



Did Hurricane Ida damage your home?

Here are important tips to protect your home and money as you look to recover:



BEWARE of price gouging and report it.

Under the declared state of emergency, businesses cannot excessively increase the price of any goods or services that are essential to health or safety, or are promoted this way. This includes home repair, plumbing, electrical services.

If you think a business increased the cost for repairs, file a complaint at nyc.gov/dcwp or call **311** and say “Overcharge.”



ONLY use a home improvement contractor licensed by the NYC Department of Consumer and Worker Protection (DCWP). Call **311** or visit nyc.gov/dcwp to check license status.



INSIST on more than one reference—and check them. Also call **311** to check any complaint history with DCWP.



GET written estimates and contracts. Visit nyc.gov/dcwp to see what these documents should include.



NEVER pay the full price upfront and NEVER pay cash.



NEVER get a loan through a home improvement contractor—it’s illegal. Help is available at DisasterAssistance.gov



ONLY use a plumber or electrician licensed by the NYC Department of Buildings (DOB). Visit nyc.gov/buildings to check license status.



ASK to see permits. All electrical work and most plumbing work require a permit from DOB.