

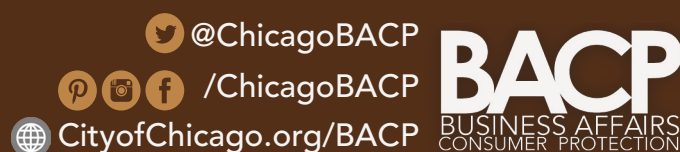
KNOW



BEFORE YOU BEGIN A HOME REPAIR PROJECT

- 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 the businesses fliers, advertisements, and vehicles used by the business.
- **The business must have insurance, up to \$300,000** and it is the consumer's right to see the insurance certificate.
- 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. (<http://www.illinoisattorneygeneral.gov/consumers/threedaycancel0804.pdf>)
- If the language that 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 receipt. Information that should be provided on a receipt include:
 - **The business's license number,**
 - **A business name, address, and telephone number,**
 - **The total cost of the home repair job, including parts and materials listed with reasonable particularity.**
- The consumer has the right to **obtain a copy** of any documents they sign.
- **If a business is stating they are a corporation,** they must provide verification that they are in good standing with the State of Illinois (<http://www.ilsos.gov/corporatellc/>).
- The home repair business **must provide the state mandated Consumer Rights Brochure** available at <http://www.illinoisattorneygeneral.gov/consumers/homerep0505c.pdf>.

To file a complaint, call **311** or visit www.cityofchicago.org/BACP.



Department of Business Affairs and Consumer Protection
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