



JD Building

HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality



Jason Dalk is owner of JD Building.

JD Building provides a complete range of construction services for residential, commercial and government clients in Sonoma, Marin, and Napa Counties. As a design/build firm, the company has the training and equipment to handle every step of its customers' remodeling, addition and new construction projects, including foundation work, deck and fence building, tile and hardwood floor installation, and more.

Owner Jason Dalk credits much of JD Building's success to its ability to listen closely to its clients and provide them with exactly what they want. "Since we do all the designing ourselves, we have a better knowledge of what it will cost to complete projects on time and on budget," he explains. "We always give our clients plenty of options, too. That way, we can go back and forth to get the end result as close to their original vision as possible."

JD Building emphasizes consistent communication throughout every step of the construction process, from sending emails that detail work progress to providing onsite visits from Mr. Dalk himself. "We keep in touch with our clients in the ways that make them feel most comfortable," he says. "Whether it's through email, text, phone calls or in-person meetings, we keep them updated on everything we do."

COMPANY PHILOSOPHY

"Our goal is to provide results that improve each client's quality of life and give them the best possible value. We're here to serve our customers and make their lives better, and we accomplish that by showing up on time, staying within budget, and keeping our promises."

EXCERPTED SURVEY RESPONSES

"He's good at working with a budget, detail minded, and he has amazing craftsmanship."—Tamara W.

"They're very reliable. If they tell you they're going to be some place at a certain time, they are. They're very courteous on the job, and they're just all around professional people. I'm very satisfied."
—Jerry S.

For complete rating and research information on this company, go to: www.diamondcertified.org/report/jd-building



A recent outdoor construction project by JD Building

JD BUILDING
(707) 847-6985

Serving Sonoma, Marin and Napa Counties

www.jdbuilding.com
jason@jdbuilding.com
Jason Dalk, Owner

SERVICES

- Remodels & Additions
- Foundation Work & Framing
- Roofs, Stairs, Doors & Windows
- Decks, Fences & Retaining Walls
- Tile & Hardwood Floors
- Custom Bookshelves, Cabinets & Fireplace Mantels

HOURS

Office
Mon – Fri: 9am – 5pm

EMPLOYEES

5

DIAMOND CERTIFIED RATINGS DASHBOARD™

- Workers Comp Insurance ✓
- Liability Insurance ✓
- State License No. 913453 ✓
- Current Complaint File ✓
- Legal & Finance ✓
- Business Practices ✓

CUSTOMER LOYALTY

Based on 14 random customer surveys made since Nov. 2013 asking each customer: "Would you use this company again?"



CUSTOMER SATISFACTION

"Please rate your satisfaction with the quality received."



RATING STATUS

We declare this company Diamond Certified.
Certification No: 2077
Date: Nov. 8, 2013

Jim Stein
Jim Stein
Founder and Chief Executive Officer
American Ratings Corporation



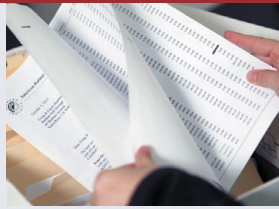
THE RIGOROUS CERTIFICATION PROCESS ASSURES YOUR SATISFACTION

American Ratings Corporation conducts stringent customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



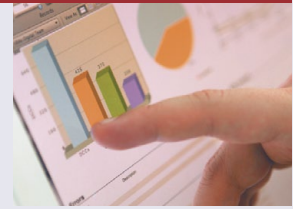
2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

To qualify, the company must score Highest in Quality, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid State-mandated credentials.



6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.

Only the highest rated pass.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

American Ratings Corporation *Defining Excellence*

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are totally committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance— one customer at a time.

Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at www.diamondcertified.org/guarantee.html.

American Ratings Corporation
(800) 738-1138

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