the right to regularly review and re-evaluate any and all links and reserves the right to terminate any link without prior notification.

15. Communications
 The GoA may send emails to you at the email address you provided about your use of the Online Services, including communications about your account activity.

16. Claims and Disputes

☒ You must accept the terms of use in order to place an order.

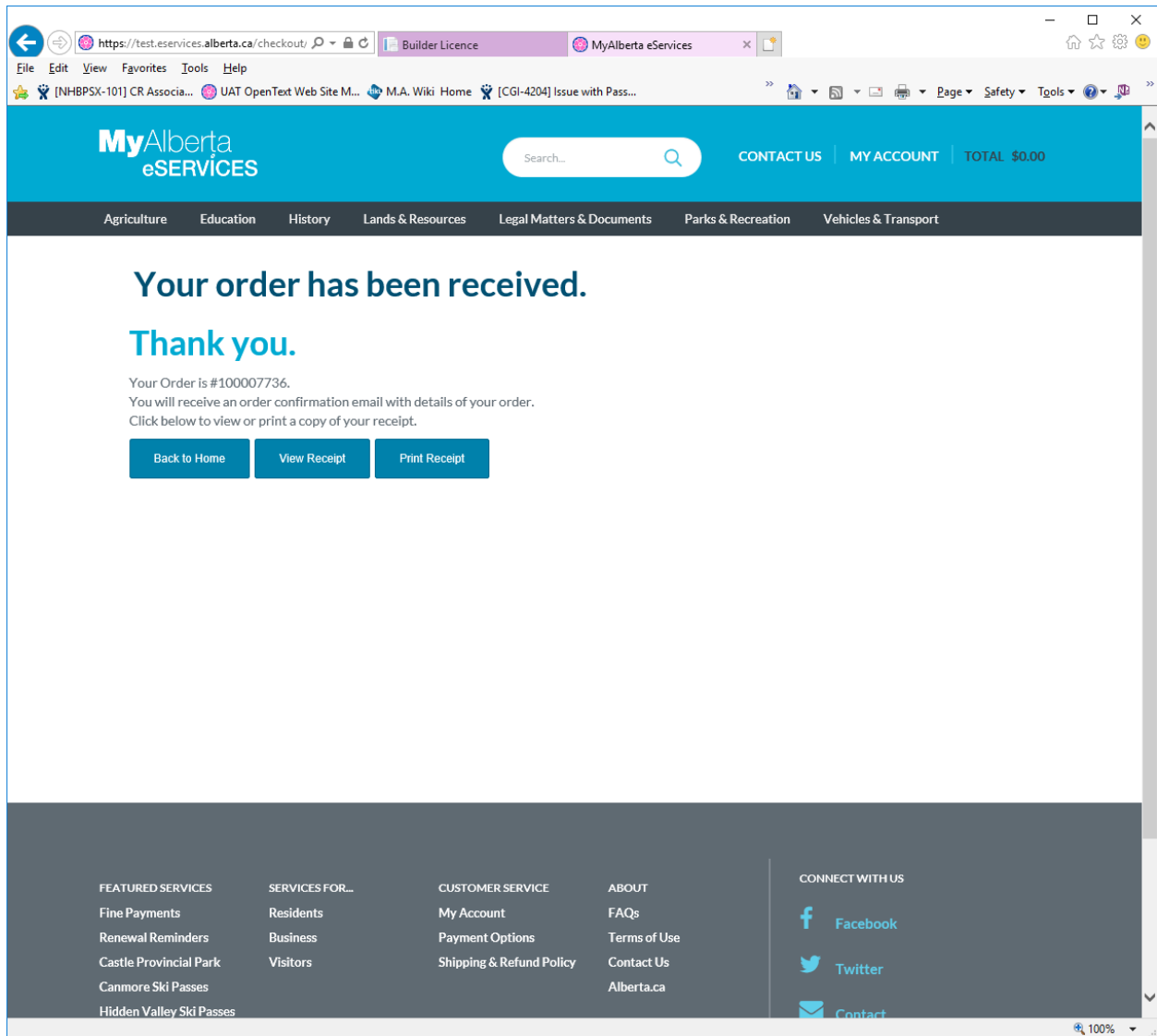
Upon completion of payment you'll receive a receipt as proof of purchase sent to joe.mctest@test.ca.

Forgot an Item? [Edit your Order](#)

PLACE ORDER AND PAY

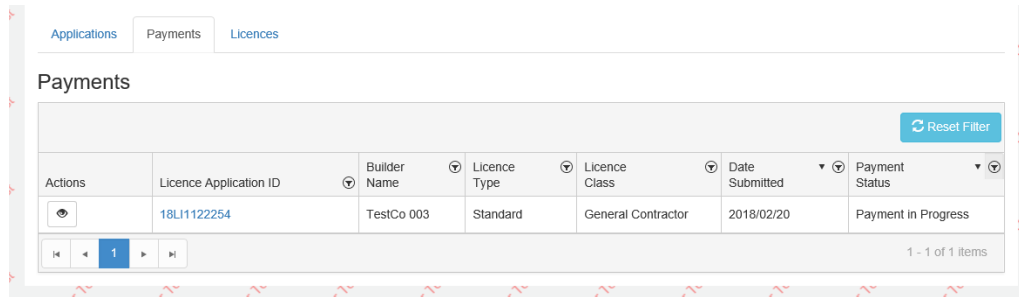
17. When the transaction is complete, close the browser tab containing the eServices website.

Figure 21 - Transaction completed




18. On the **Payments** grids, the **Payment Status** for the application will be “Payment in Progress”. Your payment may take up to one hour to process.

Figure 22 - Payment in Progress



The screenshot shows the 'Payments' tab selected in the top navigation bar. Below the tabs is a 'Payments' section with a 'Reset Filter' button. A table displays one application with the following details:

Actions	Licence Application ID	Builder Name	Licence Type	Licence Class	Date Submitted	Payment Status
	18L1122254	TestCo 003	Standard	General Contractor	2018/02/20	Payment in Progress

At the bottom of the table, there is a pagination bar showing '1' of 1 items.

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 23 - Cancel Offline Payment

Invoice 18IV05155239

Payment Date & Time

2018/02/20 15:43:53

Status

Payment in Progress

Submitted By

Admin01 TestCo003

Application Summary

Application ID

18L1122254

Builder

TestCo 003 (18RB02955905)

Date Submitted

2018/02/20

Licence Number

Will be provided upon approval

Licence Type

Standard

Licence Class

General Contractor

Item	Description	Licence Application ID	Amount
1	Builder Licence Application	18L1122254	\$600.00
			Invoice Total \$600.00

Print Invoice

Cancel Payment

Return to Payment Grid

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 NHBPO, 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 NHBPO and cannot be 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 **Licences** 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 24 - Licences

Licensing

17RB25439235
BBB Builder

Applications Payments **Licences**

Licences

Processing of submitted applications will not be completed until the application fee has been paid. To view the payment status of a licence application, click on the "Payments" tab below. Payment can be submitted online via credit card or by cheque or money order payable to the Government of Alberta. If paying by cheque or money order, print a copy of the transaction invoice and include it with the payment.

Reset Filter

Actions	Licence Number	Licence Status	# Outstanding Conditions	Licence Type	Licence Class	Issued Date	Expiry Date
	17BL27742100	New	0	Standard	General Contractor	2017/10/04	2018/10/04

1 - 1 of 1 items

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 **Licences** 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 NHBPO. 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 25- 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 NHBPO.
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 2.7.4.
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 26 - Residential Builder - New Home Registration screen, upper half

New Home Buyer Protection System

Current User: master builder

Home Application Search Builder Profile Account Administration Working as Builder: New Rome Builders

New Home Registration

Application Information

Application ID Status Application Date

Builder Information

Builder Name User Name Phone

Email

Building Information

Building ID Project Name Building Name

Construction Type Building Type

Construction Method Municipality

☐ This building is a condominium or part of a condominium development.

☐ This building will have an additional 2 years building envelope coverage.

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 NHBPO 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**.

2.9.1 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 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 24 - Licences

The screenshot shows the 'Licensing' section of the NHBPS interface. At the top, there is a header with the user's name '17RB25439235' and role 'BBB Builder'. Below this is a navigation bar with tabs for 'Applications', 'Payments', and 'Licences'. The 'Licences' tab is selected. A blue information box at the top right states: 'Processing of submitted applications will not be completed until the application fee has been paid. To view the payment status of a licence application, click on the "Payments" tab below. Payment can be submitted online via credit card or by cheque or money order payable to the Government of Alberta. If paying by cheque or money order, print a copy of the transaction invoice and include it with the payment.' Below the navigation bar is a table titled 'Licences'. The table has columns for Actions, Licence Number, Licence Status, # Outstanding Conditions, Licence Type, Licence Class, Issued Date, and Expiry Date. A 'Reset Filter' button is located at the top right of the table. The table contains one row of data for Licence Number 17BL27742100, which is in 'New' status with 0 outstanding conditions, of type 'Standard' and class 'General Contractor', issued on 2017/10/04 and expiring on 2018/10/04. At the bottom of the table, it shows '1 - 1 of 1 items'.

Actions	Licence Number	Licence Status	# Outstanding Conditions	Licence Type	Licence Class	Issued Date	Expiry Date
	17BL27742100	New	0	Standard	General Contractor	2017/10/04	2018/10/04

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 **Licences** 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 42.

- 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 27 - Residential Builder - New Home Registration screen, lower half

The screenshot shows the lower half of the 'Residential Builder - New Home Registration' form. It includes the following sections:

- Construction Type:** A dropdown menu with 'New Construction' selected.
- Building Type:** A dropdown menu with 'Single-Family Detached' selected.
- Building Sub-type:** A dropdown menu with 'Site-Built' selected.
- Municipality:** A dropdown menu.
- Checkboxes:** Two checkboxes are present: 'This building is a condominium or part of a condominium development.' and 'This building will have an additional 2 years building envelope coverage.'
- Warranty:** A section with a 'Warranty Provider' dropdown menu and a 'Request Validation' button.
- Building Location:** A section with a 'Building Location' button.
- Units:** A table with columns: Unit Number, Location, Linc, Policy Number, Registration Unit ID, and Unit Location. The first row shows '1' in the Unit Number column and a 'Unit Location' button in the Unit Location column.
- Buttons:** At the bottom, there are three buttons: 'Save and Submit' (highlighted in blue), 'Save As Draft', and 'Cancel'.

- 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 NHBPO 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 NHBPO 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 28 - 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.
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.

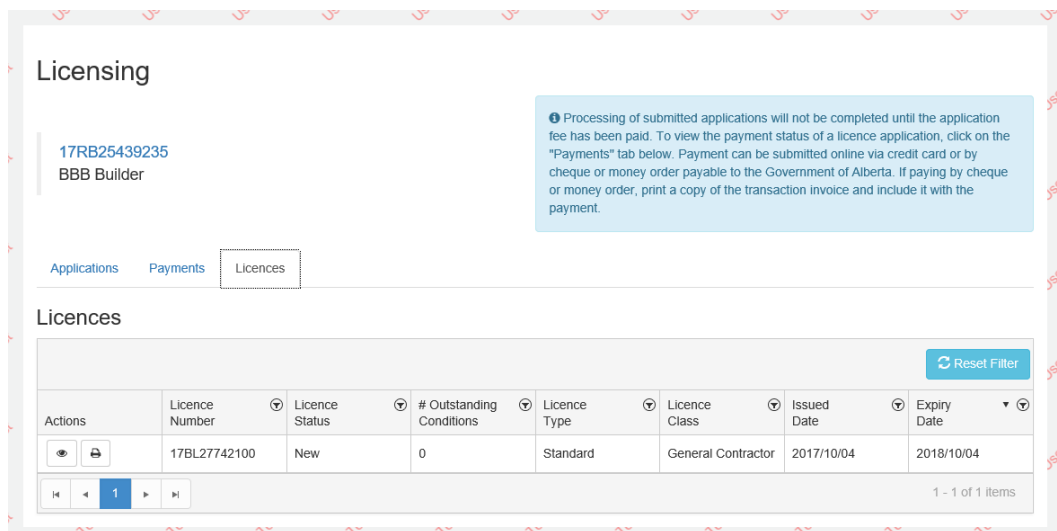
2.11.1 Use the Warranty Provider dropdown to select a new warranty provider. If the appropriate warranty provider does not appear in the list, you may have to submit a Builder Validation Request to that warranty provider (see 2.7.4 Certificate of Licence)

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

Licences 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 24 - 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 **Licences** 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 Licensing Program to request additional copies of the certificate.

5. Builder Validation Requests on page 34).
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 New Home Buyer Protection Office 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 fees 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.
5. Click the **Pay Online** button to open the online payment form.

Figure 29 - Online payment form

Account GovernmentofAlberta1 is in test mode
Please complete all highlighted fields:

Name:	Slava 2424 Bourik
Phone Number:	
Address Line 1:	
Address Line 2:	
City:	
Province:	Alberta
Postal Code:	
Country:	Canada
Email:	slava.bourik@ca.fujitsu.com

Payment Information

TD
Payment processing
powered by TD

Invoice/Order Number: 13RF1122472
Amount: \$95.00 CAD

Name on card:

Credit Card Type: VISA

Credit Card Number:

Expiration Date: 01 / 2013

Comments

- Enter the required information in the online payment form.
- Verify that the payment information provided is accurate.

Note: At this point, if necessary, the transaction can be cancelled by clicking the **Back** button in the online payment tool. All items selected for the transaction will have a status of “Payment in Progress” status; their status will revert to “Awaiting Payment” in a few minutes. A screen refresh is required to see the status change; this can be done by using your browser’s “Refresh/Reload” command” or simply moving to another tab in the NHBPS.

- To complete the transaction, click the **Submit Payment** button (instead of the **Back** button).
- If your payment is successfully submitted, 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.
- 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 payment processing has been completed.

Note: The online payment component is a secure third-party system external to the NHBPS. Your credit card information is never stored in the NHBPS.

Receipts can be downloaded for payment transactions 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.

Figure 30 – Payment Inquiry screen

Application ID: 17RE1152761

Registration Invoice

Builder Name:

xxxxxxxxxxxxxx xtd.

NHBPO Builder ID:

14RB1225069

Registration Form ID:

17RE1152761

Warranty Provider:

N/A

Date Submitted:

2017-08-21

Building Information

Property Type:

Multi-Family Rental

Unit Information

Registration Unit ID	Physical Address	Legal Description	LINC	Amount
17RU8663212		3-33-333		\$95.00
			1 Unit(s):	\$95.00

Invoice Total

Total:

\$190.00

Print Invoice

Print Receipt

Return to Payment Grid

When making an offline payment, please submit a printed copy of the invoice along with a cheque, certified cheque or money order for the total amount payable to the Government of Alberta.

NO REFUNDS will be issued in the amount of \$500.00 or less. All refund requests must be received in our office in writing within 30 business days of payment.

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 NHBPO before appearing on the Public Search Registry.

After the fee payment for a new home registration has been successfully processed, the NHBPO 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/>).

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 NHBPO, the offline payment transaction must be made in the NHBPS. This enables the NHBPO 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 NHBPO 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 NHBPO as soon as possible. Applications paid for offline will not be approved by the NHBPO until the payment is received and processed. The NHBPO 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 NHBPO 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 NHBPO 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 NHBPO), 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 NHBPO 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 be 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 NHBPO, 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 to 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 31 - Sample Registrar's certificate

Alberta Government **Approved New Home Registration**
New Home Buyer Protection Office

New Home Buyer Protection Office
Alberta Municipal Affairs
10th Floor, Commerce Place
10155 - 102 Street
Edmonton, Alberta T5J 4L4
Tel: 1-866-421-6929
Fax: 780-427-2538

Registration Form ID: 14RF0111426
Status: Approved Registration
Approval Date: 2014-02-06

Builder: Cavanaugh Homes Ltd.
Address: 5807-149 Ave, Edmonton AB T5A 0E1
Phone Number: 780-476-0000
Website: www.cavanaugh.ca

Warranty Provider: The Alberta New Home Warranty Program
Phone: 1-800-321-7654
Website: www.anhwp.com

Property Information
Property 1
Property Type: Single Detached Home
Total Number of Units: 1
Warrantable Common Property: No
Additional Warranty on Building Envelope: No

Registration Unit ID	Civic Address	Legal Description	LINC
14RU0111733	123-45th Street NW, Edmonton, Alberta T6G 1T4	Lot 2, Block 27, Plan 717HW	

New Home Buyer Protection Approved on February 6, 2014



D. McLean
Registrar

This remains on record as compliance or non-compliance with provisions of the New Home Buyers Protection Act and Regulations. Pursuant to the New Home Buyers Protection Act, the "Owner/Builder" and/or the "Residential Builder" are responsible for meeting the requirements of the Act.

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 NHBPO Public Registry until they have been review by the warranty provider. Once a commencement date has been published on the NHBPO Public Registry, the date can be changed **only** by New Home Buyer Protection Office staff. If a commencement date must be changed, a request should be submitted by email to the New Home Buyer Protection Office.





















Figure 32 Warranty Commencement grid

Residential Builder Console

All Applications Drafts Awaiting Payment Rejected **Approved** **Commencement** Occupancy

+ Create Application + Create Rental Exemption ✓ Request Validation

Pay Selected Enter application ID Search Reset Filter

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

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.

Figure 33 - Warranty Commencement tool

Warranty Commencement

Builder:

Application ID:

Project:

Warranty Commencement Status:

xxxxxxxxxxxxxxxxxxxxxx7)

14RF2818943

Not Commenced

Commencement Information

Common Property policy commencement, if applicable, is included in this grid.

Unit ID	Civic Address	Policy Number	Status	Warranty Commencement Date	Changed By	Changed Date
14RU5422042	852-xxxxage Drive T9K 0Z7	30-147677				

1

January 2017

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Wednesday, January 18, 2017

1 - 1 of 1 items

Save Cancel

New Home Buyer Protection Office

Government of Alberta

16th Floor, Commerce Place
10155 - 102 Street
Edmonton, AB T5J 4L4 Canada

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 NHBPO; 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 NHBPO compliance 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.

Figure 34 - Rental Exemption, Part 1: Applicants

Application for Rental Exemption

Required fields are marked with *.

Part 1
Applicant(s)

Part 2
Builder Information

Part 3
New Building

Part 4
Verification

Applicants

Add Co-Applicant

A co-applicant is anyone who shares the title of the proposed property. You must identify all co-applicants.

Primary Applicant

Primary Applicant Details

First Name*

William

Last Name*

Klein

Email Address*

noirres.primary@mailinator.com

Phone*

(780) 888-8888

Physical Address

Address Line 1*

Address Line 1

City*

City

Address Line 2

Address Line 2

Province

Select Province... ▼

Postal Code*

Postal Code

Mailing Address

Current physical & mailing addresses are: ☒ Same ☐ Different

- 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.
- Provide current **Physical Address** and **Mailing Address** information for each applicant.

Figure 35 - Rental Exemption, Terms & Conditions

Mailing Address

Current physical & mailing addresses are: ☒ Same ☐ Different

Agreement*

I am requesting a rental exemption under Section 3 of the New Home Buyer Protection Act. I agree to the following terms and conditions by clicking the submit button.

☐ I understand that Pursuant to Section 3.1(8) of the Act, when this designation is registered on the certificate of title to the Lands, the lands may not be:

- a. Sold, made subject to an agreement for sale or otherwise disposed of, unless it is sold to a person referred to in Section 3.1(3) of the Act.
- b. Included in a condominium plan or a proposed condominium plan, or
- c. Subdivided in any other manner, during the protection period applicable to the multiple family dwelling(s) under Section 1.1 of the Act without the written permission of the Registry.

☐ I agree and understand that the Registrar will register a Caveat against the rental property for the duration of the protection period. Upon expiry of the protection period, the Registrar will discharge the Caveat from the rental property.

☐ I must provide to the Registrar the earlier of the date an accredited agency, accredited municipality or accredited regional services commission grants permission to occupy the multiple family dwelling, and if permission described in the above clause is not granted, the date the multiple family dwelling is first occupied.

[Save as Draft](#) [Cancel Changes](#) [Next >](#)

Submission Instructions

The Submit button above sends the online version of your application to the NHBPO, you will then view your fee summary page where you can confirm your fees and download the form so you may complete your application.

Payment Information

You may pay online or off line, please Submit and proceed to the Fee Summary page.

THE FEE FOR APPLICATION FOR RENTAL EXEMPTIONS IS NON REFUNDABLE

Privacy Statement

The collection of personal information is necessary to support the New Home Buyer Protection Program. The collection is authorized under section 33(c) of the Alberta Freedom of Information and Protection of Privacy (FOIP) Act and will be managed in accordance with the privacy provisions in the Act. If you have questions regarding the collection of your personal information, please send your inquiry to the New Home Buyer Protection Office, 16th Floor, Commerce Place, 10155 - 102nd Street, Edmonton, AB, T5J 4L4 or telephone to 1-866-421-8929.

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 36 – Part 2: Builder Information

Application for Rental Exemption

Required fields are marked with *.

Part 1 Applicant(s) **Part 2** Builder Information **Part 3** New Building **Part 4** Verification

Legal Business Name*

Contact Person Legal Name*

Phone Number*

Email Address

[< Previous](#) [Save as Draft](#) [Cancel Changes](#) [Next >](#)

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

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 37 - Part 3: New Building

The screenshot shows the 'Part 3: New Building' form. At the top, there are four tabs: 'Part 1 Applicant(s)', 'Part 2 Builder Information', 'Part 3 New Building' (which is highlighted in blue), and 'Part 4 Verification'. Below the tabs, the form is organized into several sections:

- Building ID:** A text field containing 'Unique Building ID (Generated)'.
- Construction Type:** A dropdown menu with 'New Construction' selected.
- Municipality:** A dropdown menu with 'Select Municipality...' selected.
- Project Name:** A text field containing 'Project Name'.
- Building Type:** A dropdown menu with 'Multi-Family' selected.
- Building Name:** A text field containing 'Building Name'.
- Building Sub-type:** A dropdown menu with 'Semi-Detached' selected.
- Building Address:** A section with a heading 'Building Address' and a sub-heading 'You must provide at least one method of identifying the location of rental property'. It includes a text field for 'LINC (separate multiple LINC's with a comma)' containing 'LINC', and radio buttons for 'Civic' (selected) and 'Rural'.
- Address Table:** A table with columns: Street Number, Street Name, Street Suffix, Street Type, Street Direction, and Postal Code. There is an 'Add Address' button above the table.
- Lot/Block/Plan:** A section with a heading 'Lot/Block/Plan' and a table with columns: Lot, Block, and Plan. There is an 'Add Lot/Block/Plan' button above the table.

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.

- 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 NHBPO 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 New Home Buyer Protection Office 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 NHBPO 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 38 - Occupancy tool

The screenshot displays the 'Occupancy' tool interface. On the left, the 'Registration Information' section shows the builder as 'Noir Resi Inc'. Below it, the 'Occupancy Information' section shows a table with one row: Registration Unit ID '15RU1135314' and Civic Address '12-34-56'. A 'Unit Occupancy' modal window is open in the center, featuring a 'Date' field with '05/01/2015', a 'Notes' field with 'Note test..', and 'Save' and 'Cancel' buttons. To the right, a table with columns 'Reported Date' and 'Actions' shows a row with '5/15/2015' and a house icon in the 'Actions' column. The bottom of the modal shows '1 - 1 of 1 items'.

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.

- 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.
- 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 New Home Buyer Protection Office staff.
- 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 New Home Buyer Protection Office staff.
- 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 39 – Application Search screen

Application Search

Search For (pick at least one):

- ☒ New Home Registrations
- ☒ Owner Builder Authorizations
- ☒ Rental Exemptions

Search By:

Civic Address
Rural Address
Lot / Block / Plan
ATS Standard
ATS Non-Standard
Application ID
Unit ID
Status
Project
Builder
Policy Number

Street Suffix: All / Any
Street Type: All / Any
Street Direction: All / Any
Postal Code:

Search

Registration ID	Project	Status	Municipality	Location
No items to display				

To search for an application:

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

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 NHBPO.
Awaiting Approval	The file has been sent to NHBPO staff for manual approval (1%).
Awaiting Compliance Assessment	The registration has been approved and is awaiting a scheduled assessment by a NHBPO Compliance 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 NHBPO.
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).

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 40 - 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 administrative 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 a 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 NHBPO 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 NHBPO 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 NHBPO 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.

7. Click the **Submit for Approval** button to send the request to the NHBPO 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 New Home Buyer Protection Office.

Table 2 - New Home Buyer Protection Office Contact Information

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