

March 17, 2009

Robert D. Youngs, Contractor
Santa Rosa, CA

Dear Bob:

It has been almost two years since we met and began discussions with respect to our "whole house remodel" and about four months since you and your sons, Jordan and Timothy, pretty much completed our remodel, aside from minor adjustments, etc.

Our consultations with you were never regretted. We never had to look back, as you completed each phase of our remodel; we were totally satisfied with your craftsmanship, attention to detail, and insistence on perfection, and we remain equally pleased with the outcome. Throughout the 20 months and the three phases we chose to do this in, we never had to vacate our home. Yes, there was inconvenience in moving from one area of our home to another; however, our saving in potential rental plus the advantages of "being in residence" more than compensated any inconvenience.

Not only was it to my advantage, my "bonus" to admire your craft on a daily basis, it was such a pleasure, even inspirational, to interact with you and your sons, as you progressed in our remodel project day-by-day. Even now, I miss our daily contact.

*Bob, you and your sons, Jordan and Timothy are to be admired for your craftsmanship, your work ethic, and your "people skills." For a man of only twenty years of age, Jordan exhibits a rare maturity and craft skills, and Timothy cannot be far behind. If ever I have another remodel, you will be **my first and only choice**.*

It is without hesitation, without qualification, and with total confidence in your expertise, that we would recommend your services to anyone in need of your skills. It is truly and totally amazing how you and your sons transformed our forty-three-old home into our "new home." We have received many compliments!

Sincerely yours, with warm friendship through all seasons. . .

H. and Y. B.

Retired teacher/school administrator

Homeowners