Checklist for Hiring A Home Improvement Contractor

- Familiarize yourself with your project idea and related construction terminology.
- Think about specific design and materials.
- For accurate estimates, clearly describe the work on a specification sheet and provide copies to contractors.
- Interview at least three contractors.
- Check license and HIC registration.
- Check complaint history.
- Check and confirm references.
- Get the contractor’s insurance information.
  Call insurance company to verify.
- Insist on a written detailed contract, including a payment and work schedule.
- Do not pay more than 1/3 of the contract price before work begins unless special order materials are needed.
- Have both parties sign and date the contract before any work begins.
- Have the contractor apply for building permits and ensure the permit is on-site before work begins.
- Check with your local building department about any job-specific inspections.
- Put any change orders in writing.
- Check the work site on a daily basis and record progress and changes.
- Make final payment **ONLY** after the work is completed to your satisfaction and as outlined in the contract.

For more information on the Home Improvement Contractor law and programs, visit [www.mass.gov/consumer](http://www.mass.gov/consumer) or call our Consumer Hotline at (617) 973-8787 or toll-free in Massachusetts at (888) 283-3757.