

DISASTER RELIEF HOME REPAIR CHECKLIST

Be wary of contractors who go door to door to offer repair services. Home repair contractors are often transients who move quickly into a troubled area. Ask for recommendations from people you know and trust and, whenever possible, use established local contractors.

Call the Attorney General's Consumer Fraud Hotline at 1-800-243-0618 (TTY: 1-877-844-5461) to check out a contractor and find out how many consumer complaints, if any, have been filed against a particular business.

Ask to see required state or local permits or licenses. Insurance adjusters must be licensed by the Illinois Department of Financial and Professional Regulation, Division of Insurance, and roofers must be licensed by the Division of Professional Regulation.

Be cautious if a home repair company lists only a telephone or post office box number for their contact information.

Ask for references. If a company fails to provide references when requested, that is a warning that something is wrong.

Shop around for the best deal. Get written estimates from several contractors and don't be rushed into a contract.

Get all terms of a contract in writing; and obtain a copy of the signed contract. Never make full payment until all the work has been completed to your satisfaction.

Be aware that you have the right to cancel within three business days if you sign a contract based on salesperson's visit to your home.

Do not pay in cash or make a check payable to a person other than the owner or the company name.



KWAME RAOUL
ILLINOIS ATTORNEY GENERAL

If you suspect con artists are attempting to scam residents in your area, please call Attorney General Kwame Raoul's Consumer Fraud Hotline:

(Chicago)

1-800-386-5438

1-800-964-3013

(Springfield)

1-800-243-0618

1-877-844-5461

(Carbondale)

1-800-243-0607

1-877-675-9339

Línea Gratuita en Español

1-866-310-8398

www.IllinoisAttorneyGeneral.gov

