

September 29, 2008

To Whom It May Concern-

Upon purchasing our home, it came with a rather plain and unappealing pool installed in the backyard. The house was built in 1962 and very little had been done with the pool, excepting a repair of the coping and a very poor repair of the tiling lining the coping and the brick around the edge of the pool. My wife and I had been considering redoing our backyard for some time, but were hesitant because we wanted to wait based on costs and also, while the pool barely functioned, it still worked after a fashion.

However, this year, in April, when we opened our pool, we realized that we could not longer put off some of the things that had been going wrong. This time, most of the tile had come off of the sides of the pool, the brick was cracked and half of it was falling into the pool, the concrete around the pool had slumped, cracked and was also falling into the pool, and large chunks of the coping had come off. I knew that this was going to be a serious issue. At this point, we knew that we either had to give up on the pool and fill it in, or we were going to have to redo the entire backyard.

One of my partners had built a new house a few years ago. Two years ago, he decided to have a pool put into the backyard of his new home. He contacted a person who purported to be the only pool installer in the Yakima area. My partner thought he gave a great presentation. He paid him a large retainer and the next day, the pool installer came and dug out the hole for the pool with an excavator. My partner was excited at the prospect that he was soon going to have a new pool for his children. Unfortunately, that was the last time that he saw the pool installer for two months. He finally had to resort to having our lawyer send him a threatening letter to get him to show up. After talking to my partner and to many other people who had had a pool installed in Yakima, I realized that there was probably no choice but to go with the guy that I knew would not do the job that we wanted. My partner, though, told me that he had had another person come in to take on the job of finishing the pool and all of the building, landscaping and other needs that he had. He said that not only was the man reasonable, but he was completely honest and was always there, communicating with him, showing him designs and working with the installers to make sure that he would have exactly the pool environment that his family desired. He told me that if he had it to do over again, he would NEVER go with the first pool company, but would have chosen Rugged Class Waterfalls from the beginning.

After obtaining Robin's number, I called him. He came to my house that night and we talked. This was the fifth time that we had met with someone about the pool and I was not completely hopeful that it would work out any better than the last times, either. However, immediately, Robin caught the vision of what we were looking for. He seemed to innately pick up on the things that were most important to my wife and I - our children and making certain that we had a place that would be welcoming, attractive and friendly to their friends. We try to maintain a fun, close family atmosphere in our home and we use the facilities of our home to make sure that our children want to be here and that their friends feel comfortable, happy and safe here as well. I did something that night that I have not done in the past. I had such a good feeling talking to Robin that I wrote him a check that night for the preliminary design on the pool. My hopes still were not high because the last person that we had tried to get a design from never finished and finally had to be let go after not lifting a finger for two months.

The next day, Robin was on the phone to me, asking if he could bring over the preliminary design for the pool and get some ideas as to what could be done so he could incorporate this into the final design. He showed up exactly at the appointed time and he brought his wife, Jenifer, so we could talk about numbers and goals for where we wanted to take the design. He brought up a 3-dimensional design on his laptop and showed us from various angles what the finished project could look like. I could not get over the beautiful design and the incredible use of the elements of fire and water to offset the different structural elements in the plan.

Throughout this process, Robin and Jenifer and their team have been on time, in touch and honest. We have had no surprises. We have been impressed with Robin's oversight of the project and the personal way in which he made the design come to life in our backyard. Since the project has been completed, we rarely have a night where there are not friends and family in our home. All of them, without fail, when they saw the backyard environment, have been awed by the design and amazed at how beautiful and welcoming our pool is now. The slide and diving board are a huge hit with kids of all ages, but our favorite element is probably the hot tub and the fire pit. With Robin's help, we chose some gorgeous jets that provide sheets of water coming from the back wall of the tub, which provide a nice contrast to the fire bowls that he installed on top of the pillars that flank the hot tub. The entire tub is done with natural stone with the back wall being shaped like a mountain range and offset with gorgeous blue mosaic tiles. The fire pit is a great place for our children and their friends to warm themselves after spending a long time in the pool. It also is so popular because of the steady supply of treats that can be combined with melted marshmallow and chocolate! I often walk into the backyard to find the children

and their friends centered either in the pool, the hot tub or around the fire pit. The entire backyard looks like it would fit naturally into a mountain meadow because of the natural materials and the care in the design.

Our children and friends and family are the central part of our lives, so it was very important to us that our backyard be a welcoming and friendly place. Robin and Jenifer accomplished all of this. They have become our friends. I have NEVER had an experience even close to this, with any other designer, contractor, or business. These people are truly unique in their field and I would wholeheartedly and unreservedly recommend them to my best friends and feel absolutely confident that they would do the same level of service for them as they did for us.

Sincerely,

Shane B. Smith, DDS, MS and Linda R. Smith