

August 18, 2014

New Home Buyer Registry Update

Municipal Affairs has released the information below on the latest upgrade to the New Home Buyer Protection Registry.

Please ensure people registering homes for your company are aware of the changes.

New Home Buyer Protection Deployment Summary – August 14, 2014

On August 14, 2014 an updated version of the New Home Buyer Protection System (NHBPS) was deployed. The deployment began at 5:30 p.m. and was completed at approximately 9:15 p.m. The NHBPS was taken offline during the deployment.

The core of the system update was the implementation of a registration status notification system for residential builders and owner builders building with warranty. For the current release, the notification system has been implemented only for registrations created through the Builder and Owner Builder portals; implementation for registrations created via the batch upload tool is currently in development.

The following notifications are included in this feature:

- When a registration is routed to the warranty provider, a notification that the registration is in “Awaiting Confirmation” status is sent to the builder.
- If a builder is invalidated by a warranty provider, a notification that the registration is in “Validation Pending” status and an explanation of the appropriate follow-up action is sent to the builder.
- If one or more units on a registration are rejected by the warranty provider, a notification that the registration is in “Warranty Rejected” status and an explanation of the appropriate follow-up action is sent to the builder.
- If one or more units on a registration are rejected by the NHBPO Registrar, a notification that the registration is in “Registration Rejected” status and an explanation of the appropriate follow-up action is sent to the builder.
- When all of the units on a registration are approved by the NHBPO (either via auto- or manual approval), a notification that the registration is in “Approved” status. Detailed instructions on downloading the Registrar’s Certificate of Approval are included in this email.

As well, a Notifications Log has been added to the New Buyer Protection Staff portal that will facilitate the ability of NHBPO staff to track the progress of a registration through the system and verify that builders are being notified of that progress.

The level of awareness of the progress of registrations that this feature will give to builders will provide a number of benefits, including

- reducing the number of support calls requesting information about the status of a registration;

- increasing the speed at which registrations move through the system by informing builders of actions that they need to take in order to move the registration forward;
- reducing the number of support calls requesting information about how to download a Registrar's Certificate of Approval;
- improving the overall level of user satisfaction with the system by providing more useful information about the progress of registrations and necessary follow-up actions.

We are continuing to work with the developer to improve and enhance the New Home Buyer Protection System. We appreciate your patience and cooperation.

Please let Joan at CHBA – Alberta know if these improvements speed up the registration process.

Joan Maisonneuve

Manager, Policy & Industry Issues

Canadian Home Builders' Association - Alberta
328, 9707 - 110 Street
Edmonton, AB T5K 2L9

Phone: 780-424-5890 Ext 226

Toll free: 1-800-661-3348

Cell: 780-233-8778

Email: joan.maisonneuve@chbaalberta.ca