



HOME REPAIR

BEFORE HIRING A HOME REPAIR CONTRACTOR:

- Take photos or video before work begins and after it is finished. This documentation can help if a dispute arises.
- Home repair businesses must have a current City of Chicago issued Home Repair or General Contractor license. The business's license number is a requirement on businesses fliers, advertisements, and vehicles.
- The consumer has the right to a detailed estimate before work begins.
- If the contract is signed at the consumer's home, they have 3 days to cancel the signed contract. A Notice of Cancellation form should be provided to the consumer by the business.
- The consumer has the right to obtain a receipt. Information that should be provided on a receipt: 1) The business's license number, 2) A business name, address, and telephone number, and 3) the total cost of the home repair job, including parts and materials listed with reasonable particularity.
- If the language the job is negotiated in is not English, then there must be a signed receipt of translation.
- The consumer has the right to obtain a copy of any documents they sign including the receipt.
- The business must have insurance, up to \$300,000 and it is the consumer's right to see the insurance certificate.
- If a business is stating they are a corporation, they must provide verification that they are in good standing with the State of Illinois.
- The home repair business must provide the Illinois state mandated Consumer Rights Brochure.

BEFORE HIRING A GENERAL CONTRACTOR:

- Take photos or video before work begins and after it is finished. This documentation can help if a dispute arises.
- General contractors working in the City of Chicago must be licensed. A complete list of 12 trades that require a Chicago license can be found at Chicago.gov/DOB
- General contractors are required to have insurance. Make sure you get a copy of your contractor's insurance policy before starting a construction project.
- The Department of Buildings' (DOB) Homeowner's Assistance Program offers special permit services for owner-occupants of single-family homes through the Homeowner Assistance Plan Review. More information can be found at Chicago.gov/DOB
- Homeowners are responsible for obtaining a building permit, if required.
- It is important to get references of past projects completed by a general contractor and to obtain a bid from more than one contractor so that you may compare pricing.

BEFORE HIRING AN ELECTRICAL CONTRACTOR:

- Take photos or video before work begins and after it is finished. This documentation can help if a dispute arises.
- Due to the potential for electric shock or fire hazard, only Electrical Contractors licensed by the City of Chicago can perform electrical installations.
- Only registered electrical contractors are issued permits to perform electrical work. Electrical work is permitted either as part of a "Building Permit" or as "Electrical Work Only".
- The licensed electrical contractor must complete the required electrical permit application, along with the supervising electrician's signature and license number.
- If an electrical contractor receives a notice of defective work from the city, it is the CONTRACTOR'S RESPONSIBILITY to provide a code-compliant installation free of charge.

RESOURCES:

- Consumers are urged to use the CHI 311 system (call 3-1-1, use the CHI311 mobile app, or visit 311.chicago.gov) to report fraud or other possible illegal practices by businesses or contractors located in Chicago.