



Home Improvement Contractor (HIC) Program Registration Fact Sheet

Why do I need an HIC Registration? It's the law!

- Pursuant to the HIC Act, any contractor who contracts with a homeowner for work exceeding \$1000 to an existing 1-4 family, owner-occupied, primary residence is typically required to be registered with the Office of Consumer Affairs and Business Regulation. Exceptions may apply. *Please see M.G.L. c. 142A, § 1 and 201 C.M.R. 18.00 for more information.*

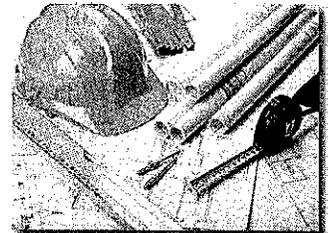
**HIC
Registration is
the Law!**

**Although HIC
registration is not a
license, it may be
required for most
residential projects.**

HIC Registration Facts

- HIC Certificates of Registration, once issued, are valid for 2 years. If you are already registered, it is important to make sure you renew your registration before it expires. Otherwise, you may have to pay the same fees as a first time applicant.
- Make sure the name found on your Certificate of Registration is the same one that you use to contract with homeowners. Otherwise, you may have trouble pulling permits for your projects.
- A Construction Supervisor License (CSL) does not automatically mean you can legally contract with homeowners. This is why having an HIC Registration is important. Obtaining a Certificate of Registration helps prevent certain problems from coming up, and helps protect you and homeowners.

**If you have a
CSL you may
still need an
HIC!**



How do I apply or renew my HIC Registration?

You can apply for an HIC Registration or renew your current Registration online at: <https://hic.oca.state.ma.us/HIC> OR by downloading either the initial application or renewal application forms visiting [Mass.gov/HomelImprovement](https://www.mass.gov/HomelImprovement) and selecting the link for HIC forms. Follow the instructions and mail the application. Once you send the application, you can expect to receive your Certificate of Registration within 1-2 weeks. Want your registration RIGHT AWAY? Office walk-in hours are M-F, 9:00-5:00p.m.



Sample Registration Card



The Commonwealth of Massachusetts
Office of Consumer Affairs and Business Regulation
10 Park Plaza - Suite 5170
Boston, Massachusetts 02116
Home Improvement Contractor Registration

Your Registration Number

Your Registration Number

SBC CONSTRUCTION
JOHN SMITH
123 CONSUMER WAY
BOSTON, MA 02116

Registration: 185163
Type: DBA
Expiration: 5/4/2018

Take note of your Expiration Date!

Take note of your Expiration Date!

SCA 1 0 2 0 2 11

The Commonwealth of Massachusetts
Office of Consumer Affairs & Business Regulation
HOME IMPROVEMENT CONTRACTOR
Registration: 185163 Type: DBA
Expiration: 5/4/2018
SBC CONSTRUCTION

JOHN SMITH
123 CONSUMER WAY
BOSTON, MA 02116

Undersecretary

Not valid without signature

Update Address and return card. Mark reason for change.
 Address Renewal Employment Lost Card

License or registration valid for individual use only before the expiration date. If found return to:
Office of Consumer Affairs and Business Regulation
10 Park Plaza - Suite 5170
Boston, MA 02116

HIC is governed by M.G.L. Chapter 142A and 201 CMR 18.00
These are the four most frequent violations of the HIC Act:

- Operating without a valid certificate of registration.
- Unjustifiably abandoning or failing to perform a project.
- Impermissibly demanding or receiving a deposit greater than one-third of the total contract price.
- Executing a residential services contract that does not contain legally required consumer protection language.

COMMONWEALTH OF MASSACHUSETTS
Office of Consumer Affairs and Business Regulation
10 Park Plaza, Suite 5170, Boston, MA 02116
(617) 973-8787 or 888-283-3757

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Home Improvement Contractor (HIC) Registration

HIC Frequently Asked Questions

HIC Registration is the law.

How long does an HIC Registration last?

The Certificate of Registration expires after two years. Once you are expired, you are no longer considered registered and have 60 days to renew your registration, otherwise you will have to re-apply and may be placed on a non-registered contractor list sent out by OCABR to municipal building officials.

How much does HIC Registration cost?

There are two fees. There is a \$150 application fee and a Guaranty Fund fee based on the number of employees you have.

Cost

- You will need **two** money orders or bank checks if mailing the application. Credit Card payments are accepted online and in person.
- Guaranty Fund Fee - Based on number of employees

0-3	\$100
4-10	\$200
11-30	\$300
More than 30	\$500

What do I need to register?

1. Two separate payments if mailing. – One payment if using a credit card online or in person.
2. Completed HIC registration application from OCABR.
3. Appropriate proof of business document (if applicable).

Documents Needed	
Working as an individual	HIC application only
Working in other than your own name	HIC application and Business Certificate (DBA)
Working as a corporation	HIC application and Proof of Corporate filing with Secretary of State
<i>Online Registration is now available for new and renewal applicants.</i>	

Is there an exam for an HIC registration?

No exam is required.



HIC Frequently Asked Questions

HIC Registration is the law.

When and how do I receive my certificate of registration?

If you mail in the application or apply online you will receive your card in the mail within approximately 1-2 weeks. If you go directly to the Office of Consumer Affairs during their hours of M-F 9-5:00 pm at 10 Park Plaza, Suite 5170 Boston, MA 02116 you will receive your card immediately, provided your paperwork and application is in order.

Can my business register?

Yes. A corporation or partnership can apply for an HIC registration with a designated individual as the responsible party. Only the person named on the HIC registration, however, can pull permits. If you would like an employee to be able to pull permits, you can obtain a Supplemental card for him/her.

What is a Supplemental Card?

Supplemental cards are only issued to "employees of your company". This allows for the supplemental cardholder to obtain permits. Supplemental Cards are \$10 per employee. That amount can be added to the application fee, but NOT the Guaranty Fund amount.

What if my company name changes or I add employees?

Failure to update the Office of Consumer Affairs and Business Regulation with any changes to the registered company information is a violation of the Home Improvement Contractor Law.

What does the Office of Consumer Affairs do with regard to Home Improvement?

OCABR regulates the registration of contractors performing Home Improvement contracting work on 1-4 unit owner-occupied homes that are the primary residence. They also administer the HIC Arbitration program and the Guaranty Fund, and conduct enforcement through a Complaint Program.

Arbitration Program- to arbitrate disputes between contractors and homeowners.

Enforcement- accepts complaints from homeowners and conducts administrative enforcement hearings.

Guaranty Fund- is a fund of last resort for homeowners that have obtained a court judgment against a contractor. Contractors are obligated to reimburse the Fund for the amount paid to the homeowner with any accrued interest. Failure to reimburse the Fund could result in the suspension, revocation or reprimand of the contractor's registration as well as other penalties.

For any or more information about the HIC Programs, contact our Dedicated Home Improvement Contractor Hotline at (617) 973-8788 or visit us at: Mass.Gov/HomeImprovement