

Regarding: Mr. Robert D. Youngs Contractor
Santa Rosa. CA

In June, 1997 we engaged Mr. Youngs to provide a proposal and subsequently contracted with Mr. Youngs for two interior projects: (1) the modification of our dining room consisting of the removal of existing rails and posts, raising of the floor to be uniform with adjacent floors. and relocation of electrical receptacles and (2) the conversion of a bedroom to a study, with the entrance through the living room, which consisted of a substantial rebuild of doors, walls, electrical outlets and lighting, and relocation of the heating register. This conversion included the installation of a French door set at the adjoining entrance from the living room, crown molding, and the fabrication and installation of new pre-finished and lacquered cabinets, bookshelves and desk.

Although we provided Mr. Youngs a drawing and specifications for the work to be performed, we recognized that the quality of workmanship we expected could not be completely conveyed on paper, and we were still very skeptical of turning over our house to a stranger to tear down walls and incur a significant expenditure. *Mr. Youngs substantially relieved those concerns upon our initial discussions regarding his proposal. At that first interface we found a genuine concern for the quality of the endeavor, and that we were dealing with a man that conveyed honesty and integrity. It is a rare occasion that we leave our house in the hands of a stranger and take care of other business. However, with Mr. Youngs we were not hesitant.*

The quality of the individual shown as much as the quality of his workmanship. Through his selection of subcontractors, his care toward protecting exposed living quarters from contamination, his impeccable attention to detail, his scheduling and communication and, above all, his ability to listen to ensure he was providing to our satisfaction were all capabilities and characteristics displayed by Mr. Youngs.

Needless to say, *we are extremely pleased with Mr. Youngs' modifications* to our house and take pride in showing them to our family and friends, and in recommending him to prospective clients.

N. C. B. - Retired Teacher/ Homemaker

F. J. B. - Retired Corporate Officer

Homeowners