

July 1993

TO WHOM IT MAY CONCERN:

This is to recommend Robert Douglas (Bob) Youngs, Contractor, to you without reservation. We were given his name by a local business in the building trade as *a competent, dependable, and conscientious contractor, and his work at our home confirmed that recommendation.*

We purchased a home in Santa Rosa that required a variety of miscellaneous repairs and remodel. Although Bob has a great deal of experience in large commercial projects, *he is also a true craftsman* and carries that talent into residential work. He is a *"good listener"*, which enabled him to grasp our needs and desires from the outset; and *he was flexible* as well so that changes and additions were implemented as the work progressed without undue inconvenience to us.

The contract ran the gamut from simple bathroom accessories installation, remodel of exterior front entry, extensive repairs to large deck and stairway areas, to the task (under difficult working conditions) of installing additional reinforcement to the cripple walls of our home in order to upgrade seismic resistance as designed by our structural engineer. At our request, *Bob made several suggestions as to improving the quality of some sub-standard construction in the house*, and we added these improvements to his contract.

It was apparent early on that *Bob was not only a competent contractor and fair in his pricing (especially considering the quality of workmanship), but also knowledgeable and honest to an unprecedented degree. We never hesitated to leave our home in his good hands as he worked both outside and inside the premises.*

*We were very fortunate to have Robert Douglas Youngs as our contractor and feel certain that you will also find him worthy of your confidence.* Should you wish to speak further about his qualifications, please feel free to do so.

*J. & M. C.*

*Retired/ Homemaker*

*Homeowners*