



The Shumaker Technology Group

My family and I recently had the opportunity to work with Dave of David G. Schertzing Builders on some renovations to my parents' home. After my Mom had some unexpected surgery, we needed some renovations done to make her home handicap accessible before she could be released from the hospital. This included installing a ramp, remodeling a bathroom to be wheelchair accessible, raising an exterior door, and widening some interior doors.

Dave has proven time and time again during this project that he is NOT an "average builder", but rather an extraordinary builder. From the very beginning, he showed up right on time to our first meeting with him. A few hours after that meeting, he had his designer out to offer some ideas, and a couple of days after that he had a proposal over for our consideration. He even personally took my call in the evening when I had a few questions to go over on the proposal. This project had to happen quickly and out of all the people I contacted (some of whom are clients and friends of mine), Dave was the only one who understood and truly cared about meeting our unreasonable (albeit necessary) deadlines. In fact, Dave actually finished the entire project before one of his competitors could even find time to get us a quote.

Dave's quality of service continued throughout the project. He was great about letting us know when he'd be here working and took great care to schedule things to minimize any impact on my Mom's resting and healing even though that probably resulted in a less than desirable schedule for him. He even personally helped out on some aspects of the project that sub-contractors couldn't quite finish on time. Several times when I was talking with him about design decisions, I could tell he was trying to visualize himself in my Mom's position in order to make the best decisions possible on layout, shower setup, grab bar locations, etc.

It is also worth noting that the ramp that Dave built was done so well, the visiting therapists asked who we hired because it had been done so well and they wanted to get a name to refer their other clients too.

Dave, thank you for being the one contractor who put my Mom's wellbeing and happiness above all else. I have no doubt it has been an inconvenience to you and your business to pull this off so quickly, but you have made us feel like valued customers nonetheless. Mom has commented several times on how friendly and easy to work with you are. The renovations look great. You have made me look good by being the outstanding builder that I recommended and selected for this project. You will be our first choice for any future work!

Sincerely,

Kyle Shumaker, President  
The Shumaker Technology Group

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