

Online Licence Renewals and Licence Amendments

Information for Licensed Residential Builders and Building Envelope Renovators

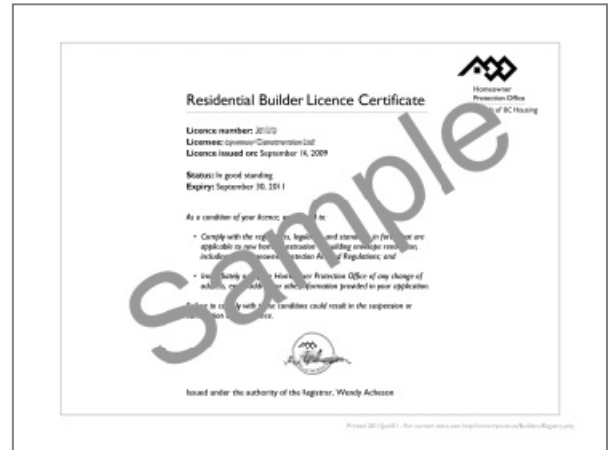


Homeowner
Protection Office
Branch of BC Housing

Applying to renew your HPO licence is now quicker and easier. Through your account on the Licensed Residential Builder Portal you can apply and pay the related HPO fees online at any time. Once your renewal application has been approved you will be notified by email and can download and print your Licence Certificate if you wish.

In addition, you can change your contact information for your licence online at any time and apply for more significant changes to your licence, such as name change or company structure type change.

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



Log In To Your Account

Go to the portal at <https://lims.hpo.bc.ca/LIMSPortal/LRBPortal/>

All Licensed Residential Builders have an account name (user name) and password. This is the same account information you have used if you registered new homes online. Please log in using that information.

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.

Welcome to the HPO online portal for Licensed Residential Builders

Account name:

Password:

[Forgot your password?](#)

[Start a new licence application](#)

[< Go back](#)

Change login:

Account name: ?

Change password: (optional)

New password: (at least 5 characters)

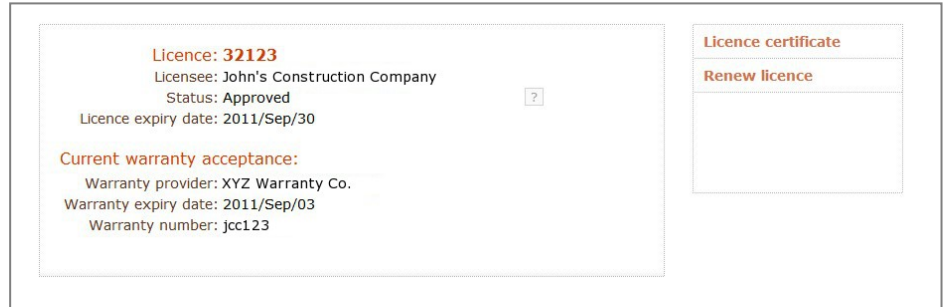
Re-enter:

Enter your password to confirm changes:

Step-by-Step Guide to Renewing Your Licence

1. Review your homepage

Once you log in, the first page you will see is your home page. Your home page lets you know what the status of your licence is. If your licence is “Expired” or if the status of your licence is “Approved” but it will expire in less than 60 days, you can begin the renewal application process. The date your licence expires is also on the home page.



You can also use the home page to check the status of your warranty acceptance, which is a requirement for renewal approval.

If you are eligible to renew your licence you will be able to click the “Renew Licence” link on the right side of the screen. If you are not eligible to renew (for example, if your licence is expiring in more than 60 days or if it has been closed) this link will be greyed-out and you will not be able to proceed.

An email address is required to submit a renewal application online.

2. Start a renewal application

Click the “Renew licence” link. You will be taken to the initial request screen and asked to estimate the number of units you plan on enrolling in the coming year. Please note that this is an estimate for statistical purposes only. Complete the page and click either “Confirm and continue” to proceed further or “Cancel” to cancel the application.

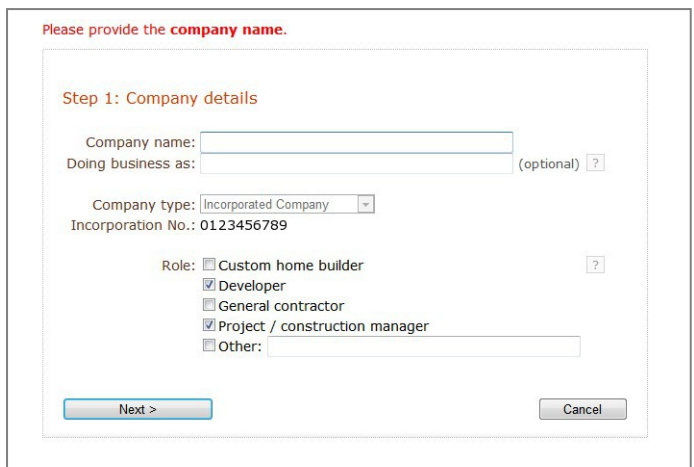
3. Complete the next seven information categories.

The information collected through the online process in the next seven pages is the same as that collected through the paper-based application.

The information asked will include:

- Company information, Step 1
- Company contact information, Step 2
- Persons in control, Step 3
- Primary contact, Step 4
- Education & training, Step 5
- Memberships, Step 6
- Past construction, Step 7

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 step. At any time you have the option of cancelling the application.



If you miss required information or complete information incorrectly on any of the steps, the system will direct you to the required information in a message in red at the top of the page directly below your tabs. Once you add or correct the information you will be able to proceed.

4. Confirmation

When you reach the confirmation page you will be asked to confirm any changes made to your licence as a result of the renewal application. You will also be asked to affirm that you are authorized to apply for a renewal on behalf of the licensee and that you understand the licence obligations and conditions.

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

The following changes will be made to your account:
(The \$500 licence renewal fee becomes payable if you confirm the changes.)

Company contact information
Phone: (604) 123-1234

Primary contact: John Builder
Email: John@constructioncompany.com

Training/Education: John Builder
2008/Sep: **HPO Building Smart**
Professional Development (HPO)
Building Smart 7

5. Payment

On the payment page you have three options for paying the renewal fee of \$500:

- Credit card
- Manual payment
- Pay later

It is recommended that you pay by credit card so that your renewal application will be immediately completed and be put in line for processing. If you choose to make a manual payment or pay later your application will be complete and ready for processing when the HPO receives the payment.

If you have any other outstanding payments to make (such as unit enrolments) you will have the option to pay for those at the same time as your renewal fee.

If you choose to pay by credit card, enter your details and then click “Make payment”. Once the payment has been received, you will be able to download your receipt.

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

If you choose to pay later, you may log in to your account at a later date. You will find the link “Outstanding payments” on the right of your “Home” screen.

Outstanding payments for Licence 32123:
 Licence 32123 renewal (01 Feb 2011) \$500.00

Total payment required: **\$500.00**

Payment options:

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.

Add to your list of pending payments. You can return to it later to complete the payment and start processing.

6. Processing

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

Please note: as per the *Homeowner Protection Act*, a licence may be renewed within 30 days after its expiry. Applications not completed in a timely manner may therefore be closed for failure to renew.

Processing applications may be delayed for the following reasons:

- No current warranty acceptance
- Incomplete information

- Erroneous information
- 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* and regulations or any conditions of their licence
- Properties enrolled under the licence that were subsequently de-enrolled and not replaced with alternate HPO documentation

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 LRB portal account and on the [Licensed Residential Builder Registry](#). We will also email the approval to those with a valid email account. Manual applicants will receive letters. Any applicants whose renewal is denied will be sent a letter by mail in addition to being notified on their account.

Step-by-Step Guide to Renewing Your Licence – Amendments

Some amendments to your licence require an application and payment of a \$100 amendment fee. Amendments in this category include company name change, change to company structure type (e.g. sole proprietorship becomes incorporated), and changes to the persons in control of the company. One or all of these changes can be done on the same application for the same fee.

Changes can also be done as part of a renewal application without incurring the \$100 fee (you would just pay your normal \$500 renewal fee) unless they are required sooner in order to continue doing business.

1. Start the licence amendment

Once you are logged in to your account on the LRB Portal, click on the “Licence” tab and select “Licence amendment” from the right side of the screen. Read the information and click either “Continue” or “Cancel”.

<p>Information marked with * is available to the public at the Builder Registry.</p> <p>Contact information</p> <p>Primary contact for HPO communication:</p> <p>Name: John Builder Email: john@constructioncompany.com Phone: (604) 123-4567 - Home</p> <p>Company contact information: *</p> <p>Email: building@constructioncompany.com Website: www.buildingcompany.com Address: 123 Main Street Vancouver, British Columbia A1B 2C3 Phone: (604) 123-4568 Fax: (604) 123-4569</p> <hr/> <p>Licence details</p> <p>Company: *</p> <p>Name: Construction Company Ltd. Type: Incorporated Company, No.: 123546798</p> <p>Persons in control of the company: *</p> <p>1. John Builder</p> <hr/> <p>Login</p> <p>Account name: 32125, Password: *****</p>	<p>Contact information</p> <p>Licence amendments</p> <p>Training & memberships</p> <p>Login & password</p>
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2. Complete requested changes and confirm amendments

On the next two pages, complete the changes as necessary and confirm requested changes on the confirmation 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 directly under your tabs. Once you correct the information you will be able to proceed.

Please note that a change of incorporated company to non-incorporated cannot be done through the amendment process. Neither can one incorporated company be changed to a different incorporated company under the same licence. For those changes a new licence application is required.

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

Payment becomes due upon confirmation.

Step 2: Persons in control of the company ⓘ
For the purpose of this section, provide the name(s) of the owner (in the case of a sole proprietorship), partners, directors, officers, majority shareholders, and senior managers of the applicant.

John Builder

Role: Director
Date of birth: 1970/01/01
Driver's licence: 123456789
Email: john@constructioncompany.com
Phone: unknown

3. Payment

On the payment page you have three options for paying the licence amendment fee of \$100:

- Credit card
- Manual payment
- Pay later

Once payment is received (which will be immediately if you pay by credit card), the amendment application will be queued for processing. You will be notified by email when the amendment has been approved.

Changing Your Contact Information

A condition of your licence is to keep the HPO updated with your most recent contact information. You can log in to your account on the LRB Portal any time to update your contact information without charge.

From the "Licence" tab select "Contact information" on the right side of the screen. In this section you will be able to:

- change the primary contact for the company
- edit the primary contact's contact information (for HPO use only), or change contact information for the company (which is published on the online [Builder Registry](#)).

You will be asked to confirm the information changed and then the HPO's records, including the Builder Registry, will be automatically updated.

While the changes are pending, you will not be able to make more contact information changes.

Step 2: Company contact information:

Phone: 604 1234564
Alternate phone: (optional)
Fax: (optional)
Website: (optional)
Email: (optional)

Mailing address
Address line 1: 123 Main Street
Address line 2: (optional)
City: Vancouver Outside BC
Province: BC
Country: Canada
Postal code: A2B1C4

Street address Same as mailing address

Changing Your Membership and Training Records

Licensees may also change the association membership and education/training records of the persons in control of the company at any time without charge. This service is optional and may make renewing your application even easier if records are kept up-to-date throughout the year.

From the “Licence” tab select “Training & memberships” on the right side of the screen. Follow the instructions to add training, education and association memberships and then click to confirm.

Upon confirmation this information will be added to your HPO licence record (this information is not published).

The screenshot shows a web form titled "Step 1: Edit Education and Training for Persons in Control". The instructions state: "Please provide construction-related professional designations and completed courses. To continue, please confirm that the training below is complete." The form lists the user "John Builder" and shows a list of training records. Each record includes a year, a designation, the associated professional development or training, and the topics. There are "Edit" and "Confirm and Continue" buttons, and a "Cancel" button at the bottom right.

Year	Designation	Professional Development / Training	Topics
2009	Building Smart 7	Professional Development (HPO), HPO Building Smart	Building Codes
In progress	Customer service	Professional Development, In House Training	Customer Services
2004	Construction	Diploma (British Columbia Institute of Technology (BCIT)), Post Secondary	Construction Technology

For More Information Contact

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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
website: www.hpo.bc.ca