



Home Improvement Contractor (HIC) Program

Homeowner Guide MA Contractor Hub Portal



Quick Reference Guide

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Overview

This document outlines for Massachusetts homeowners how to use the services provided by the Home Improvement Contractor (HIC) Program via the [MA Contractor Hub](#), including looking up an HIC contractor, submitting a complaint, requesting arbitration, and applying to the Guaranty Fund.

Contractor

Any person who owns or operates a contracting business who, through himself or others, undertakes, offers to undertake, purports to have the capacity to undertake, or submits a bid for, residential contracting work. (Source: [General Law - Part I, Title XX, Chapter 142A, Section 1](#))

Residential contracting

The reconstruction, alteration, renovation, repair, modernization, conversion, improvement, removal, or demolition, or the construction of an addition to any pre-existing owner-occupied building containing at least one but not more than four dwelling units, which building or portion thereof is used or designed to be used as a residence or dwelling unit, or to structures which are adjacent to such residence or building. (Source: [General Law - Part I, Title XX, Chapter 142A, Section 1](#))

Mass.gov Resources

- [Homeowner's guide to hiring a home improvement contractor](#)
- [Home Improvement Contract Requirements, Details, and Sample Language](#)
- [Homeowner Resources for HIC Program - Mass.gov Webpage](#)
- [Home Improvement Contractor \(HIC\) Program - Mass.gov Webpage](#)
- [Mass.gov/consumer](#)
- [Mass Consumer Affairs Blog](#)

Contact Us



Phone

- Consumer Hotline: [617-973-8787](#)
- 9 AM - 4:30 PM
- Toll-free consumer hotline: [888-283-3757](#)



Address

- 1 Federal Street
Suite 0720
Boston, MA 02110-2012
- [Directions](#)

01 | How to Navigate the MA Contractor Hub

MA Contractor Hub Home Page (Desktop)

Open the [MA Contractor Hub](#) here or from the [Home Improvement Contractor \(HIC\) Program page](#) on Mass.gov.

Log in for HIC
Registered
Contractors **only**.

The screenshot shows the MA Contractor Hub Home Page. At the top right, there is a 'Contractor Log in' button. Below the navigation bar, a welcome message reads: 'Welcome to the MA Contractor Hub! Here you can easily search contractor registrations and history, submit a complaint, and apply for arbitration or the Guaranty Fund. You can also check the status of your submissions. This Hub is offered by the Massachusetts Home Improvement Contractor (HIC) Program. Visit mass.gov/consumer to learn more. What would you like to do today?' Below this are six action tiles: 'Use Contractor Search Tool', 'Submit Complaint', 'Submit Guaranty Fund Cl...', 'Submit Arbitration Request', 'View Homeowner Resourc...', and 'View My Submissions'. At the bottom left is the Office of Consumer Affairs and Business Regulation logo and contact information. At the bottom right is the Enterprise Information Technology Accessibility Policy link.

Look up an HIC Contractor.

Submit a Public Complaint against an HIC Contractor.

Submit a request for HIC Arbitration Program.

Submit a claim to the HIC Guaranty Fund.

Access homeowner resources on Mass.gov website.

Look up your submitted Public Complaints, Arbitration requests, or Guaranty Fund applications.



Office of Consumer Affairs and Business Regulation | Home Improvement Contractor Program
Need help? Call our Consumer Hotline at 617-973-8787 or 888-283-3757 (toll-free)
Monday - Friday, 9 a.m. - 4:30 p.m.

1 Federal Street, Suite 0720, Boston, MA 02110-2012

Enterprise Information Technology Accessibility Policy

02 | How to Lookup an HIC Contractor

- 1 On the [MA Contractor Hub](#), click on “Use Contractor Search Tool”



- 2 Search by contractor by *Business Name* or *HIC Registration Number*.

Search Contractor Registration and History

* indicates required field

Always confirm that a contractor is registered before you hire one. Should you need assistance in the future, you will not be eligible for arbitration or the Guaranty Fund if the contractor you hire is not registered.

Contractor Search

Search Contractor by Business Name

Search Contractor by HIC Registration Number

Here you can view an HIC-registered contractor’s:

- HIC Registration information and status (Active, Suspended, Revoked)
- Public Complaints against the contractor and outcomes
- Guaranty Fund payouts due by the contractor
- Arbitration Cases decided against contractor

03 | How to Submit a Public Complaint

⚠ Important:

- To file a complaint against a home improvement contractor, you must fill out this form completely and then submit. Be sure to include supporting documents. The Office of Consumer Affairs and Business Regulation (OCABR) will then review your complaint submission. Submitting a complaint will not automatically result in a hearing against a contractor. If OCABR determines a hearing is appropriate, you will be notified by email about next steps. Your complaint may result in disciplinary action against the contractor, like registration suspension or fines. Filing a complaint will not result in a monetary award for you. To pursue a monetary award, you may wish to apply to HIC Arbitration or seek another legal remedy. Please refer to the OCABR website for additional information about OCABR's [home improvement contractor complaint process](#).
- Filing a complaint with OCABR will **not** result in a monetary award for you. If you seek a monetary award, you may wish to apply for [HIC Arbitration](#) or seek another legal remedy.

Prepare supporting documents *for electronic upload* to support the review of your complaint, **as applicable**:

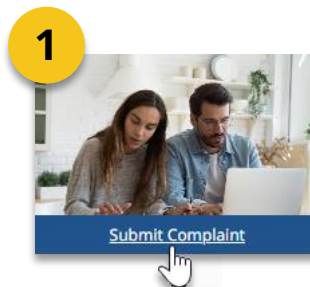
- Detailed Narrative
- Contract
- Proof of Payment (copies of checks and/or bank statements)
- Relevant Contractor Communications
- Relevant Photos (limit to 5, if possible)
- Deed and/or Declaration of Homestead for Property at Issue
- Proof of Incorporation and/or DBA Certificate (if available)
- Building Permit(s)/Application(s)
- Any Relevant Court Judgment(s)"

1 On the [MA Contractor Hub](#), click on "Submit Complaint".

2 Complete all sections in the complaint form. Leverage the [HIC Contractor lookup](#) as needed.

3 Upload supporting documents – smallest file size when possible. On the to submission, **print submission for your records**.

4 Complete Attestation & Signature. Click "Submit".

A screenshot of a web form titled 'Submit a Complaint'. The form is divided into several sections. Section 1 (Your Information) includes fields for Name, Current Address, Country, Email, Street, Phone, City, State/Province, and Zip/Postal Code. Section 2 (Document Upload) has a dashed box for uploading files, with a note: 'Note: To upload multiple files, add them all at the same time.' Section 3 (Attestation & Signature) includes a checkbox for 'I hereby affirm that the information contained in this complaint is true and accurate to the best of my knowledge and belief. Signed under pains and penalties of perjury.' and fields for 'Enter your name' and 'Date' (pre-filled with 'Feb 28, 2025'). A 'Submit' button is at the bottom right. Numbered callouts (1-4) are overlaid on the form to correspond with the steps in the text.

04 | How to Submit an Arbitration Request

! Important:

- To submit a request for arbitration through the Home Improvement Contractor (HIC) Program, you must fill out the online Arbitration Request form completely and submit it to the Office of Consumer Affairs and Business Regulation (“OCABR”). OCABR will review all requests. The submission of a request will not automatically result in a hearing with a contractor. Please refer to the OCABR website for additional information about [applying to the HIC Arbitration Program](#).
- To qualify for arbitration, homeowners must be able to prove that:
 - there was a written contract for the job;
 - the contractor was registered as a Home Improvement Contractor on the date the contract was signed;
 - the contract was for improvements, repairs, renovations, alteration, or additions to a preexisting owner-occupied residence with no more than 4 units;
 - the property or residence was located in Massachusetts;
 - the property is your primary residence; and
 - your application will be filed within five (5) years of the contract date.

Prepare the following documents *for electronic upload* to support the review of your arbitration request, **as applicable**:

- Copy of Contract
- Proof of payment
- Any evidence for arbitrator consideration - e.g., photos, correspondence
- Deed and/or homestead declaration

- 1** On the [MA Contractor Hub](#), **click** on “Submit Arbitration Request”.
- 2** **Complete** all sections in the Arbitration request form. **Leverage** the [HIC Contractor lookup](#) as needed.
- 3** **Upload** supporting documents – use the smallest file size when possible. Prior to submission, **print submission for your records**.
- 4** **Complete** Attestation & Signature. **Click** “Submit”.

The screenshot shows the 'Submit Arbitration Request' form on the MA Contractor Hub. A hand cursor points to the 'Submit Arbitration Request' button at the top. The form is divided into sections: 'Claimant Information' (with fields for First Name, Last Name, Phone, Email, Address, Country, Street, City, State/Province, and Zip/Postal Code), 'Upload' (with a file upload area), and 'Attestation & Signature' (with a text area for the request and a date field). A 'Submit' button is at the bottom right.

- 1** Points to the 'Submit Arbitration Request' button.
- 2** Points to the 'Claimant Information' section.
- 3** Points to the 'Upload' section.
- 4** Points to the 'Attestation & Signature' section.

05 | How to Submit a Guaranty Fund Claim

⚠ Important:

- To submit a request for payment from the Guaranty Fund, you must fill out the Guaranty Fund Request form completely and submit it to the Office of Consumer Affairs and Business Regulation (“OCABR”). OCABR will review all requests. The submission of a request will not automatically result in a payment from the Guaranty Fund. Please refer to the OCABR website for additional information about [applying to the HIC Guaranty Fund](#).
- In order to be **eligible** for payment from the Guaranty Fund, the following must be true:
 - The Guaranty Fund claim is being filed within 7 years from the date the contract was signed.
 - There is a written contract for the job
 - The contractor was registered with the Office of Consumer Affairs and Business Regulation as a Home Improvement Contractor at the time the contract was signed
 - The contract was for improvements, repairs, renovations, alterations, or additions to a pre-existing, owner-occupied residence with no more than 4 units
 - The property or residence is located in Massachusetts
 - The property is the primary residence
 - A court judgment or arbitration award in the homeowner's favor has been issued, and all "reasonable efforts to collect" the judgment or award have been exhausted.

Prepare the following required documents for *electronic upload* to support the review of your request. If you do not provide these required documents, the time it takes to process your application will be significantly delayed:

- Copy of Contract
- Documentation of Attempts to Collect Judgment or Award
- For court judgments only:
 - Copy of original court claim
 - Copy of court judgment
 - Deed or proof of ownership

1 On the [MA Contractor Hub](#), click on “Submit Guaranty Fund Claim”.



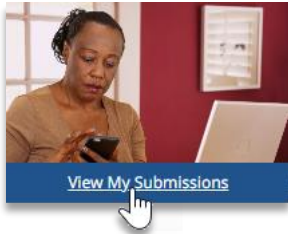
2 **Complete** all sections on the application form.

3 **Upload** required documents – smallest file size when possible. Prior to submission, **print submission for your records**.

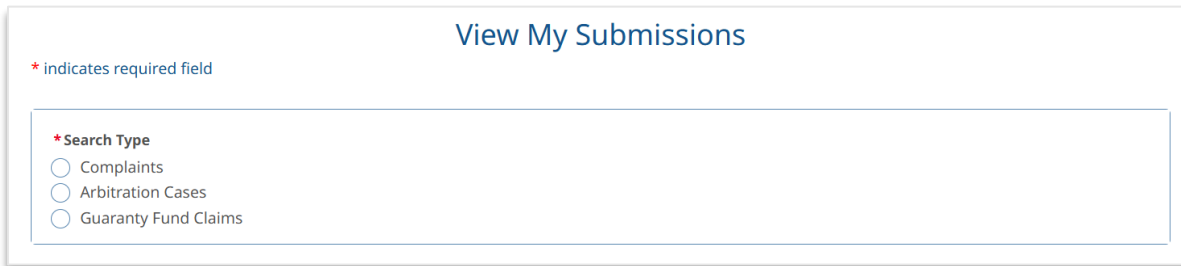
4 **Complete** Attestation & Signature. **Click** “Submit”.

06 | How to Search For Your Submissions

- 1 On the [MA Contractor Hub](#), click on “Use Contractor Search Tool”

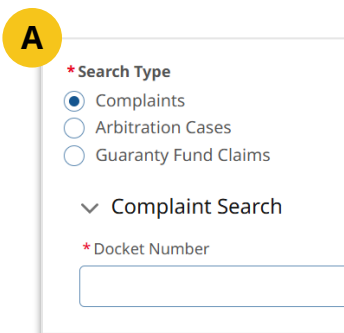
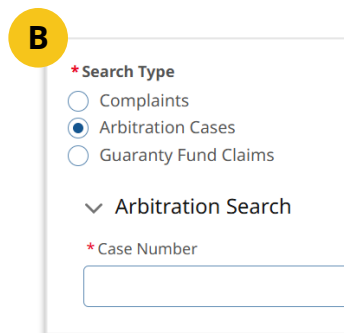
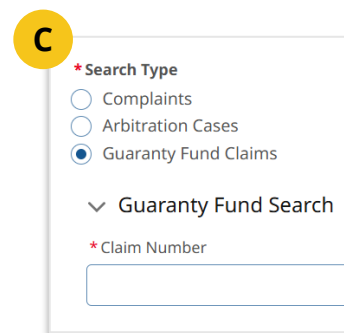


- 2 Select a “Search Type”.

A screenshot of a web form titled "View My Submissions". At the top left, it says "* indicates required field". Below that is a section titled "* Search Type" with three radio button options: "Complaints", "Arbitration Cases", and "Guaranty Fund Claims".

- 3 Search by *Last Name of filer* and:

- A. *Docket Number* for **Complaints**
- B. *Case Number* for **Arbitration Cases**
- C. *Claim Number* for **Guaranty Fund Claims**

A screenshot of a search form labeled 'A'. It shows the "Search Type" section with "Complaints" selected. Below it is a dropdown menu labeled "Complaint Search" and an input field labeled "* Docket Number".A screenshot of a search form labeled 'B'. It shows the "Search Type" section with "Arbitration Cases" selected. Below it is a dropdown menu labeled "Arbitration Search" and an input field labeled "* Case Number".A screenshot of a search form labeled 'C'. It shows the "Search Type" section with "Guaranty Fund Claims" selected. Below it is a dropdown menu labeled "Guaranty Fund Search" and an input field labeled "* Claim Number".