

5 January 1992

TO WHOM IT MAY CONCERN:

On two occasions during the past year, I have had the pleasure and good fortune to have Robert Youngs serve as contractor on remodeling projects in my home. I would *highly recommend him*.

In each of the above referenced cases the process of arranging for the work to be done was painless and most professional.

Mr. Youngs discussed the project with me and we determined where there was leeway for change and where I had specific ideas and wanted no deviation. He took precise measurements and then provided me with a written estimate; it was detailed and easy to understand.

Most importantly to me however was the accomplishment of the project. *Mr. Youngs is a delightful person with whom to work: he is "up-beat", polite, smiling, thoughtful, immaculate, and flexible* in establishing a work schedule to meet the needs of the homeowner. *His work is efficient, reliable, and neat*. In fact, I am delighted with my "new" kitchen and two "new" bathrooms.

Additionally, I should mention that *the projects were completed at the time agreed upon; sub-contractors working with Mr. Youngs were of the same high caliber as himself; and contacting him by phone was never a problem as I always received prompt attention to any of my calls.*

I intend that any work in the future at my home will be done by Mr. Youngs. I find him worthy of the highest recommendation.

*F.K.D.
Retired / City Planner
Homeowner*