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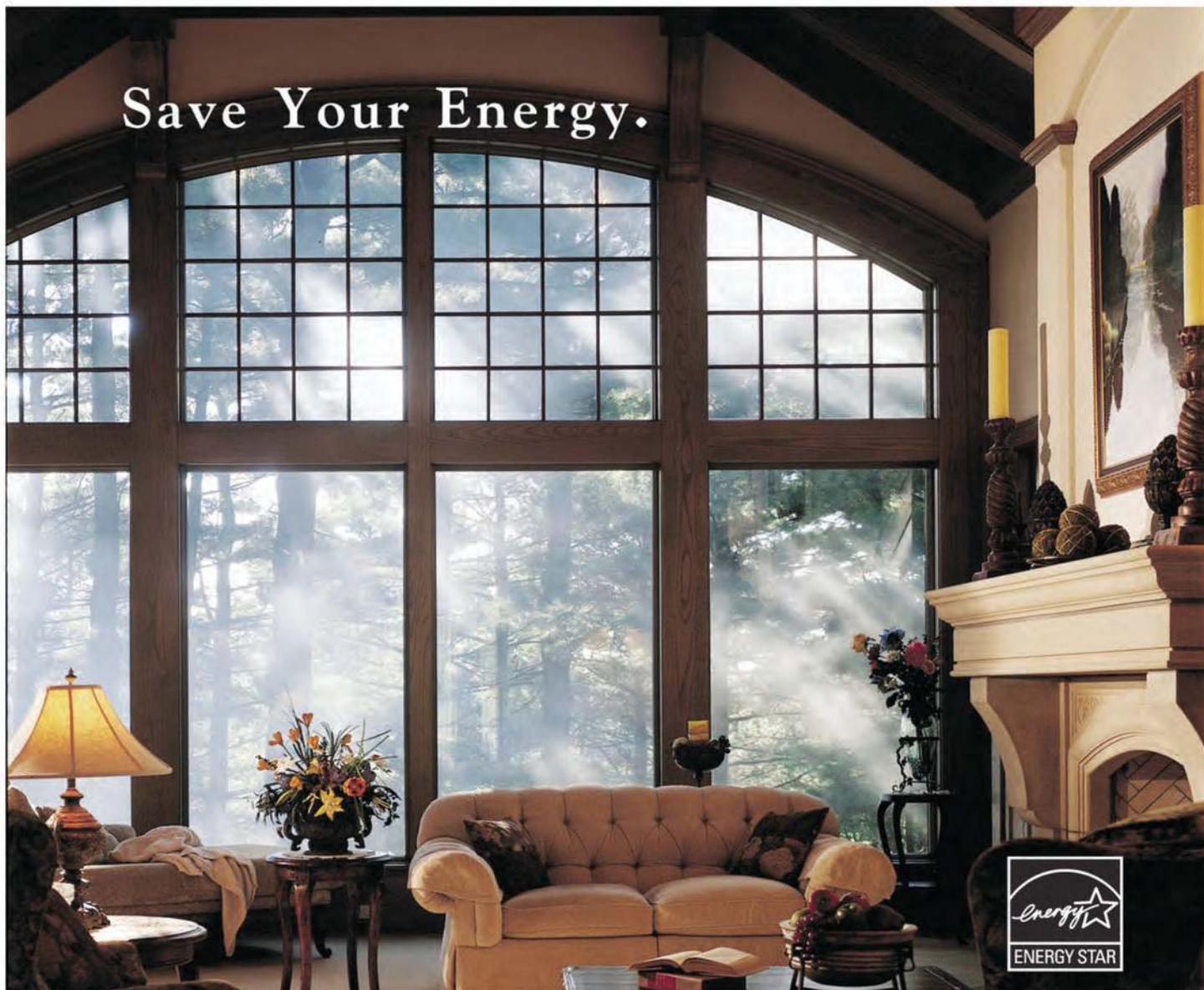
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When Julie and Santo decided to remodel their cottage they worked with Pennings & Sons to create a year-round home. Features include additional bedrooms, bathrooms, and a bright new kitchen with a 10-foot island. Windows now flood the home with light and grand lake views.



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It's all about you, *Kalamazoo*

The Home Builders Association (HBA) of Western Michigan invites you to the 2022 Annual Home & Garden Expo, presented by Advia Credit Union! The Expo will take place at the Kalamazoo County Expo Center from March 11 and 12, 10am – 7pm, and March 13, 11am – 5pm. Join us on Friday when we honor our seniors and veterans. Those 65 and over will receive \$2 off a door ticket and veterans with military ID enter for FREE. Saturday is Family Day with fun activities for the kids including free face painting from 1pm to 4 pm.

The Home & Garden Expo has been produced by the Home Builders Association of Western Michigan for over 50 years and we are excited to offer this well-known Kalamazoo tradition again this spring.

I think we all can agree that we live in a constantly changing environment, but some things never change – like local businesses/exhibitors featuring quality craftsmanship and expertise in their trades. At the Home & Garden Expo, you will find inspiration for your projects, indoors and out, with over one hundred exhibitors displayed throughout 60,000 square feet of indoor space! Your 2022 Home & Garden Expo experience will provide current and future homeowners with quality, great ideas, industry knowledge and modern technology options!

If you have a project in mind for your home, or just want to see what's trending in home improvement, you will be sure to find what you are looking for at the 2022 Home & Garden Expo. Spending the day at Expo is the best way to check out the latest industry developments, find the latest ideas, meet face to face with local exhibitors, and save on your next home improvement project.

The Home Builders Association of Western Michigan is an organization that is committed to building homes and strengthening our community. We are proud of this signature event and more information can be found at www.KalamazooHomeExpo.com

We look forward to seeing you at the Expo!

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Spring Chicken Pot Pie with Herbs

Recipe and Photography by Linda Hoard

Looking for something different to remind me of spring, I came across a recipe for a chicken pot pie with spring vegetables and herbs. You can change it to include your favorite vegetables and herbs, use chopped instead of shredded chicken, and instead of using puff pastry, you can scrunch up sheets of Phyllo (or filo) pastry to put on top. However, the puff pastry in this recipe is amazing and so easy, and you'll never want to buy frozen puff pastry again!

Ingredients:

1 rotisserie chicken, shredded
2 tablespoons olive oil,
1 bunch green onions, sliced
10 oz package frozen chopped spinach, thawed 8 oz hot chicken broth
1 T wholegrain mustard or stone ground mustard 12 oz frozen peas
16 oz crème fraîche
2 tablespoons minced tarragon
2 tablespoons minced parsley
Puff pastry:

In food processor, process 2 sticks of butter, frozen and cut into small pieces with 2 cups of flour until it's a cornmeal consistency. Mix 1 egg yolk with 1/2 cup sour cream and add to the food processor. Process until it begins to form a ball. Flatten into 2 disks, wrap in plastic and chill for 30 minutes. Then roll out to 1/8-1/4" and put on top of chicken mixture.

Directions:

Heat oven to 400 degrees.

Remove the skin from chicken and discard. Remove the chicken from bones and shred meat. Set aside.

In a dutch oven, sauté green onions in olive oil for 3 minutes. Stir in spinach and continue cooking for another 2 minutes. Add the hot chicken broth and mustard. Bring to a simmer and cook, uncovered, for 5 minutes.

Stir in the peas, crème fraîche and herbs and remove from heat. Add shredded chicken.

Cover the mixture with puff pastry, brush with beaten egg yolk or milk, and bake it in the Dutch oven or a casserole dish for 20-25 minutes or until golden brown.

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Steve's Man Cave - A Manly Place Away

By Zinta Aistars

Photography by Linda Hoard Photography

Steve Hoard, a chiropractor at Hoard Chiropractor, Inc., in Vicksburg, Michigan, had plenty of space for his family in a 7,800-square-foot home, but he still felt that something was missing—a man cave.

"We live in a six-bedroom house, plenty of space, but it all felt too formal for the times I wanted to kick back and watch sports," Hoard said. "I wanted my own space."

It took a flood in the home's basement to get the project going.

"We came home from a vacation to find our basement under water," he said. "During all that clean up, I thought—this is the time."

The mostly unfinished basement cleaned up, Hoard looked around for the perfect space. He designated 575 square feet for his man cave.

The idea of a man cave—and a "she shed"—has come about in recent years as homeowners have wanted to create personal sanctuaries where they can retreat after a long, hard day at work. For men living with families, it might be the only space they feel can be truly their own, dedicated to their interests and hobbies.

When considering a man cave, there are no rules. That's what can make the project so fun—making it uniquely your own.

Enjoy books? Create a quiet reading space, lined with bookshelves. Love movies? Start with that big screen and comfortable seating. Enjoy the sports bar atmosphere? Add a bar with stools and sports memorabilia within view of a screen or several screens. Lighting up a cigar? A humidor with leather seats and ashtrays may be just the thing to create your own lounge. Or perhaps you have an impressive Star Wars

memorabilia collection you'd love to show off, a stamp and coin collection, or music is the way you retreat from the outside world.

The possibilities are endless. Consider what works for you and work around that.

"I love sports," Hoard said. "For me, I wanted a space where I could watch sports without bothering the rest of the family, but also where I could invite family and friends to join me to watch the Big Game."

Hoard chose sports memorabilia for his walls, along with taxidermy. He added a full wet bar, refrigerator, and a cabinet to hold his favorite selection of liquor. A reclining leather couch made the perfect seating for lying back to watch the big screen. A tile floor resists spills and is easy to clean up.

"Decorating was easy," he said. "It's everything Michigan. I grew up with sports—basketball,



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track, baseball, and racquetball as an adult. A pastor in my church took me to a football game when I was in my mid-20s, and I was really impressed by seeing a live game, so that's where my football interest began. And my oldest son got me interested in Formula 1 racing. We want to a race in Texas recently, so now I have one wall dedicated to that."

Hoard's man cave also includes a pool table and enough room to accommodate gatherings of friends and family.

"I've had anywhere from 25 to 40 people over at one time," he said. "That would be my advice—make it bigger. Big enough to be not just a man cave, but entertainment space for friends and family."

And what does the woman of the house have to say about the new man cave?

Linda Hoard, wife: "There's three things I love about the man cave. First, it gets all the sports memorabilia out of my living room. Second, it's a place where the family can watch sports—and I don't have to. And third, it brings the family over to enjoy games on TV, movies, pool, and video games. It's a win for everyone!"

TIPS FOR CREATING A MAN CAVE

When designing your perfect guy getaway, consider these tips and options:

- Choose a theme—what best reflects you and what you love
- Consider best display—how large a screen and how far from seating, sizes of any appliances and room to get around without bumping into things
- Don't forget the board games—not every fun game is connected to electronics, so include an area for a chess game, card game, Scrabble or Monopoly, whatever gathers your favorite people around for fun and laughs and a little competition
- Add a wet bar with a durable, stain- and scratch-resistant counter surface—a bar adds value to your home, and you may also wish to add refrigeration, a wine rack and other bar accessories
- Hire a professional plumber—for that wet bar and a bathroom nearby for convenient access
- Appropriate lighting—set the mood, light up the pool table, spotlight collections, add a reading spot, and hire a professional electrician to make sure all is wired safely and to code
- Enough seating—because you may not want to always be alone in there, add enough comfortable seating for friends and family to join you
- Food preparation—for your favorite treats and snacks, perhaps a popcorn popper, a microwave, a coffee machine with your favorite flavors, a toaster oven to heat up nachos
- Sound systems—you may want to reserve space for surround sound to add that extra element of 'being there' for the Big Game or for the music you enjoy—and you may also want to consider sound proofing to keep the rest of the house from hearing you shout out at that great play
- Heating and cooling—think about the change in seasons and temperatures, especially if your man cave is in the basement or attic, add in the air conditioning and heating options to keep you comfortable year-round
- Enjoy!





Summer With a Splash

By Zinta Aistars

Photo courtesy of Vliestra Brothers Pools & Spas

As temperatures climb and summer days bloom, bright with sunshine, nothing is more inviting than the cooling waters of a swimming pool. Not only do pools bring fun to summer days—they also add beauty to our backyards.

Josh Vliestra, president of Vliestra Brothers Pools & Spas on Ravine Road in Kalamazoo, is the expert to seek out when you are ready to add a pool to your yard. Vliestra Brothers has been building pools for three generations, since 1969.

“My grandfather and his two brothers began the business,” Vliestra said. “Today, I run the business with my cousin, Jay Vliestra, so it’s been a family business for a long time.”

When first considering a pool, Vliestra recommends his clients call their township office to check on zoning. While adding a pool to one’s property is rarely a problem, he said, it is best to confirm ahead of time.

“And then we look at your price point,” he said. “We are on the high end because our pools are customized and the highest quality. We can begin at \$45,000 but our usual range falls into \$70,000 to \$80,000.”

Once a client has determined a pool is within their budget, getting down to design is the next and most fun part. Designs can include the traditional skimmer pool, which are generally less expensive and easy to install; infinity pools, which are above-ground pools with edges that appear to extend to the horizon by allowing the water to flow over the edge for the visual effect of infinity; overflow pools, which are in-ground pools that have a water level that meets ground level; plunge pools, which are smaller and deeper than the traditional pool and ideal for smaller spaces; and lap pools, built for the swimmer who enjoys swimming laps for exercise in a pool that is longer in length and may be shallower.

“We build gunite and vinyl pools,” Vliestra said. “A vinyl liner is easier to install, requiring less intensive labor, so the price point is lower. If you are in your forever home, though, we recommend gunite for its longevity. We can also customize gunite more—any shape, any option.”

Vliestra’s vinyl pools are built with a Pacific Industries Graphex wall system, a co-extruded polymer wall system made with graphite for strength.

“We do not use or recommend steel, fiberglass, or inferior polymer wall systems. Unlike these materials, the Graphex wall will not warp, rust, dent, oxidize, blister, or degrade. Our vinyl pool bottoms are troweled with either concrete or our own blend of poolcrete. This dries to the substance of a hard cork and lends stability to the liner.”

The gunite pools are each handcrafted, each pool unique and designed to the customer’s needs and wishes. Thousands of pounds of steel and concrete ensure a structure so sound that it is guaranteed for a lifetime.

“A gunite pool is going to be a price jump of \$20,000 to \$30,000 over vinyl, but it will be the strongest fortress in your neighborhood when it’s finished,” Vliestra said. “The concrete is blown in with a super hard pack, stronger than your basement walls.”





Vliestra Bros. also specializes in tile work and tiled seating, water features, interior finishes, and alternative concrete deck options.

Like any structure, however, a pool may show its age with a faded finish over time. The marcite finish may feel less smooth as it wears away over a period of five to seven years. Marcite is a mixture composed primarily of white cement, marble dust, and fortifying additives to boost strength and water resistance. Vliestra offers a polishing surface that can restore the marcite finish to its original shine. The pool must first be emptied and then the Vliestra crew uses a water-driven polisher to make the marcite smooth, white, and looking like new again.

"We build our pools to be as maintenance free as possible," Vliestra said. "Opening and closing the pool at the beginning and end of the season is the biggest process the homeowner will have. Expect a learning curve at first, taking more time, but

generally, pool maintenance takes only about 10 minutes per week once you are more practiced at the cleaning and vacuuming process."

Pool owners should also know about maintaining pool water ideal for the swimmer, monitoring pH levels and other chemicals (alkalinity and sanitizer levels) that keep the water clean of contaminants and pollutants. The pH balance refers to the measure of how acidic or basic your pool water is. Low pH levels are acidic, while high levels are basic. The ideal range for pool water is 7.4 to 7.6.

Pool liners should be clean of algae, mold, and debris. Check that your pool filter system is operating properly—it is the heart of the pool, pumping water through and keeping it clean. Pool skimmers and returns should also be cleaned periodically for optimum operation.

"Skim, brush, and vacuum your pool weekly," Vliestra said.

One might think a pool gets covered and forgotten during the cold winter season, and that a pool business might take those months off for a long vacation. Not so, Vliestra said.

"Our staff works full time all year long," he said. "Winter is our time for equipment maintenance, but it is also a time when we do snow removal from clients' pools. And—we also sell spas."

Vliestra offers one warning to would-be customers. Be prepared to be on a wait list.

"The pool market is hot," he said. "We are currently booked into 2023. And at the rate we are booking new pools, we will soon be into 2024."



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GOING UP!

By Zinta Aistars

Feature Photography by Jim Schuon Photography

"Before" Photos courtesy of Pennings & Sons

"After" Photos by Kristian Walker Photography

When Julie and Santo Landa purchased the 1,410-square-foot cottage in 2015 on Gun Lake in Middleville, Michigan, they wanted a vacation getaway. The Landas lived in Washington Township, north of Detroit, and the cottage was perfect for time away from the daily stresses of life.

THAT WAS THEN. THIS WAS NOW

"We went through three remodels," Julie Landa said. "Now that I'm retired—and Santo will retire soon—we wanted to make the cottage into a year-round home."

When the Landas first considered a remodel, they talked to neighbors.

"We saw a remodel five, six doors down and talked to our neighbors," Landa said. "Word of mouth. That's how we learned about Pennings & Sons."

The Landas were pleased with their remodeling experience, returning for more updates again and then again. They had wanted their master bedroom and laundry room updated.



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"We were impressed that we received an update every week for a project that would last six months," Landa said. "And Pennings met their schedule on the dot."

This time, to turn the cottage into a year-round residence, the remodel would be much more extensive.

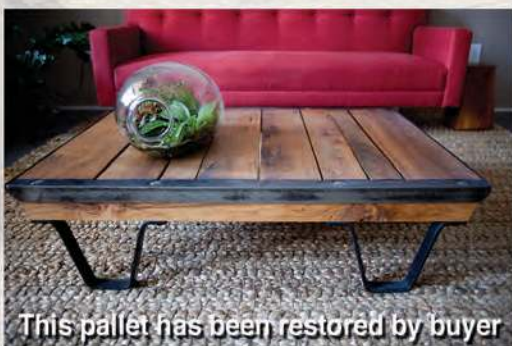
"The challenge this time was that we had maxed out the lot," Brian Pennings, president and design manager of Pennings & Sons, said. "Waterfront lots tend to be small. We needed to find more space, so we had to build up rather than out."

Pennings & Sons started their design process in November 2019.

"We got through an original design and pricing exercise and then the owners decided to make it their year-round residence," Pennings said. "So we went back to the drawing board for an entirely different design. The contract was signed Christmas Eve of 2020, construction of the final design began right at the beginning of 2021, and it was completed end of June 2021."

Living area was increased to 2,320 square feet, mostly by adding on a second floor. The existing second floor had been 550 square feet but was expanded to 1,070. The main floor was expanded from 860 to 1,250 square feet. The one-car garage remained the same.

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"One of our challenges at the beginning of the build were the soil conditions," Pennings said. "Not sandy as much as mucky, and over time, the house had settled about three inches in one corner, so we had to stabilize the whole house to get it level."

Along with stabilizing the structure, Pennings & Sons expanded the house 6 to 8 feet toward the lake, doubling its footprint, and removed the previous, smaller second floor to build a new upper level.

"We turned a tired cottage into a beautiful, modern farmhouse-style residence," Pennings said. "We added two more bedrooms, two bathrooms. The most dramatic change was to open up the ceiling over the living room where it had been low before—and add windows."

Windows now flood the home with light and grand lake views. All windows are trimmed with black for a sharp and eye-catching contrast against both white exteriors and interiors.

"Along with two new bedrooms upstairs, the loft area now overlooks the great room," Landa said. "One wall of the great room has an electric fireplace with a feature wall in gray that runs right up to the cathedral ceiling. Nothing blocks that view to the lake—it's windows high ceiling to floor."

A favorite feature, Landa said, is a 10-foot island in the bright, new kitchen.

"The kitchen is all white, but the island is blue," she said. "We both cook, so we really enjoy the kitchen. You can see the bay of the lake from the kitchen window. The countertops are quartz. And Santo put in big lights over the island."

In fact, Santo Landa, an electrical contractor by profession, installed all the lights, ceiling fans, and other electrical features in the home. It was his personal touch on the Landa home.

"One of the best things Santo did was to put in the heated floors," Julie Landa said. "Because waterfront homes are usually on slabs, that makes the floors colder, and since we are now here during winter, too, having those heated floors is really great. I can walk barefoot

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around the house all year round. And it's also helping us save on heating bills."

Other features in the remodel included a walk-in closet with built-in drawers for the master bedroom and an en suite with a large walk-in shower. While bathrooms are tiled, the rest of the house features light gray luxury vinyl planks throughout.

"The extra space has been great for us to have family over, especially for the holidays," Landa said. "We now have room for everyone."

Another favorite feature? Landa said that once again, Pennings & Sons finished on time and on budget.

"We have been in the business for 45 years," Brian Pennings said. "That's a wealth of experience we can bring our customers. Our employees are solution-oriented—whatever the issue, and there's almost always something that comes up in a build or remodel—our employees can solve it. Chances are we've encountered it before. We also have a handyman department, so if there are small fixes that come up later, we can handle those, too."

Pennings & Sons offers customers a five-step process: getting to know each other; understanding the big picture by discussing wishes and matching them to realistic expectations; developing solutions; bringing the design to life with an on-time build; and, finally, the best part of enjoying your new home, under warranty.



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Advances in Lawn Equipment

By Barbara Fisher

The month of March means spring is on the way and for many of us this means it's almost time for our lawn equipment to come out of hibernation.

Brian Steensma, President of Steensma Lawn & Power Equipment reminds us that now is the time to start up lawn equipment to make sure it's fared well over the winter. Who needs the frustration of lawn equipment failing to operate when it's time to be pressed into service? Steensma notes it's always busy in the spring but this year labor and parts shortages persist plus a number of similar sales and service companies have closed over the past few years. You get the idea. Check out your lawn equipment now.

Lawn equipment comes in all shapes and sizes designed to perform a diverse array of functions powered predominantly by gas or a battery. Corded tools are still preferred by some and hand tools by others. Find what works for you. Gas powered mowers continue to lead the way as the top selling piece of lawn equipment. Steensma notes that handheld tools are the next big seller while Duane Hettinger, owner of Hettinger's Backyard & Power Store sees a considerable amount of string trimmers and bagging systems leaving his shop. Both experts agree that, apart from a mower, the piece of equipment that can save the most time is a handheld blower. Steensma says he's dropped the "leaf" when discussing blowers finding that individuals who have virtually no leaves to manage find plenty of uses for a battery operated handheld blower: blow grass clippings off the sidewalk, drive or porch; clean out a garden or clean up the garage floor. This multi-use piece of equipment is portable, quiet and much lighter than their gas-powered cousins plus they're environmentally friendly. What's not to like?

Says Steensma, "there has been exponential growth" in battery powered equipment fueled by new technology, power and affordability. Both Steensma and Hettinger cited environmental concerns (including noise pollution) as factors pushing the industry. Steensma cited that emission control standards and power, noise, fuel and the weight of gas

powered engines all impact movement to battery powered tools. In addition to being lighter and a breeze to maintain, no ear protection is needed.

On the topic of maintenance, Hettinger stresses that purchasers of equipment should read the product manual and make sure they understand maintenance, use and safety needs. We all know we should, right? Batteries in handheld tools should be wintered where they don't freeze. In Michigan this typically isn't in the garage. Pick a place that is cool and dry to extend battery life. Similar to the battery handheld blowers, battery string trimmers, etc., all require minimal maintenance. Unlike gas powered equipment, there is no gas, oil, filters or spark plugs to contend with.

So how do you go about picking which product you need? Hettinger noted a starting point for helping customers purchase the right equipment is asking what they plan to use the equipment for and how large an area will the equipment maintain. Steensma expanded on this by asking what issues the customer hopes to solve with the purchase to make sure the product and customer line up well. What type of landscaping





is present, what is the topography of the area and who's going to be operating the equipment all need to be considered. Let's face it, some pieces of handheld equipment are better suited to more robust operators. For some customers, low maintenance is a key factor. Like fast food, grab and go.

Existing and new technology on robotic or automowers could fill an entire article. Husqvarna began retailing units in the 1990s. Hettinger's carries a full line of Husqvarna automowers priced from \$1399.95 - \$3299.95. Hettinger states, "the difference in units is based on yard size and complexity of yard configuration and objects. They are capable of mowing lawns as large as 1.25 acres or larger (with less complexity). It will mow every day, rain or shine and day or night, allowing the lawn to look manicured and always perfect. They are very quiet so it will not disturb neighbors. The owner of an automower would never go back to a typical mower." Setup, which includes wire to outline where the mower should (and should not) cut may be done by the customer or by a dealer. Wire may be placed on the surface of the lawn, fastened down with staples or buried. Surface placed wires will be naturally obscured over time. Hettinger's can provide an estimate to install the wire and complete mower setup for non-do-it-yourselfers.

As more households move beyond smart TVs to smart homes with controls on their phones, robotic mowers could be the next "must have" work saving technology. Think Roomba for the yard. Cameras and advanced artificial technology are poised to become the next generation in automowing. The technology is likened to self-driving cars. Mowers that can "learn", need no wires to operate yet recognize landscaping features to avoid.

It's almost time to get back into the yard, make sure your lawn equipment is ready to work for you.



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Wood: Our Favorite Building Material

By Zinta Aistars

Photo courtesy of Elenbaas Hardwood, Inc.

For thousands of years, humankind has used wood as a building material. Wood comes in second only to stone as a material used in construction.

But what do we know about wood other than it comes from trees? One of its greatest advantages as a building material has historically been that it is a natural resource, readily available. While the logging industry has recently been recognized as a contributing factor to carbon emissions, leading to the climate crisis, restoring old growth forests has helped to alleviate that factor to some degree. Used responsibly, wood is biodegradable and renewable, with the lowest carbon footprint of any comparable building material.

Other advantages to building with wood are that it is a strong material in relation to its weight. Wood is also a good insulator against cold with good thermal properties. It has excellent acoustic properties. And, it can be shaped into most any shape or size, as needed.

Tara Elenbaas, vice president of Elenbaas Hardwood, Inc., is an expert on wood as a building material. Elenbaas Hardwood, Inc., established in 1948, first opened its doors in Jenison, Michigan, when her grandfather, Earl Elenbaas, began making mouldings and mantels to sell. His two sons joined him in the business, and it grew from there, now with a second location in Kalamazoo and with a third generation of family at the helm and a fourth coming up behind them.

"We manufacture door stops, door and window casings, baseboards, crown mouldings, wainscoting, chair rails, MDF mouldings—that means medium density fiberboard—and a lot more," she listed. "And we sell to both builders and directly to homeowners."

Elenbaas Hardwood, Inc. sells hardwood, as their name suggests. They specialize in poplar, oak, maple, cherry, and walnut.

Wood is traditionally categorized as hardwood or softwood. What's the difference? Most hardwood trees are leaf-bearing, such as oak, maple, mahogany, cherry, walnut, and

teak, and softwood is usually cone-bearing, such as pine, hickory, beach, ash, birch, and cedar. Engineered wood is the product of a fabrication process that combines wood strands, fibers, veneers, and other forms of wood. Popular engineered wood includes plywood, particle board, and laminated timber.

Hardwoods tend to be heavier and denser, and so are used for the construction of ceilings, walls, and floors. Softwoods are often used to make doors, furniture, and window frames. Woods are then graded for quality and density and whether a piece contains knots, from first and second (FAS) grade, to different levels of select and common grading.

"That's why we have a reputation for superior quality products," Elenbaas said. "We use hardwood for all our products."

Another product found at Elenbaas Hardwood, Inc., are pre-hung wood doors—Jeld-Wen and Stallion brands. The doors come in a variety of woods, with options of beveled or obscure glass; straight panel, arched panel, or radius; classic,





modern, coastal, or farmhouse styles, at a wide range of price points to fit most any budget.

"We also sell plywoods," Elenbaas said. "My office here, in fact, is paneled with plywood."

Plywood comes in a selection of alder, red oak, hickory calico, hickory, white oak, birch, maple, cherry, walnut, knotty pine.

"We get a lot of interest in shiplap," Elenbaas smiled. "HGTV has had an effect on what customers want, and Chip and Joanna Gaines with their remodeling shows have made shiplap very popular."

Shiplap is a type of wooden board used commonly as exterior siding in the construction of residences, barns, sheds, and outbuildings, but the Gaines have made it popular also for interior use on the home improvement and design television network.

"The downside with customers who come in with ideas from HGTV—and I admit, I enjoy watching the channel, too—is that they sometimes expect unrealistic lead times. But most of what we sell here is well stocked at both of our locations. We have a driver who can drive between locations, too, if needed to pick something up."

All in all, Elenbaas said, the shortages that have hit so many construction companies during the pandemic have not been too hard on them.

"The pandemic made our business stronger," she said. "There are things that can be done even in the worst of times. And we also learned that it's ok to take a breather. Or how to do some of our work remotely. There are different ways to run a business, and we learned how to be flexible. We have 38 full- and part-time employees, and we have kept everyone employed."

That said, Elenbaas is glad to be gearing up again for growth in business as construction of new homes and renovations of existing homes picks up speed once again. Both are in need of the finishing touches their products bring to a home. She is planning to expand the Kalamazoo location.

"What makes us unique, different from the big box stores, is that we are a manufacturer," Elenbaas said. "Our customers don't have to pay the middleman—they get a better price and they get better quality. We have to do right by our customers."

After all, she has a family reputation to maintain—and it shows in each piece of elegantly shaped crown moulding, base board, and door stop.



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