

# Online Licence Renewals and Licence Amendments

Information for Licensed Residential Builders and Building Envelope Renovators



## Applying to renew your licence is quick and easy.

Through your account on the Licensed Residential Builder Portal you can renew, amend and pay the related licensing fees online any time. You will be sent an email once your renewal application is approved. Once approved, you can download and print your Licence Certificate and, if needed at anytime you can change your contact information, including significant changes such as name change or company structure type changes.

Follow the step-by-step guides here to get started.

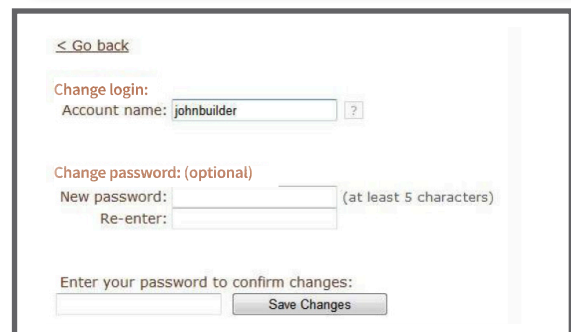
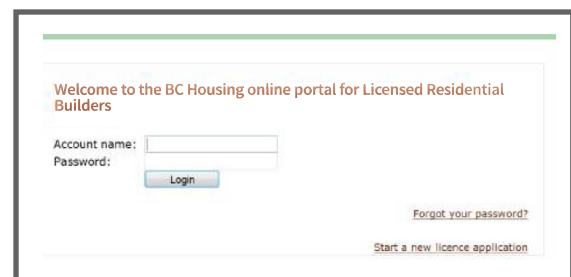
## Login to Your Account

Go to the Licensed Residential Builders [Portal](#) on BC Housing's website.

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 login using that information.

Forgot your password? Simply select **“Forgot your password?”** A new password will be generated for you and sent to the email address you have provided to the Licensing and Consumer Services branch of BC Housing. When you receive your new password, for your security, we encourage you change your password as soon as possible. Once you've chosen a password, keep it for further use. Only share your password 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. Select **“Save changes”** and use your new password the next time you login.



## Step-by-Step Guide to Renewing Your Licence

### 1. Review your homepage

Login and the first page you see is your home page. Your homepage provides the status of your licence, whether it's **“Expired”** or **“Approved”**.

The date your licence expires is also on the home page. To help you plan ahead, your home page provides an expiration warning: you are advised if your licence expires within 60 days. Once you receive an expiration warning, you can begin your licence renewal application process.



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

If you are eligible to renew your licence you will be able to select 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 grayed-out and you will not be able to proceed.

**Please note:** an email address is required to submit a renewal application online.

### 2. Start a renewal application

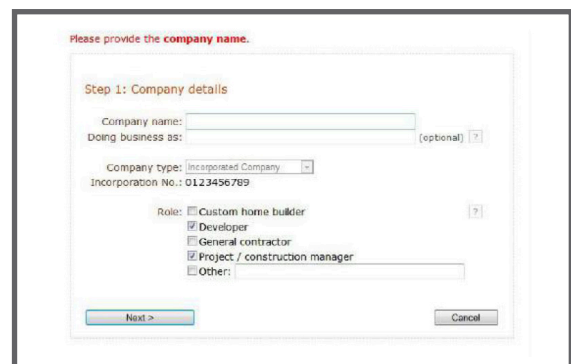
Click the **“Renew licence”** link to arrive at the initial request screen where you are asked to estimate the number of units you plan on enrolling in the coming year. This is meant to be your best guess: An estimate for statistical data collection purposes only. Complete this online page and select either **“Confirm and continue”** to proceed further or **“Cancel”** to cancel the application.

### 3. Complete the next 7 information categories

The information collected through the online process in the next seven pages is the same collected on the paper-based applications. It includes:

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

At the bottom of each page you are asked to go to the next page, you also have the option of returning to the previous page or step. You may cancel the application at any time.

A screenshot of a web form titled 'Step 1: Company details'. At the top, a red message reads 'Please provide the company name.' The form contains several fields: 'Company name' (text input), 'Doing business as' (text input with '(optional)' and a help icon), 'Company type' (dropdown menu showing 'Incorporated Company'), and 'Incorporation No.' (text input showing '0123456789'). Below these are radio button options for 'Role': 'Custom home builder', 'Developer', 'General contractor', 'Project / construction manager', and 'Other:'. At the bottom, there are 'Next >' and 'Cancel' buttons.

If you miss required information, or make a mistake, the system directs you to the required information in a red-coloured message at the top of the page directly below your tabs. Once you add or correct the information, you can proceed.

#### 4. Confirmation

When you reach the confirmation page you will be asked to confirm changes made to your licence due to the application renewal. You will 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.

If you choose to continue you will move to the final payment page. If you choose to cancel your application, you will be returned to your home screen.



#### 5. Payment

The payment page presents three options for paying the \$500 renewal fee:

- Credit card
- Manual payment
- Pay later

Credit card payment is recommended for faster, more immediate licence renewal. Credit card applications are submitted for processing immediately. If you choose manual payment or pay later your application will be processed once the Licensing and Consumer Services branch office receives payment.

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

If you choose to pay by credit card, enter your details and select **“Make payment”**. Once the payment is received, you can download your receipt.

If you choose to pay manually, print out the payment instructions and attach them to your payment for payment submission.

If you choose to **“Pay later”**, you may login to your account at a later date. You can find the link **“Outstanding payments”** on the right of your home screen.



#### 6. Processing

Only completed renewal applications are processed, and processing is completed in the order they are received. Renewal applications without payments 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 can be delayed for the following reasons:

- No current warranty acceptance
- Incomplete information
- Incorrect 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 then de-enrolled and not replaced with alternate BC Housing documentation

For faster processing, please ensure your application is as complete as possible.

Once a decision is made, the Licensing and Consumer Services branch of BC Housing automatically updates the licence status on your LRB portal account and on the *Public Registry of Licensed Residential Builders*. We also email approval to those with a valid email account. Manual submissions are sent approval letters. Applicants with denied license renewals are sent a letter by mail in addition to being notified online in their LRB account.

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

Some amendments to your licence require an application and \$100 amendment payment fee. Amendments in this category include: a company name change, change in 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 just pay the usual \$500 renewal fee). If changes are required sooner in order to continue doing business, an amendment fee is incurred.

### 1. Start the licence amendment

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

The screenshot displays a web form with the following sections:

- Information marked with \* is available to the public at the [builder registry](#).**
- Contact information**
  - Primary contact for BC Housing communication:
    - Name: John Builder
    - Email: john@constructioncompany.com
    - Phone: (604) 123-4567 - Home
  - Company contact information: \*
    - 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
- Licence details**
  - Company: \*
    - Name: Construction Company Ltd.
    - Type: Incorporated Company, No.: 123546798
  - Persons in control of the company: \*
    - 1. John Builder
- Login**
  - Account name: 32125, Password: \*\*\*\*\*

On the right side of the form, there is a vertical menu with the following options: Contact information, Licence amendments, Training & memberships, and Login & password.

## 2. Complete requested changes and confirm amendments

On the next two pages, complete and confirm the needed changes. If you miss required information, or complete the application incorrectly, the system will re-direct you to the required information in a red message at the top of the page directly under your tabs. Once you correct the information you can 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 these types of changes, a new licence application is required.

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

Payment is due upon confirmation.



The screenshot shows a web form titled "Step 2: Persons in control of the company". Below the title is a question mark icon and a help text: "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." There is an "Add New Person" button. Below that, a person named "John Builder" is listed with the following details: Role: Director, Date of birth: 1970/01/01, Driver's licence: 123456789, Email: john@constructioncompany.com, and Phone: unknown. There are "Remove" and "Edit" buttons next to the person's name.

## 3. Payment

You have three payment options for paying your \$100 licence amendment fee:

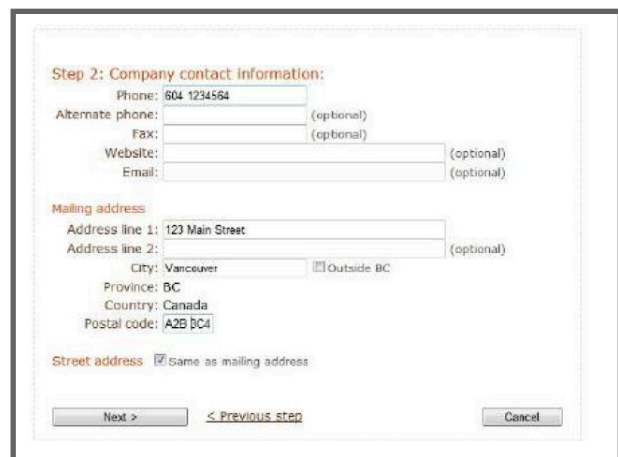
- Credit card
- Manual payment
- Pay later

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

## Changing Your Contact Information

A condition of your licence is to keep the Licensing and Consumer Services branch of BC Housing updated with your most recent contact information. There are no fees and you can login to your LRB Portal account any time to update your contact information without charge.

From the "**Licence**" tab select "**Contact information**" on the right side of the screen.



The screenshot shows a web form titled "Step 2: Company contact information:". It contains several input fields: Phone (804 1234564), Alternate phone (optional), Fax (optional), Website (optional), and Email (optional). Below these is a "Mailing address" section with fields for Address line 1 (123 Main Street), Address line 2 (optional), City (Vancouver), and a checkbox for "Outside BC". Other fields include Province (BC), Country (Canada), and Postal code (A2B BC4). At the bottom, there is a "Street address" section with a checked checkbox for "Same as mailing address". Navigation buttons include "Next >", "< Previous step", and "Cancel".

In this section you can:

### ***Change the primary contact for the company***

Edit the primary contact's personal information (for BC Housing use only), or change contact information for the company (which is published online *Public Registry of Licensed Residential Builders*).

You will be asked to confirm the information change, then BC Housing's records, including the Building Registry, are automatically updated.

**Please note:** While changes are pending, you are not able to make further contact information changes.

## **Changing Your Membership and Training Records**

Licensees can also change the association membership, education and 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 your records are kept up-to-date year-round.

From the **"Licence"** tab select **"Training & memberships"** on the right side of the screen. Follow the instructions to add training, education and association memberships then select **"Confirm and Continue"**.

**Step 1: Edit Education and Training for Persons in Control**  
Please provide construction-related professional designations and completed courses.  
To continue, please confirm that the training below is complete.

**John Builder**

2009: **Building Smart 7**  
Professional Development (HPO), HPO Building Smart  
Topics: Building Codes

In progress: **Customer service**  
Professional Development, In House Training  
Topics: Customer Services

2004: **Construction**  
Diploma (British Columbia Institute of Technology (BCIT)), Post Secondary  
Topics: Construction Technology

Upon confirmation this information is added to your BC Housing licence record. This information is not published.

### **For More Information contact:**

Licensing and Consumer Services  
Branch of BC Housing

203 – 4555 Kingsway  
Burnaby BC V5H 4T8

604 646 7050 *phone*  
604 646 7051 *fax*  
1 800 407 7757 *toll-free*

licensinginfo@bchousing.org *email*  
bchousing.org *website*  
 @RegistrarBCH