

## 5 Tips to Know About Home Improvement Guide to Hiring a Contractor

As spring arrives, thousands of Massachusetts residents are making home improvement plans for the upcoming year. The Office of Consumer Affairs and Business Regulation (OCABR) has five important tips for getting the most out of your Home Improvement Contractor:

Be sure that the contractor is appropriately registered by visiting the Consumer Affairs website at [db.state.ma.us/homeimprovement/licenseelist.asp](http://db.state.ma.us/homeimprovement/licenseelist.asp).

1. Be sure that the contractor has adequate liability and workers compensation insurance in case of any work-site accidents.
2. Ask the contractor for a list of his or her three most recent projects with names and telephones of the owners so you can call and ask questions about the quality and professionalism of the contractor.
3. Check with your local Better Business Bureau, the Office of Consumer Affairs and Business Regulation, and/or the Attorney General's Office to see if the contractor has any complaints or if any disciplinary action has been taken against him/her.
4. If something goes wrong with your home improvement project, contact the Office of Consumer Affairs to file a complaint or take part in an Arbitration Program. You may visit the Office of Consumer Affairs website or call the consumer hotline at (617) 973-8787 for more information on how to file a complaint.