Alberta Government

# Residential Builders Training Guide for the

# New Home Buyer Protection Public Registry:

# Creating a New Home Registration

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## Contents

## Figures

## Tables

# 1   Introduction

The *New Home Buyer Protection Act* establishes minimum requirements for warranty coverage on new residential construction in Alberta.  Under the 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.

The *New Home Buyer Protection Act* applies to all new homes built where the building permit is applied for after February 1, 2014. 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.).

The purpose of this guide is to provide instruction for the use of the Residential Portal of the New Home Buyer Protection System (NHBPS), including creating and editing new home registrations, managing payments, searching registrations, and managing outstanding tasks. 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 for more information (See Table 2 - New Home Buyer Protection Office Contact Information).

> **Note:** The initial release of this training guide focusses solely on creating new home registrations. A more comprehensive guide is currently in development and will be released shortly.

# 2   Using the Residential Builders Portal of the NHBPS

## 2.1   Creating a New Home Registration

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

1. When entering multi-unit buildings, create a new home registration per building; it will streamline the process for the warranty provider to confirm the warranty.
2. Do not submit several condominium projects on the same form.
3. Please provide details of each unit in the building.
4. 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 confirmed by warranty providers, approved by the Registrar, or published in the Public Registry.

**To create a new home registration:**

1. In the Registrations menu, select **Create a New Registration**.
2. The **Residential Builder – New Home Registration** screen will be displayed. Required fields are marked with an asterisk (*).

**Figure 1 - Residential Builder - New Home Registration screen, upper half**



3. Enter **Builder Information** as needed.
   a. Builder Name and Application Date will be pre-populated and uneditable.
   b. Select the appropriate Warranty Provider from the dropdown list. The registration will be routed to the selected warranty provider when payment for the registration is successfully processed.
   c. Enter a Project Name if applicable.

**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 in the lower left corner of the screen.

**Figure 2 - Residential Builder - New Home Registration screen, lower half**



4. Enter available **Properties** data.
   a. If you have selected a multi-unit Property Type, use the **Add Unit** button to add the appropriate number of units to the registration form; click **Add Unit** for each additional unit beyond the first (i.e., for a triplex, click **Add Unit** twice).
      - Single-detached home – one unit needed on form.
      - Duplex – two units needed on form.
      - Triplex - three units needed on form.
      - Fourplex - four units needed on form.
      - Townhouse - ensure the appropriate number of units is added to the form.
      - Condominium - ensure the appropriate number of units is added to the form.
   b. Warrantable Common Property: If the property has warranty coverage on the common property, please check the box; otherwise, leave the checkbox unchecked.
   c. Has additional 2 year warranty on Building Envelope? (In addition to 5 year requirement): If the property has the additional 2 year warranty on Building Envelope, please check the box; otherwise, leave the checkbox unchecked.
   d. Common Civic Address should be checked when all units in the property share the same civic address.
5. Enter available **Home Unit/Address** data.
   a. Provide the available Civic Address for each unit; leave the Civic Address blank if one has not yet been assigned.
   b. The municipality field in the civic address section is mandatory.
   c. For each unit, provide the legal description in at least one of the following formats:
      - Lot/Block/Plan
      - ATS Standard

- ATS Non-Standard
6. Use the **Add Property** button to create additional property entries on the form as needed.
7. When the registration form is complete and you have verified the accuracy of all of the data, click the **Submit** button.

After a new registration is submitted, the Registration Fee Summary will be displayed. This screen displays a read-only version of the information contained on the submitted registration. This gives builders an opportunity to verify the accuracy of the information before proceeding to the payment process. The outstanding payment amount for the registration will be displayed in the Payment Required section of the screen.

- If any of the information is incorrect, click on the **Back** button to return to open the registration in edit mode. Make the appropriate changes and click **Submit**. The Registration Fee Summary will be displayed, giving you another chance to verify the information.
- If the information on the Registration Fee Summary is correct, you can proceed to the online payment process by clicking the link provided in the Payment Information section of the screen.

> **Note:** If you access a different component of the portal, start to create another registration, or exit the portal without making payment on the newly created registration, that registration will appear in your task list(s) as awaiting payment.  The registration will not be routed to the warranty provider for confirmation until payment is complete.

**To pay a registration fee online:**

1. Enter the online payment process for a registration by one of two methods:
2. If you have just submitted a registration, click the link in the Payment Information section of the screen.
3. If you are paying for a previously created registration that is awaiting payment, click the payment link in the appropriate task list.
4. The online payment form will be displayed.

**Figure 3 - 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**

[ Back ]  [ Submit Payment ]

5. Fill out the form as required.

> **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.

6. After verifying that the payment information provided is accurate, click the **Submit Payment** button.
7. If your payment is successfully processed, the Payment Confirmation screen will be displayed. This screen is your payment receipt; it can be saved and printed by clicking the **Download PDF** button.

**Figure 4 - Paymment Confirmation screen**
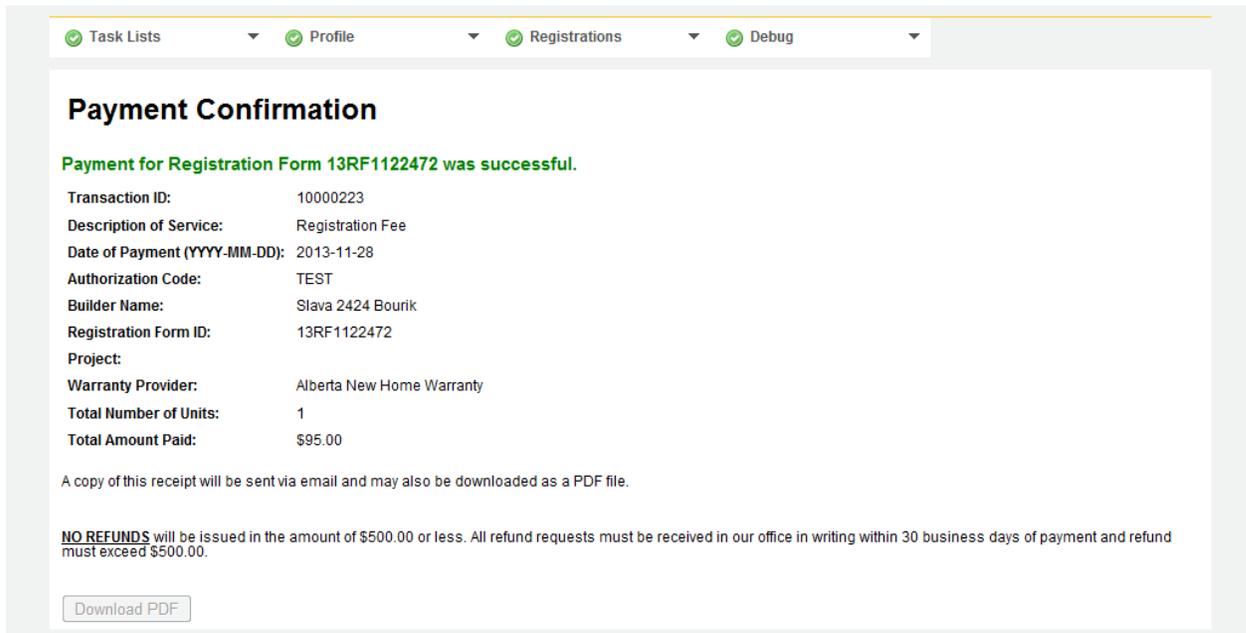


After the fee payment for a registration has been successfully processed, the registration will be routed to the selected warranty provider for confirmation of coverage. Once the warranty provider has confirmed coverage, the registration will be routed to the New Home Buyer Protection Office for approval. Approved registrations will be displayed on the Public Search Registry.

> **Note:** Most new home registrations will be auto-approved by the system immediately after confirmation of warranty coverage. One percent of all registrations will be subject to manual approval by the NHBPO before appearing on the Public Search Registry.

## 2.2   Registration Search

Six options are available to search for a registration form or a registered unit. Users can search by Street Address, Legal Land Description, Lot/Block/Plan, Registration Form, Registration Unit ID, Status, or Project. Builders may use whatever search option is most convenient based on the information available.

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**Figure 5 - Search Registrations screen**
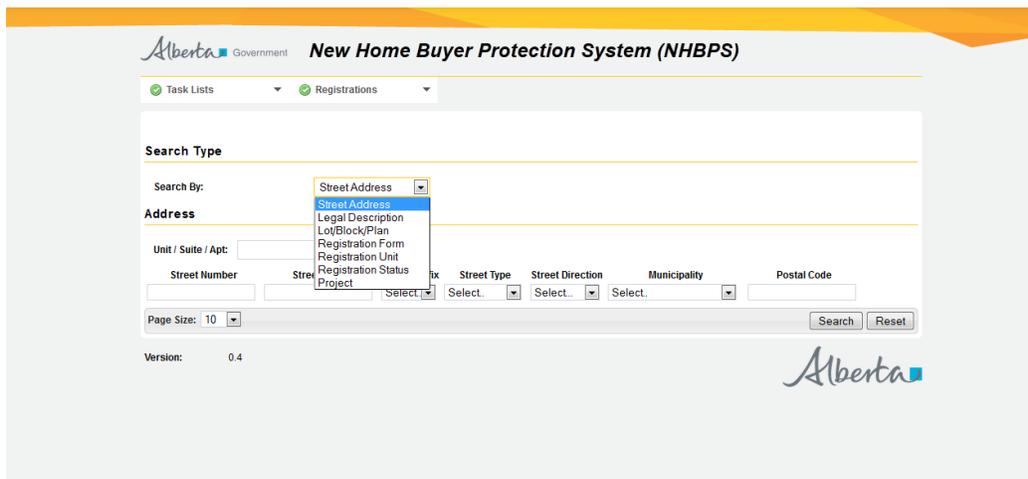


**To search the registry:**

1. Select **Search Registrations** from the **Registrations** menu.
2. Use the dropdown menu to select a search method.
3. Enter the appropriate information in the fields provided.
4. When all available information has been entered, click the **Search** button.
5. The results screen will show all entries matching the selection criteria.

When searching by Registration 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.
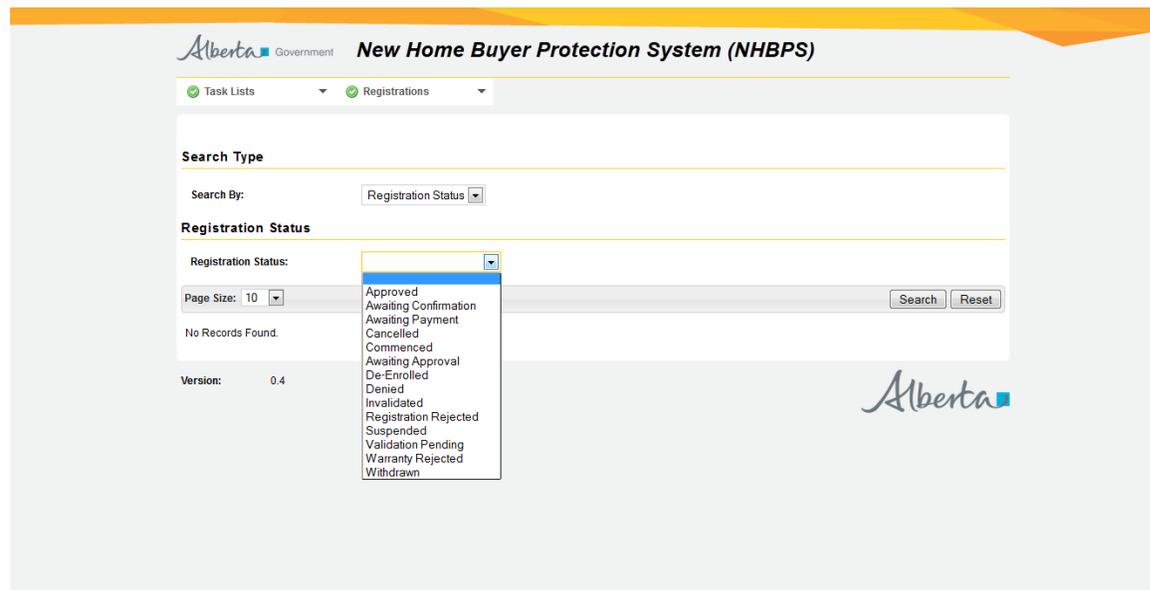
**Figure 6 - Registration Status options**



**Table 1 - Registration Status options**

| Status | Explanation |
|---|---|
| **Approved** | The registration has been approved. |
| **Awaiting confirmation** | The home is waiting to be confirmed by the respective warranty provider. |
| **Awaiting payment** | Units submitted on this registration form are awaiting payment. |
| **Cancelled** | The registration form was cancelled by the Builder. |
| **Commenced** | This status should not be used, as the system does not currently accept commencement dates. |
| **Awaiting Approval** | The file has been sent to NHBPO staff for manual approval (1%). |
| **De-enrolled** | The warranty provider has withdrawn the conditional warranty coverage on the unit. |
| **Denied** | Only applicable to Owner builder authorizations. |
| **Registration Rejected** | The registration has been rejected. |
| **Suspended** | Only applicable to Owner builder authorizations. |
| **Validation Pending** | Registration is waiting for validation by warranty provider. |
| **Warranty Rejected** | Rejected by the warranty provider. |
| **Withdrawn** | Only applicable to Owner Builder authorizations. |

# 3 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 |