

Online Application Process for New Residential Builder Licence

Information for Licensed Residential Builders and Building Envelope Renovators

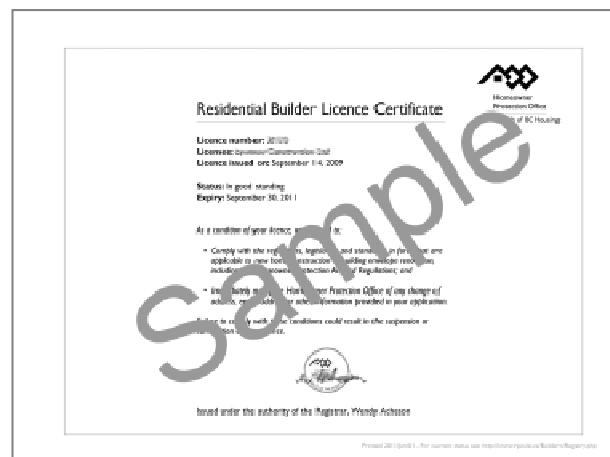


Homeowner
Protection Office

Branch of BC Housing

Applying for an HPO licence is now quicker and easier. You can now apply and pay the related HPO fees online. Once your application has been approved, you will be notified by email and, if you wish, you can download and print your Licence Certificate.

In addition, you can change your contact information for your licence at any time online and you can apply for more significant changes to your licence such as name change or company structure type change. Should you wish to make any changes to your licence information prior to your licence renewal date, you will find a step-by-step guide at the end of the [Online Licence Renewals and Licence Amendments bulletin](#).



Follow the step-by-step guides contained in this bulletin to get started now.

Applying for a Residential Builder Licence

1. Go to the portal at <https://lms.hpo.bc.ca/LIMSPortal/LRBPortal/LRBNewLicenceApplication.aspx>

Review the information that will be required for your application and, when you are ready, click on “Start application”.

Please note: you will be required to have a valid email account in order to use the online licence application process.

2. Complete the next seven information categories

Complete the next seven online pages with the appropriate information. The information asked will include:

- Company information
- Company contact information
- Persons in control
- Primary contact
- Education & training
- Memberships
- Past construction

At the bottom of each page you will be asked to go to the next page or you have the option of returning to a previous page.

If you miss required information or complete information incorrectly, the system will re-direct you to the required information in a message in red at the top of the page. Once you correct the information you will be able to proceed.

If you do not understand a question, please click on the information icon for a detailed explanation.

3. General information and account set-up

In step 8 of the application you are asked to estimate your construction of new homes for the coming year. This estimate is for statistical purposes only.

At the bottom of this page you will be asked to create an online account so you can log back in to the portal at any time to check your status and, once approved, to register homes and manage your licence information. We have entered a default account name for you but you are welcome to select your own and then choose a password.

Step 8: General information:

- Please estimate how many units will be registered with this licence in the next 12 months:
 detached, single-unit homes
 units in multi-unit buildings
- Has the applicant or primary contact ever been convicted of fraud or for offences committed under the *Homeowner Protection Act*, *Trades Protection Act*, *Business Practice and Consumer Protection Act* or *Consumer Protection Act*?
 Yes No
- If possible, please indicate which warranty provider will provide the proof of warranty acceptance:
 Aon Warranty
 National Home Warranty Group Inc.
 Pacific Home Warranty Insurance Services Inc.
 Travelers Guarantee Company of Canada
 Still undetermined
- Please select the licence type: Builder Building Envelope Renovator
- Create online account:
Account name:
Password: (at least 5 characters)
Re-enter password:

Important: This account will be required to manage your licence online.

4. Confirmation

When you reach the confirmation page, you will be asked to review the information submitted in your application. You will be asked to affirm that you are authorized to apply for a licence on behalf of the licensee and that you understand the licence obligations and conditions. By making the acknowledgments contained in the application you are also agreeing to the public disclosure of your company contact information via the HPO registry.

You can choose to continue, in which case you will move to the final fee payment page, or you can choose to cancel your application, in which case you will be returned to the initial login screen.

5. Signature and payment

On the last page you are told what to do next to complete the application process.

The first step is to download, print and sign your application. You may then mail, fax or scan and email it to the HPO.

The second step is payment. You have three options for paying the new licence fee of \$600:

- Credit card
- Manual payment
- Pay later

Your licence application has been created.

What to do next:

- Your signature is required before the application can be approved.**
[Download licence application document.](#)
Please print, sign and then email, fax or mail it to the HPO. Detailed instructions can be found in the application document.
- Select one of the options below to pay the application fees. Your application will not be processed until the HPO receives payment.

It is recommended that you pay by credit card so that your licence application will be immediately completed and be put in line for processing. If you choose to make a manual payment, such as paying by cheque, your application will be complete and ready for processing when the HPO receives the payment along with your signed application. If you choose to pay later your application will also be complete and ready for processing when the HPO receives the payment and your signed application.

Select a payment option. If you pay by credit card, this form will confirm the credit card payment. Enter your details and then click “Make Payment”. Once payment is made you can download your receipt.

If you choose to pay manually, the form should be printed and attached with your payment when you submit it.

If you choose to pay later, you can login to your account at a later date, find the link “Outstanding payments” to the right of your screen and complete payment.

The screenshot shows a payment confirmation interface. At the top, it says "Outstanding payments for your licence application:" followed by a checked checkbox and the text "Licence application 1562 for Perfect Construction \$600". Below this, it states "Total payment required: \$600.00". Under the heading "Payment options:", there are three buttons: "Credit Card...", "Manual Payment", and "Pay Later". Each button has a brief description: "Pay online by credit card.", "Mail or courier a personal cheque, certified cheque, money order or credit card authorization. Visit our office to pay cash.", and "Add to your list of pending payments. You can return to it later to complete the payment and start processing." respectively.

6. Processing

Complete licence applications are processed in the order in which they are received. A licence application with no payment will not be processed.

Processing applications may also be delayed for the following reasons:

- No signed copy of the application
- Incomplete information
- Erroneous information provided
- Licensee or persons associated with the licensee are under investigation for non-compliance or found to be in non-compliance with either the *Homeowner Protection Act* or any conditions of their licence.

Please ensure your application is as complete as possible in order to expedite processing.

Once a decision has been made, the HPO will automatically update the licence status on your account and on the [Licensed Residential Builder Registry](#). We will also email the approval to builders with a valid email account and send letters to manual applicants. Any applicants whose licence application is denied will be sent a letter by mail in addition to being notified on their account.

7. Check your status

You can log in to your account at any time to check the status of your application. If your application is incomplete, your account may contain a notification of the outstanding item(s).

The screenshot shows a notification titled "What to do next:". It contains two numbered steps: 1. "Your signature is required before the application can be approved." with a link to "Download licence application document." and a note that if not done, the user should print, sign, and email, fax or mail it to the HPO. 2. "Payment has not yet been received by the HPO. If you have not already sent in a manual payment, please start the payment process by selecting 'Outstanding payments' to the right." Below this, it shows application details: "Licence: # not yet assigned", "Licensee: Perfect Construction", and "Status: Pending". At the bottom, it says "Current warranty acceptance: No current proof of warranty acceptance."

For More Information Contact

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