



CONTACTS & RESOURCES

Travelers Insurance Company of Canada

Travelers Canada has firmly established a reputation as the warranty provider of choice for the **best** builders and developers.

Vancouver Office: All BC Home Warranty functions and the office responsible for all Housing Registrations and Warranty Certificate issuance:

#2500 - 650 West Georgia Street
Vancouver, BC
V6B 4N7

Telephone: (604) 682-3095
Fax: (604) 682-3096
Toll Free: 1-800-555-9431
Toll Free Fax 1-877-762-7922
Website: <http://www.travelershomewarranty.ca>

Calgary Office: All Alberta and Saskatchewan Home Warranty functions – Underwriting and Technical – are managed through this office, with technical representatives working remotely throughout the region:

Watermark Tower
530 – 8th Avenue SW, Suite 2700
Calgary, AB T2P 3S8

Telephone: (403) 231-6600



Government Agencies Responsible for Home Warranty

In B.C:

BC Housing – Licensing and Consumer Services

(formerly Homeowner Protection Office (HPO))

Suite 1701 - 4555 Kingsway
Vancouver, BC V5H 4V8

Telephone: (604) 646-7050
Fax: (604) 646-7051
Toll Free 1-800-407-7757
Website: www.bchousing.org/licensing-consumer-services

Licensing and Consumer Services is a part of BC Housing. The HPO was a Crown agency established by the BC Government in October 1998.

Copies of the Homeowner Protection Act & Regulations may be obtained from [their website above](#) or by calling 1-800-407-7757

In Alberta:

Residential Protection Program (formerly New Home Buyer Protection Office)

Telephone: 1-866-421-6929
Email: HomeWarranty.inquiries@gov.ab.ca
Website: www.residentialprotection.alberta.ca

- “Residential Protection Program (RPP) is a Crown agency established by the Alberta Government in 2013. RPP was created to administer the registration of new homes for warranty coverage. Their responsibilities also include the enforcement of the *New Home Buyers Protection Act and Regulations*.

Copies of the New Home Buyers Protection Act & Regulations may be obtained from www.residentialprotection.alberta.ca or by calling 1-866-421-6929

Canada Mortgage and Housing Corporation (CMHC)

#200 – 1111 West Georgia Street
Vancouver, BC
V6E 4S4

Telephone: (604) 731-5733 (Office above)
Toll Free: 1-800-639-3938
Toll Free: 1-800-668-2642 - Canadian Housing Information Centre (CHIC)
Ottawa, Ontario
www.cmhc-schl.gc.ca/en/index.cfm

- A copy of “CMHC’s Homeowner’s Manual” may be obtained for \$22.95 (plus \$5.95 shipping & handling and taxes) directly from CHIC or you may phone the Vancouver office for an order form which can be mailed or faxed to CHIC.
- CHIC is a vast resource centre which contains thousands of construction related documents and research information conducted by CMHC.



Canadian Home Builders' Association

CHBA is a non-profit volunteer organization of developers, builders, contractors, trades people, sub-contractors, and suppliers with a common mission: a dedication of quality and value in the residential construction and renovation industry.

For membership information, call for the nearest local in your area.

www.chba.ca

British Columbia (CHBA - BC)

400-6400 Roberts Street

Burnaby, B.C.

V5G 4C9

Neil Moody, CEO

Telephone: (604) 432-7112

Toll Free: 1-800-933-6777

Email: info@chbabc.org

Website: www.chbabc.org

- Hosts the Annual Georgie Awards in British Columbia
- Manage the education requirements for licensing with BC Housing

Alberta (Bild AB)

328, 9707 - 110 Street

Edmonton, Alberta

T5K 2L9

Scott Fash, Executive Director

Telephone: 780.424.5890

Toll Free: 1-800-661-3348

Fax: 780.426.0128

Website: www.Bildalberta.ca

- Hosts the Annual Build Conference and Awards of Excellence.



Urban Development Institute (UDI)

The Urban Development Institute (UDI) is a national, non-profit association representing the development industry. Our members are development companies and professionals involved in the industry such as planners, surveyors, architects, landscape architects, engineers, contractors, lawyers and a variety of municipalities and utility companies. Regional offices of UDI are located in the Maritimes, Quebec, Ontario, Manitoba, Alberta and British Columbia. The UDI Canada office is currently located in Vancouver.

BC:

Pacific Region

Suite 200- 602 West Hastings St
Vancouver, BC
V6C 1G9

Telephone: (604) 669-9585
Fax: (604) 689-8691
Website: www.udi.bc.ca

- The Pacific Region has been active since 1972 with its head office located in Vancouver, and chapters operating in Victoria and Kelowna. The nearly 350 corporate members of UDI Pacific Region represent thousands of individuals involved in all facets of real estate development including developers, property managers, financial lenders, lawyers, engineers, planners, architects, appraisers, and real estate professionals, local governments and government agencies

Alberta:

Calgary Chapter (Amalgamated with CHBA –Calgary to form Bild)

212 Meridian Road NE
Calgary, AB
T2A 2N6

Telephone: (403) 235-1911
Website: www.bildcr.com

Edmonton Chapter

324, Birks Building
10113 – 104 Street
Edmonton AB CA
T5J 1A1

Telephone: (780) 428-6146
Website: www.udiedmonton.ca

Please go to www.udialberta.com for a complete listing of the 8 Regional associations

Vancouver Regional Construction Association (VRCA)

3636 East 4th Avenue
Vancouver, BC
V5M 1M3

Telephone: (604) 294-3766
Fax: (604) 298-9472
Website: www.vrca.bc.ca

- “VRCA is an organization consisting of more than 600 members - general contractors, specialty trade contractors, manufacturers, suppliers and professionals - active in the multi-billion dollar construction industry in the Lower Mainland and Fraser Valley. VRCA members are involved in all size operations from multi-national corporations to small owner/ operator businesses.”
- For membership information, please call their office.

Independent Construction Business Association (ICBA)

#211 - 3823 Henning Drive
Burnaby, BC
V5C 6N5

Telephone: (604) 298-7795
Toll Free: 1-800-663-2865
Fax: (604) 298-2246
Website: www.icba.bc.ca

- “The Independent Contractors and Businesses Association is the voice of the Open Shop Construction Industry in British Columbia and is supported by over 500 member Companies. Together they employ several thousand workers in all trades and capacities.”
- For membership information, please call their office.

OTHER CONSTRUCTION RELATED SITES TO EXPLORE:

National Association of Home Builders (An American Association)

Website: www.nahb.com

- Excellent resource for the US housing industry.