



Oregon Construction Contractors Board  
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**FOR IMMEDIATE RELEASE**

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**CCB places contractor ARS's license on probation**  
*Settlement results in improved business practices and more protections for consumers*

SALEM - The Construction Contractors Board (CCB) today announced the details of a settlement that places a contractor's license, American Residential Services (ARS) (also known as Jack Howk Plumbing and Drain, and Rescue Rooter), on probationary status for three years and imposes conditions that will provide better protection for consumers.

The CCB began its investigation in 2011 based on consumer complaints against ARS and issued a Notice of Intent to take disciplinary action in 2012. Upon learning of these complaints and the violations alleged by the CCB, ARS changed its policies and business practices to improve consumer services and to avoid future allegations of violations of the law or injury to consumers.

ARS reports that it has paid approximately \$350,000 in restitution to the customers who raised the complaints leading to the enforcement action and agreed to reimburse CCB for its costs associated with the investigation as well as pay a civil penalty.

The CCB's decision to settle this matter was in part based on an acknowledgement of ARS's actions and the lack of new complaints from consumers. "The practices and procedures put into place by ARS address CCB's concerns and provide an additional layer of protection for consumers, and the three years of probation will allow the CCB to ensure that these practices continue," CCB Administrator James Denno said.

**About the CCB**

The CCB is a state agency that strives to prevent and resolve problems in the construction industry through licensing, enforcement and education. CCB currently licenses more than 34,000 contractors. Call (503) 378-4621 to verify a license or if you need help with complaints about a contractor.