

New Home Registration Form Change Requests

Information for Licensed Residential Builders



Homeowner
Protection Office

Branch of BC Housing

This guide sheet explains the process and the steps you will need to follow to make changes to a New Home Registration form through the Licensed Residential Builder Portal.

You can use a New Home Registration form change request to:

- update or correct a civic or legal address, or
- change the unit count for a registered building.

It's important to note that a change request cannot be used to change form details to reflect a different property.

A New Home Registration form change request can be initiated by you or your Warranty Provider. The HPO will automatically notify your Warranty Provider when you initiate a change request. Change requests must be reviewed and accepted by your Warranty Provider and the HPO before the changes are reflected on the New Homes Registry.

If a New Home Registration form change request is increasing the unit count, additional HPO fees will be collected before the change request can be reviewed by your Warranty Provider.

Initiating a New Home Registration Change Request

You can only initiate a New Home Registration form change request if your licence is in good standing. Your licence status and expiry date are shown on the Home page of the Licensed Residential Builder Portal.

If your licence is not in good standing and a New Home Registration form change request is required, your Warranty Provider can initiate the change request on your behalf.

A change request can only be started for New Home Registration forms with a status of *Building permit received* or *Ready for download*. If a New Home Registration form already has a change request pending, a new change request cannot be started until the first request has been completed.

A New Home Registration form change request cannot be started if the New Home Registration form status is:

- *waiting for payment*
- *withdrawn*
- *de-enrolled, or*
- *enrollment pending.*

The screenshot shows the 'New Home Registration' page with a table titled 'Record of New Home Registration Forms:'. The table has columns for Form, Address, City, and Status. The status dropdown menu is open, showing options: Building permit received, Ready for download, De-enrolled, Enrollment pending, Waiting for payment, Withdrawn, and Manual form only. The first two options are highlighted in green, and the last three are highlighted in red.

Form	Address	City	Status
Open 12345	111 1000 Drive	Dawson Creek	Building permit received
Open 12340	222 1000 Drive	Dawson Creek	Ready for download
Open 12341	333 1000 Drive	Dawson Creek	De-enrolled
Open 12342	444 1000 Avenue	Dawson Creek	Enrollment pending
Open 12344	200 Main Street	Dawson Creek	Waiting for payment
Open 12330	444 1005 Avenue	Dawson Creek	Withdrawn
Open 900	555 1000 Avenue	Dawson Creek	Manual form only

To initiate a New Home Registration form change request, single click on the “New Home Registration” menu option at the top of the Home page. This will display a list of your New Home Registration forms.

Single click the “Open” command adjacent to the New Home Registration that needs to be changed.

When the New Home Registration form (NHRF) is displayed, single click the “Start NHRF Change Request...” option on the right side of the page and complete the change request form.

The screenshot shows the right side of the NHRF form with buttons: Download form, Download receipt, Withdraw..., and Start NHRF Change Request... (highlighted in red).

You can update or correct a civic or legal address by typing over the existing information shown. Please note that a change request cannot be used to change the registration to a different property. Changes that would reflect a different property will be rejected by your Warranty Provider or the HPO. A new registration must be completed if you wish to enroll a different property.

You can increase or decrease the unit count on a multi-unit New Home Registration form. However, there is no option to change the unit count on a single-detached dwelling New Home Registration form.

Select the current level of construction from the drop-down list. Then provide a brief explanation of why the change request is necessary. The reason for the change request and the level of construction will be shared with your Warranty Provider and the HPO when they review your request.

The screenshot shows the 'Change request for NHRF 12345' form. It includes sections for Civic Address, Legal Address, Change Details, and Change Reason. The 'Change Details' section has a dropdown for 'Number of Units' (4) and a dropdown for 'Level of Construction' (Foundation). The 'Change Reason' section has a text area with the text 'typo on original registration, there should have been four units!'. There are 'Request Change' and 'Cancel' buttons at the bottom.

At any time prior to submitting the request, you can single click the “Cancel” button and no action will be taken.

Single click the “Request Change” button to submit the request.

If your request includes an increase to the New Home Registration unit count, you will be re-directed to the outstanding payments page where you can either pay online, make a manual payment, or pay later.

Note: if you choose to pay later you will have 30 days to complete the payment before your New Home Registration Request will be rejected.

Outstanding payments for Licence 19999:
✓ NHRF-12345 111 1000 Drive Avenue Dawson Creek
(Unit Count Change Request) \$40.00

Total payment required: **\$40.00**

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.

Checking the Status of Your New Home Registration Form Change Request

A New Home Registration form change request has three pending statuses:

- *waiting for payment*
- *waiting for WP review, or*
- *waiting for HPO review.*

You can check the status of your change request at any time by opening the New Home Registration form. A pending change request will always be displayed at the top of the page.

Pending Change request

Change Status: waiting for WP review

Change Summary: On Sep 24, 2013 Licence 19999 indicated that the following changes to NHRF12345 are required

- civic address from 111 1000 Drive to 11 1000 Drive
- number of units from 3 to 4

Change Reason: typo on the original registration

When a New Home Registration form change request is approved by your Warranty Provider and the HPO, you'll be notified and your changes will be applied to the New Homes Registry.

If your change request is rejected by your Warranty Provider or the HPO:

- you will be notified
- a change request fee refund will be started if additional HPO fees were collected, and
- no change will be made to the public registry of homes.

Withdrawing Your New Home Registration Form Change Request

If you made a mistake on your New Home Registration form change request or if you started your request on the wrong form, you can withdraw your change request as long as your Warranty Provider hasn't already reviewed your request.

To withdraw your change request, simply open the New Home Registration and single click the "Withdraw Change Request" button under the New Home Registration form change request.

When you provide a brief explanation for why the change request should be withdrawn, the system will withdraw your change request and start a change request fee refund if additional HPO fees were collected.

Pending Change request

Change Status: waiting for WP review

Change Summary: On Sep 24, 2013 Licence 19999 indicated that the following changes to NHRF12345 are required

- civic address from 111 1000 Drive to 11 1000 Drive
- number of units from 3 to 4

Change Reason: typo on the original registration

For More Information Contact

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