



Home Improvement Contractor (HIC) Program

The four functions of the HIC Program help protect homeowners and regulate the business practices of contractors.

Contractor Registration

- Registers contractors per HIC Law.
- Supports the Guaranty Fund through a one-time contractor fee.
- Helps consumers make informed choices and avoid scams.

Complaints

- Investigates allegations made against contractors.
- May result in discipline for a contractor.
- Does not provide a monetary award to a homeowner.

Arbitration

- Offers neutral dispute resolution to contractors or homeowners.
- May lead to a monetary award for a homeowner or contractor.
- Requires an arbitrator fee of \$500-\$1,250.

Guaranty Fund

- Serves as a fund of last resort for unpaid judgments against contractors.
- Provides compensation for actual loss up to \$25,000 for homeowners who meet eligibility.

Visit mass.gov/HIC for homeowner resources and eligibility requirements for arbitration and the Guaranty Fund. Look up contractor registration status and disciplinary history at ContractorHub.mass.gov.

Massachusetts Office of Consumer Affairs and Business Regulation

