

# Online Registration of New Homes

## Information for Licensed Residential Builders



Homeowner  
Protection Office  
Branch of BC Housing

Ordering HPO New Home Registration Forms is now quicker and easier. Using the new system you will be able to register new homes with the HPO and pay the related HPO fees online at any time, with wait times eliminated as the new home information is electronically transferred to your warranty provider.

Once your project has been enrolled and electronically sealed by your warranty provider, you will be able to download and print the form for the building department in order to obtain a permit. Your online HPO account also contains a record of your construction activity, as well as electronic copies of your approved forms and is accessible at any time.

Follow the step-by-step guide contained in this bulletin to register a new home.

See an animated [Online Registration of New Homes demonstration](#).

The image shows a sample 'New Home Registration Form' from the Homeowner Protection Office, Branch of BC Housing. The form is divided into several sections: A. BUILDER INFORMATION, B. PROPERTY INFORMATION, C. CONSTRUCTION INFORMATION, D. PRECISE OR HOME WARRANTY INSURANCE, and E. BUILDING INFORMATION. A large 'Sample' watermark is overlaid on the form. The form includes fields for licence number, expiry date, city/town, province, PID, legal description, and owner information. It also has a section for warranty provider details and a 'Seal' area.

## Login and Password Protection

Log in with your account name and password at <https://lims.hpo.bc.ca/LIMSPortal/LRBPortal/>.

If you have forgotten your password, simply click on "Forgot your password?" A new password will be generated for you and sent to the email address you have provided to the HPO. When you receive your new password, we encourage you to change it to one of your own choosing as soon as possible. Once you have decided on a password, keep it for further use and, for your own security, only share it with authorized individuals.

To change your password, choose the "My account" tab and enter the new password of your choice into the "New password" data field. Re-enter the new password in the data field below. In the final data field "Enter your password to confirm changes", enter your old password. Finally, click "Save Changes". Next time you log in you will use your new chosen password.

The image shows the login screen for the HPO online portal for Licensed Residential Builders. It features a header with the text "Welcome to the HPO online portal for Licensed Residential Builders". Below this, there are input fields for "Account name:" and "Password:", followed by a "Login" button. There are also links for "Forgot your password?" and "Start a new licence application".

The image shows the password change screen for the HPO online portal. It starts with a "< Go back" link. Under the heading "Change login:", there is an input field for "Account name:" with the value "johnbuilder" and a question mark icon. Under the heading "Change password: (optional)", there are input fields for "New password:" (with a note "(at least 5 characters)") and "Re-enter:". At the bottom, there is an input field for "Enter your password to confirm changes:" and a "Save Changes" button.

# Requesting an HPO New Home Registration Form

## A step-by-step guide to registering new homes online

### 1. Review your home page

Once you log in, the first page you will see is your home page. Your home page informs you of your licence status. If you are “Approved” you can request forms. If your licence is “Expired”, or if specific conditions are placed on your licence preventing the registration of new homes, you cannot.

You must also have current acceptance with one or more warranty providers.



**Licence: 32123**  
Licensee: John's Construction Company  
Status: Approved  
Licence expiry date: 2011/Sep/30

**Current warranty acceptance:**  
Warranty provider: XYZ Warranty Co.  
Warranty expiry date: 2011/Sep/03  
Warranty number: jcc123

### 2. Open the New Home Registration tab

When you open your home page, the “Home” tab will be in the upper left side. To order forms, click once on the “New Home Registration” tab.

The screen shows your record of New Home Registration. If you have never registered a home under this licence, you will have no records. Click on “Request new form”.



Home **New Home Registration** Licence Logout

Record of New Home Registration Forms:

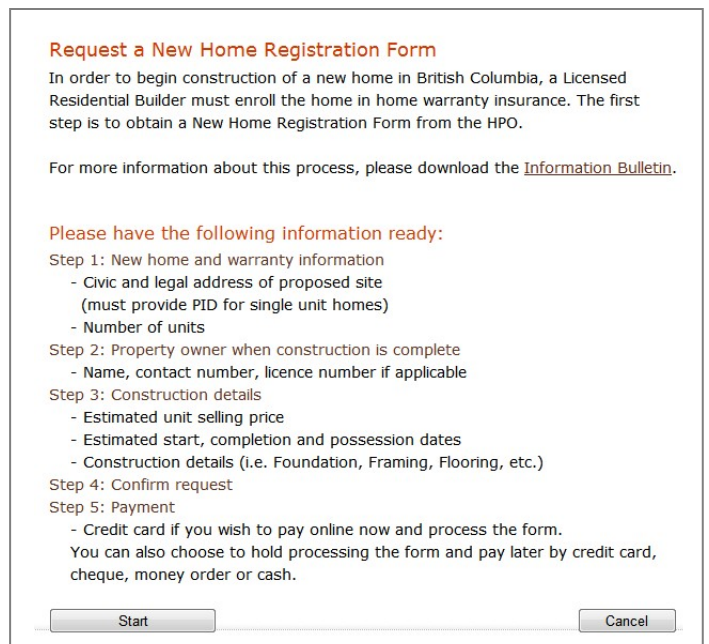
Form	Address	City	Status
<a href="#">Open</a>	212345 122 Main Street	Vancouver	Ready for download

[Request new hom](#)

### 3. Start a new request

You will see an information screen of details that you will be required to provide, such as construction and payment information.

When you are ready, click “Start”. This will take you to the first of five pages that you must complete in order to successfully submit your HPO New Home Registration request to your Warranty Provider.



**Request a New Home Registration Form**

In order to begin construction of a new home in British Columbia, a Licensed Residential Builder must enroll the home in home warranty insurance. The first step is to obtain a New Home Registration Form from the HPO.

For more information about this process, please download the [Information Bulletin](#).

**Please have the following information ready:**

- Step 1: New home and warranty information
  - Civic and legal address of proposed site (must provide PID for single unit homes)
  - Number of units
- Step 2: Property owner when construction is complete
  - Name, contact number, licence number if applicable
- Step 3: Construction details
  - Estimated unit selling price
  - Estimated start, completion and possession dates
  - Construction details (i.e. Foundation, Framing, Flooring, etc.)
- Step 4: Confirm request
- Step 5: Payment
  - Credit card if you wish to pay online now and process the form.

You can also choose to hold processing the form and pay later by credit card, cheque, money order or cash.

**4. Provide new home and warranty information**

“Type of home” can be a single family home, a duplex or a multiple unit dwelling. If you choose multiunit, it will ask you how many units the project will include.

If you have more than one warranty provider you will need to choose the provider to which you will submit this request.

Enter the civic and legal addresses including the PID (Parcel Identifier). The PID always has 9 digits. You will find the PID on your property tax receipt or on your BC Assessment Notice.

Click on “Next”.

**5. Complete property owner information**

You will be asked if your company currently owns the land upon which you want to build. If you answer “No” the system will ask you to identify the property owner as well as list a contact number for the property owner.

**6. Provide construction details**

You will be asked to give the estimated selling price and also the start, completion and possession date. You will also be asked for details of the proposed construction such as how many stories the dwelling will have, what kind of foundation and framing will be used, etc.

**7. Confirm your request**

Page 4 summarizes the data you have just entered, asks you to review it for accuracy, lets you know what your HPO fee will be, and asks you to confirm your request for new home registration. If you see errors, click on “Edit” and make your changes. Once your changes are complete, click on “Confirm request now”. If you choose “Cancel” all your details will be erased.

On the next page, you can make another request or go directly to the payment screen.

**8. Payment options**

- A. You can pay online with a credit card.
- B. You can mail or courier a cheque, or you can visit the HPO office and pay by cash.
- C. If you wish to defer payment you can click on “Pay Later”. Doing this will add the form request to your list of pending payments. You can then return later to complete the payment.

Once you complete the payment section, you will be given a confirmation number that will include the form number. This number is important for you to keep in your records.

**9. Enrollment of new homes**

Once your payment is made, the system automatically submits your form request to your warranty provider. After obtaining additional required information and warranty fees from you, they will assess your request to

enroll the property and if they approve the enrollment, they will seal the form electronically. Once they do this, the system automatically changes the status of the registration on your online account. The status for that property will now read "Ready for download".

## Review Your Records

If you have enrolled homes in the past, your previous construction history will show under the "New Home Registration" tab. These entries represent only those properties you have already enrolled. The form status of homes enrolled before April 1, 2009 will read "Manual form only."

Record of New Home Registration Forms:				
	Form	Address	City	Status ▲
<a href="#">Open</a>	231234	11 Ocean Crescent W	Vancouver	Waiting for HPO payment
<a href="#">Open</a>	231233	123 Main Street	Vancouver	Ready for download
<a href="#">Open</a>	231112	122 Main Street	Vancouver	Ready for download
<a href="#">Open</a>	231033	120 Main Street	Richmond	Ready for download
<a href="#">Open</a>	241020	9511 Bakerview Drive	Richmond	Ready for download

Projects registered using the online system will be listed and show you whether the enrollment is pending or ready for download once the enrollment is approved. You can open any of your new registrations and review the information or print a receipt for the registration.

## How to Obtain Your Building Permit

Once the property has been enrolled and your form has been sealed by your Warranty Provider, you will be notified by email. You can also check your "New Home Registration" page and look to see if the "Enrollment pending" status has changed to "Ready for download".

### Printing the form

To print the form in order to obtain your permit from the building department, click on "Open" next to the property address in which you want the permit. Then click on "Download form". Click once on "Click to download form." This will generate a one-page .PDF form that you can print on a plain white 8 1/2 " x 11" piece of paper. You may print a copy for yourself if you wish or simply access your online account at any time to download and reprint the form. You will not need to sign the New Home Registration Form because the electronically-applied seal of the warranty provider is sufficient proof of enrolment. If you do not have access to a printer please contact the HPO or your warranty provider for assistance.

### Submitting electronically

Building departments will also be given access to an online database of New Home Registration forms and may not require a paper copy of your form. Check with your building department to see if they need a paper copy of the form. If they are using the online database and do not need a paper copy, make sure you arrive with the New Home Registration Form number.

### Building areas with no building permits

In areas where building permits are not required, you will need to ensure that the project is enrolled and the form is sealed by your warranty provider prior to beginning construction.

## For More Information Contact

Homeowner Protection Office  
Branch of BC Housing  
650 – 4789 Kingsway  
Burnaby, BC V5H 0A3

phone: 604-646-7050  
toll-free: 1-800-407-7757

email: [licensinginfo@hpo.bc.ca](mailto:licensinginfo@hpo.bc.ca)  
website: [www.hpo.bc.ca](http://www.hpo.bc.ca)