

READERS' FAVORITES 2018

EACH YEAR, R•HOME ASKS READERS TO SHARE THEIR FAVORITE STORES AND HOME-SERVICE PROVIDERS. HERE ARE THEIR TOP PICKS FOR ALL THINGS HOME.

INTERIOR DESIGNER OR DECORATOR WINNER

If you are stumped with where to begin, pick something you truly love: a family chair, a collection or a piece of art.

—Sara Hillery, owner of Sara Hillery Interior Design



By PAULA PETERS CHAMBERS, MERIDITH INGRAM, ALEXA NASH and DINA WEINSTEIN
Photos by ALEXIS COURTNEY Styling by LAUREN HEALY-FLORA

SHOPS

ANTIQUES

WEST END ANTIQUES MALL

Described by one customer as her “feel-good place,” West End Antiques Mall has nearly 300 vendors carrying an eclectic inventory of furnishings, fixtures and accessories featuring something for everyone. “We have customers that come several times a week because they’re afraid they are going to miss something,” says Judy Splawn, manager. Midcentury is still very popular, but Splawn says, “As soon as we sell a Midcentury piece, we turn around and sell something from the early 1900s. You just never know!”

2004 Staples Mill Road, 804-359-1600, westendantiquemall.com

2nd: *Sheppard Street Antiques*

3rd: *Gates Antiques Ltd.*

APPLIANCES

APPLIANCES ON LAKESIDE

Not only do they carry top brands, Appliances on Lakeside also purchased service provider Broughton Appliance in 2017.

“This has completed the picture for us and allows us to take care of the customer from beginning to end,” says owner Tammy Kelley. She also says that “color” is taking the appliance world by storm. “Black stainless is on fire nationwide, and it’s gorgeous!” 5418 Lakeside Ave., 804-266-7621, appliancesonlakeside.com

2nd: *Ferguson Bath, Kitchen & Lighting Gallery*

3rd: *Appliance Contract Sales*

ARCHITECTURAL SALVAGE

CARAVATI'S INC.

Owner Jimmy Kastelberg can attest that the DIY spirit is alive and well at Caravati's, as homeowners come to his family-owned business seeking salvaged doors, window hardware, lighting, shutters and more for their renovations and other home projects. “Right now, and even last year and the year before that, old reclaimed rough-sawn lumber has been really popular for accent walls, mantels, wrapping beams and dining tables,” he says. 104 E. Second St., 804-232-4175, caravatis.com

2nd: *Governor's Antiques and Architectural Materials*

3rd: *Lucky Junque*

ART GALLERY

CHASEN GALLERIES

At Chasen Galleries, you'll find an array of fine art, glass and sculpture from more artists than Gallery Director Jeff Timlin can count — and they receive new pieces all the time at their new Ellwood Avenue location. “Landscapes are our bestseller,” Timlin says. “People are looking for medium to large pieces to serve as a focal point, over a sofa or mantel. We have a lot of experience helping people find the perfect piece for those spaces.”

3101 Ellwood Ave., 804-204-1048, chasengalleries.com

2nd: *Quirk Gallery*

“WE HAVE CUSTOMERS
THAT COME SEVERAL
TIMES A WEEK BECAUSE
THEY'RE AFRAID
THEY ARE GOING TO
MISS SOMETHING.”

—JUDY SPLAWN,
manager of West End Antiques Mall

BARGAIN FINDS

CLASS AND TRASH THRIFT ANTIQUES

Not one but two locations make this operation a treasure seeker's dream.

“People still get excited about a piece of furniture that has great bones, refurbishing it and making it beautiful,” says Lisa Waldrop, who owns Class and Trash with her husband, Ken.

“[Repurposing] is a big push now. People don't want things going to the landfill; they want pieces to have a new life.” She says painted furniture and Midcentury pieces remain hot commodities. 1720 Altamont Ave., 804-716-5316; 11088 Washington Highway, 804-798-0567, classandtrash.com

2nd: *Diversity Thrift*

3rd: *Hope Thrift*

BED LINENS

WILLIAMS & SHERRILL INTERIORS

In Williams & Sherrill's newly transformed space, shoppers will find at least three — sometimes more — sumptuously appointed beds on display for inspiration, with many lines of in-stock or custom-order washable bedding at all price points. “We're seeing a very textured, monochromatic bed, but we're starting to see color introduced back,” says Jamie Coffey, creative director. Another bedding trend, Coffey says, is using two deluxe, oversized shams instead of three or more for a cleaner look. 2003 Huguenot Road, 804-320-1730, williamsandsherrill.com

CABINETS

CABINET CRAFTERS OF VIRGINIA

While their 6,000-square-foot showroom offers ideas aplenty, Cabinet Crafters of Virginia can build whatever customers imagine. “We're not limited to sizes, colors or styles of cabinets,” says Vice President Mike Magne. He also says they create more than kitchens; they also do bookcases, bathroom vanities, laundry rooms and more. Painted cabinetry, often in whites and grays, remains their most popular kitchen selection, and Magne says that Shaker-style cabinets won't likely go out of fashion any time soon. 8221 Midlothian Turnpike, 804-232-7397, cabinetcraftersofva.com

2nd: *Custom Kitchens Inc.*

3rd: *Prestige Custom Cabinets & Countertops*

CONSIGNMENT FURNITURE

REVIVAL CONSIGNMENT

Talented staff, contagious energy, and great consignors and customers “make being here every day feel more like a party than a job,” says Whitney O'Connor, owner of Revival Consignment. Furniture is always their biggest seller, and hand-knotted rugs and original art are trademarks. “Richmond has *great* taste, and shopping consignment is the best way to round out your space with some really interesting, high-style pieces. It's the only way, we believe, to achieve the sought-after ‘collected’ look.” 9750 Gayton Road, 804-750-2200, revivalconsignment.com

2nd: *Izzie's Consigning with Grace*

3rd: *Impulse LLC*

COUNTERTOPS

ARTISTIC STONE DESIGN

Established in 2000, Artistic Stone Design custom fabricates and installs countertops of granite, marble, quartz, soapstone and more. "We help people love being at home, plain and simple," says Billy Stephens, vice president. "We do this by educating and qualifying our customers so that expectations are met and/or exceeded, and by providing a quality product in a timely fashion."

11321 International Drive, 804-594-7069, artisticstonerichmond.com

2nd: **Classic Granite and Marble**

3rd: **Brazilian Best Granite**

FABRIC

U-FAB

It's not just the wide variety of choices in U-Fab's 17,000-square-foot retail showroom, but also the constant replenishing of inventory that makes it a favorite, according to owner Travis Hamilton. "We bring in fabric year-round and nonstop," he says. "There's always a new selection here, so people can always find something new." Their expanded Broad Street location also allows them to carry a wide range of home accessories and case goods. 7921 W. Broad St., 804-888-8322, u-fab.com

2nd: **Williams & Sherrill Interiors**

3rd: **Renew Home Furnishings**

FLOORING

COSTEN FLOORS

President Tripp Costen encourages customers to prioritize three key factors: price, style and durability. "You can usually get two out of three," he says. "If you could get everything, that would be the perfect floor!" Luckily, new flooring options such as luxury vinyl tiles and planks mean that homeowners can get a swank look without breaking the bank. "At entry level, you can save half the cost," he says. "Most people can't tell the difference." 9840 Mayland Drive, 804-527-2929; 13212 Hull Street Road, 804-419-7855, costenfloors.com

2nd: **Floor & Decor**

3rd: **Builder Décor**

GARDEN TOOLS AND SUPPLIES

STRANGE'S FLORIST AND GARDEN CENTER

Selecting tools and supplies is critical to the success of a gardening project, says Strange's Meg Gouldin, human resources assistant, adding that staff members are happy to help customers find just what they need. With a wide selection of products, Strange's can provide what's needed for the beginner, expert or niche gardener. "Our team knows what works best," Gouldin says, "because we use the tools we sell on a daily basis in the propagation and care of our own plants." 12111 W. Broad St., 804-360-2800; 3313 Mechanicsville Turnpike, 804-321-2200, stranges.com

2nd: **Great Big Greenhouse**

3rd: **Sneed's Nursery**

"WE DEVOTE A LOT OF TIME AND EFFORT TO MAKING SURE WE HAVE THE BEST SELECTION."

—WALTER FROH,
marketing manager
of Shades of Light

HOME ACCESSORIES

TINKER'S

Owner Tony Coleman credits his wife, Sharon, for her diligence and creativity in finding the right pieces to feature in their retail shop. "She goes to the markets; she works with Virginia craftspeople; she follows up on what she wants to carry," he says. The décor found at Tinker's is anything but run of the mill, he adds. "The most unusual items you're going to find," he says, "you're going to find at Tinker's." 2409 Westwood Ave., 804-359-1843, tinkerandcompany.com

2nd: **Twig**

3rd: **Renew Home Furnishings**

LIGHTING FIXTURES

SHADES OF LIGHT

A staple for more than 30 years, Shades of Light prides itself on its eclectic mix of offerings. Walter Froh, marketing manager, credits the store's buyers for keeping inventory fresh and working with customers to help them express their personal style. "We devote a lot of time and effort to making sure we have the best selection," Froh says. "Stop by the store and just look at all the new merchandise coming in; seeing is believing." 4924 W. Broad St., 804-288-6515, shadesoflight.com

2nd: **Ferguson Bath, Kitchen and Lighting Gallery**

3rd: **Tinker's**

MIDCENTURY FURNITURE DEALERS

EVICION

Owner Derrick McElhaney says he relies on "lots of driving" for his finds, but it's worth it, given the flexibility and usefulness of so many pieces. "Midcentury design is a timeless look with the quality of yesteryear," he says, noting that the architectural background of many Midcentury designers resulted in furniture strong in both form and function. But practicality isn't everything. "I hope customers will find a unique piece that will add a fun, eccentric touch to their home," he says. 2943 W. Marshall St., 540-845-9099, facebook.com/eviction-165136898744654

2nd: **Verve Home Furnishings**

3rd: **Killer Junk Studios**

MODERN FURNITURE

LADIFF

President and co-owner Sarah Paxton says La Diff is always fresh thanks to staff suggestions and regular customers who inspire purchases. New materials — such as marble lookalikes and durable Crypton fabrics — help families find pieces that can go the distance. Empty nesters who downsize need smaller-scale furniture, which has become a "major focus" for the retailer. "The way our customers live and the way homes are designed and built also changes our selection," she says. 125 S. 14th St., 804-648-6210, ladiff.com

2nd: **Ruth & Ollie**

3rd: **Virginia Wayside Furniture**

**ARCHITECTURAL
SALVAGE WINNER**

There is nothing quite like the craftsmanship and quality of salvaged architectural elements. We recommend looking for a carpenter who has an expertise and love of old house parts to do the installation. It will make a difference!

—Jimmy Kastelberg,
owner of Caravati's Inc.,
with his son, Ben



BEDDING WINNER

Create a bed that is individualized. Mix and match bedding and add texture to a monochromatic scheme. Do whites and off whites on the bed to drum up interest. Make it yours.

—Brooke Chappell, designer, Williams & Sherrill

WALLPAPER WINNER

Go big with pattern in a small space!

—Annette Harriman, head of wallpaper, Williams & Sherrill



OUTDOOR FURNITURE

SUMMER CLASSICS

Summer Classics sees outdoor spaces as a natural extension of the home itself. "Our customers want their outdoor rooms to be as comfortable and inviting as their indoor rooms," says Andy Yowell, Richmond store manager. Premium materials, including Sunbrella fabric for cushions, are designed to deliver longevity regardless of weather. "A full staff of design consultants listens to what our customers want and need in their spaces, and helps them create their dream outdoor room," Yowell adds. 7905 W. Broad St., 804-935-3075, summerclassics.com/sc-stores/richmond

2nd: JoPa Co.

3rd: Outdoor Dreams

PAINT & PAINTING SUPPLIES

SPECTRUM PAINT

Formerly Virginia Paint, Spectrum continues to offer the Benjamin Moore product line but also has PPG Pittsburgh Paints, in-house brands SPEC-PRO and SPEC-ONE, and a wide range of lacquers, stains and specialty coatings. "We strive to offer the flexibility and response time of a small company, yet offer customers a broad selection of products," says Gentry Stafford, vice president of marketing. 4307 W. Broad St., 804-359-5088; 11201 Midlothian Turnpike, 804-794-3334; 10801 W. Broad St., 804-747-7210; 13932 Hull St., 804-739-7777, spectrumpaint.com

2nd: Palette Paint and Home

PLANTS

STRANGE'S FLORIST AND GARDEN CENTER

"Coaching is at the heart of what we do," says Meg Gouldin, human resources assistant. Learning comes from staffers — who experiment with plants in their own gardens and homes — as well as workshops and classes, which will increase in 2018. Also on tap: a more interactive landscape where customers can see the growing techniques and coloring of certain plants before they make a purchase. 12111 W. Broad St., 804-360-2800; 3313 Mechanicsville Turnpike, 804-321-2200, stranges.com

2nd: Great Big Greenhouse

3rd: Sneed's Nursery

RUGS

CAPEL RUGS

"A rug is more than a floor cover; it brings a room to life." So says Marie Hayden, Capel's area manager, who recommends that homeowners select a floor covering to "pull your space together" by complementing existing furniture and personal style while adding warmth, texture and color. With their vast selection of rugs, Capel also offers design assistance, and customers can even try a rug at home before making a final decision. 3995 Deep Rock Road, 804-290-8800, capelrugshome.com

2nd: Green Front Furniture

3rd: Kambourian Rugs

**"OUR CUSTOMERS
WANT THEIR OUTDOOR
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—ANDY YOWELL,
Richmond store manager
of Summer Classics

TILE

MORRIS TILE DISTRIBUTORS

Tile selection matters, says Morris Tile President Whit Morris. "A quality tile presents a longevity to the function, maintenance and aesthetic of any installation," he says, adding that the "long-tenured" staff at Morris excels at helping customers get just the look they want. Homeowners can also use tile for a variety of projects, not just kitchens and baths. Morris says fun projects he's seen have included walk-in dog showers and a wet bar in a horse barn. 2280 Dabney Road, 804-353-4427, morristile.net

2nd: Mosaic Home Interiors

3rd: Floor & Decor

TRADITIONAL FURNITURE

VIRGINIA WAYSIDE FURNITURE

Known for its classic lines, Virginia Wayside continues to meet customers' needs by offering more casual and transitional pieces that work with open floor plans. Vice President Robin Childress adds that the company still highlights American-made products, seeking workmanship over name recognition. "We feel very strongly about supporting our domestic manufacturers," she says. "Some are not necessarily national names, but they are able to put more quality into their products, which is important to us and our customers." 10500 Patterson Ave., 804-740-3124, vawayside.net

2nd: (tie) Ethan Allen; Tinker's

3rd: (tie) Bassett Home Furnishings;
Green Front Furniture; Williams & Sherrill

WALLPAPER

WILLIAMS & SHERRILL

When it comes to bold decorating choices, Annette Harriman, a Williams & Sherrill designer and manager, points to the ceiling — "It really is the fifth wall to a room" — where homeowners can add personality or surprise. Another bold move is covering one wall in a dramatic stripe or even a mural. "Murals used to be unattainable, but the printing processes are so great now, the murals look hand-painted but are amazingly affordable," she says. 2003 Huguenot Road, 804-320-1730, williamsandsherrill.com

2nd: Lindsay Cowles LLC

WINDOWS & DOORS

SEIWEERS LUMBER & MILLWORK

With a history dating to the late 19th century, Siewers is well known for its ability to deliver. While the company carries national product lines, Richie Siewers, executive vice president, notes that most windows and doors are custom-made here in Richmond, with just a three- to four-week production time. "They are so important to the design of the home because they are the primary source of natural light," he says. "Today's insulated glass provides homeowners the comfort they desire." 1901 Ellen Road, 804-358-2103, siewers.com

2nd: Window Depot USA of Richmond

3rd: Richmond Window

SERVICES

AIR CONDITIONING & HEATING CONTRACTOR

JAMES RIVER AIR CONDITIONING CO.

Founded more than 50 years ago, this family-owned business strives to find solutions that are appropriate no matter what the situation. "Our goal in a perfect sense is that our systems cannot be seen or heard," says Hugh Joyce, president. Regular maintenance — which can extend a system's life by as much as 50 percent — makes good sense for everyone involved. "That makes the homeowners' lives happier, and that makes good business sense," he says. 1905 Westmoreland St., 804-358-9333, jamesriverair.com

2nd: AirPro Mechanical of Virginia
3rd: Mid Atlantic Mechanical & Repair

APPLIANCE REPAIR

APPLIANCES ON LAKESIDE

When Appliances on Lakeside purchased Broughton Appliance Service in 2017, the company added 100-plus years of service: the combined years of experience held by the four technicians who came on board. "We feel like we can cover most any problem that comes up for a customer," says owner Tammy Kelley. While repairs might not be unavoidable, Kelley says, regular cleaning is wise, "since it can reveal a small problem before it becomes a big problem." 5418 Lakeside Ave., 804-266-7621, appliancesonlakeside.com

2nd: (tie) Residential Appliance Specialist; RVA Repairs
3rd: Mr. Appliance of Richmond

ARCHITECT

MARK SPANGLER ARCHITECTURE

With a commitment to clients' preferences, lifestyle, vision and — most critically — budget, Spangler's attention to detail is his focus. "I personally create the construction drawings, which gives me the opportunity to make modifications," he says. With a B.F.A. in interior design, Spangler can merge the two disciplines into "seamless design solutions," presenting clients with potential concepts from multiple perspectives. "I always want to deliver more than I'm asked for," he says. 1805 Highpoint Ave., 804-432-4739, spanglerarchitecture.com

2nd: Johannes Design Group
3rd: 3north

BASEMENT WATERPROOFING

JES FOUNDATION REPAIR

In business for 25 years, JES has a team of certified professional engineers who find solutions. "The goal is to permanently fix the problem," says Eric Lackey, public relations director, noting that some products actually come with transferrable lifetime warranties. Taking advantage of significant improvements in product design and efficiency, JES technicians offer free inspections and estimates so customers can protect their investment in their house because, as Lackey notes, "Foundation problems don't fix themselves." 2410 Southland Drive, 866-370-4816, jeswork.com

2nd: B-Dry
3rd: Bone-Dry Waterproofing and Foundation Repair

CARPENTER

N. CHASEN & SON

Shane McCartney, commercial project manager, says the company's services are essential for homeowners looking to enhance a room's elegance for comfort or resale, by adding or replacing trim and repairing everything from doors to windows, shelves to siding. "We assist our customers with sample procurement and mock-ups in advance to help them make the best decision to suit their desired style," he adds. 2924 W. Marshall St., 804-353-4563, nchasen.com

2nd: Jacob's Ladder Inc.
3rd: Jeff Davis Renovations

PAINT AND PAINTING SUPPLIES WINNER

Always test colors on the wall before you buy.

—Beverly Hodges,
inside sales associate,
Spectrum Paint



CARPET & RUG CLEANER

HADEED-MERCER RUG CLEANING

As a locally owned business for 75 years, Mercer Rug Cleaning was acquired in 2011 by another family-owned business, Hadeed Carpet, founded in Alexandria in 1955. The Richmond location continues the tradition of providing a full range of rug-cleaning services, including hand-washing, repair and restoration. Better yet, the company's pickup and delivery service means customers don't have to wrestle their rugs out their front door. *3116 W. Moore St., 804-358-3811, mercerrugcleaning.com*

2nd: Chem-Dry of Richmond

3rd: Christian-Lorraine Oriental Rugs

CHIMNEY SWEEP OR REPAIR

COUGOT'S CHIMNEY SERVICE

Keeping chimneys, vents and fireplaces clean is a pivotal part of home ownership, and this service stands out by taking a friendly, neighborly approach. They boast an A+ Better Business Bureau rating and are certified by the Chimney Safety Institute of America. "We try to go out every day and do the best thing we can for our great customers," owner Dan Fitzpatrick says. *6507 Old Warwick Road, 804-798-0855, cougotschimneyservice.com*

2nd: Neat Sweep

3rd: (tie) Chimney Saver Solutions; Santa's Chimney Services

CUSTOM FURNITURE MAKER

OWEN SUTER'S FINE FURNITURE

From a small bedside table to an entire bedroom set to a library, bringing an entirely unique furniture idea to life is more than possible from this local fine furniture designer. "We make it right here in town and give you a real quality piece," says Owen Suter, president. *4408 W. Broad St., 804-359-9569, owensuters.com*

2nd: Governor's Antiques & Architectural Materials

3rd: (tie) Renew Home Furnishings; Harrison Higgins Inc.

CLOSET INSTALLER

CLOSET FACTORY

Gain back control of clutter with the locally owned franchise that's been around since 1999. Owners Teresa and Bryan Mueller and their team of designers are committed to helping customers create and build a custom design that fits their everyday needs. "We're able to meet our customers' needs from the basic closet to a custom cabinet," says Bryan Mueller. *10520 Lakeridge Parkway, Ashland, 804-559-0001, closetfactory.com*

2nd: Inspired Closets

3rd: Closets of Virginia

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TEAM CAN DO."**

—RICK HOLTZ,
president of H.J. Holtz & Son

COUNTERTOP INSTALLER

ARTISTIC STONE DESIGN

"We follow the golden rule of treating people the way we want to be treated," says owner Jon Rathke. When a customer comes in to the showroom with a vision, the company works through each step, from consultation to installation. They can also help answer questions regarding countertop care and maintenance. "Our goal is to help people love being at home, and we truly mean that." *11321 International Drive, 804-594-7069, artisticstonerichmond.com*

2nd: Classic Granite & Marble

3rd: Brazilian Best Granite

DECK BUILDER

HOMELINK

Creating a backyard oasis is achievable after one phone call to this Class A contractor. Focusing on communication, they are attentive to the process from beginning to end and beyond. "Creating sanctuaries for dining, lounging and unwinding is what we love to do," says Bill Maslink, president. *14241 Midlothian Turnpike, Ste. 134, 804-378-3580, homelinkamerica.com*

2nd: Add a Deck

3rd: Outdoor Dreams

DECORATIVE PAINTER

H.J. HOLTZ & SON

Sit down with an award-winning decorative artist in H.J. Holtz's design room for a consultation to bring a custom, intricate vision for a room to life. They match artists with interior and exterior painting crews to get the job done, a process perfected over 80 years of service. "Our painting and wallpapering crews are better at their jobs because they're exposed to the innovative things that our decorative team can do," Rick Holtz, president, says. *3106 W. Moore St. 804-358-4109, hjholtzandson.com*

2nd: Art to Di For

3rd: Barden's Decorating

DRIVEWAY REPAIR

TIE: R. WILLIAMS PAVING AND SEALING; RIVER CITY WRAP

Family-owned and -operated by Dana and Richard Williams and their son, R. Williams Paving and Sealing has seen every kind of crack, and they use earth-friendly products to repair them. "We all drive the trucks, we all operate the equipment," says Dana Williams. River City Wrap specializes in exposed aggregate restoration, asphalt, concrete, and in-house formulations of epoxies, coatings and repair products. They created a one-of-a-kind asphalt sealant derived from soy instead of crude oil, says owner Brandon Shiver. **R. Williams:** *2436 Bridgewater Drive, 804-784-7283, rwilliams pavingandsealing.com; River City Wrap:* *2912 Mill Manor Drive, 855-949-9727, rivercitywrap.com*

2nd: (tie) All Star Paving; Pro-Seal Services; Seal This; Wells Paving & Seal Coating

ELECTRICIAN

DAVIS & GREEN ELECTRICAL

A Richmond-based company since 1985 and accredited by the Better Business Bureau, Davis & Green Electrical prides itself on complete dedication to customer satisfaction. Owner and CEO Lynn Green heads the licensed, Class A electrical contractor business. "We value and appreciate every customer, no matter if it's a one-hour service call, a multiweek project or a large-scale industrial job," Green says. "Our customers feel valued and taken care of, and so do our employees." *132 Brandon Road, 804-655-4998, dgelectrical.com*

2nd: SmartWire 360

3rd: Lowman Electrical Contractor

EMBROIDERY SHOP

RICH'S STITCHES

Identical twins Chris and Cecilia Rich have been embroidering for Richmond for 30 years, and they've grown their business through word-of-mouth and building relationships instead of one-and-done projects. Their pooch, Brodie, meets customers at the door, continuing the tradition of having a furry friend in the shop. "We've been treating people like family, since we are family, and you get a really great quality product," Chris Rich says. "We really enjoy what we do." *4013 MacArthur Ave., 804-262-3477, richsstitches.com*

2nd: It's Letter Perfect

3rd: Atlantic Embroidery Works

ESTATE SPECIALISTS

GATES ESTATES

This estate-sales company offers traditional, on-site tag sales or digital auctions for almost any situation, from residential to business settings. "This has been a really wonderful service for folks who may find themselves up against the wire," says owner Tim Gates. "We helped several folks this year, leaving the entire property broom-clean, just in time for closing later that week, or in three instances this year, the very next day." *804-347-0453, gatesestatesllc.com*

2nd: Circa Estate Sales

3rd: (tie) RVA Estate Sales;
Fini Estate Sales



FENCE BUILDER

MINOR'S FENCES

Building customized fencing for about 30 years, Minor's Fences specializes in custom-built residential wood, PVC and ornamental aluminum fencing. From residential to commercial projects, the team will decide what type of fencing will fit the job and respect their customers' needs. "We act like we're working at our own house every day," Minor Hairfield, president, says. "We treat people with respect and give them the job that they deserve." *12152 Washington Highway, 804-752-0096, minorsfences.com*

2nd: Hurricane Fence Co.

3rd: Hercules Fence of Richmond, Va.

FLOORING INSTALLER

HOMELINK

Giving a room a modern facelift can be as simple as replacing worn-down floors and outdated tile. Functional and stylish floors are this contractor's specialty, with plenty of looks from which to choose. The staff leads customers to what will fit their home and lifestyle, making sure the process is quick and easy. "Nothing refreshes and updates a home like new flooring," says Bill Maslink, president. *14241 Midlothian Turnpike, Ste. 134, 804-378-3580, homelinkamerica.com*

2nd: Costen Floors

3rd: Builder Décor

FLOORING REFINISHER

COSTEN FLOORS

The family-run flooring company has been around for 70 years, which gives them the know-how to complete a refinishing project. Their craftsmen and employees, along with a strong sense of pride, set them apart. They have done projects all around the state and the East Coast, led by third-generation finishers. "We do all different kinds of floor covering; basically, anything you can walk on," says Tripp Costen, president. "A happy customer is a measure of success." 9840 Mayland Drive, 804-527-2929, costenfloors.com

2nd: *Builder Décor*

3rd: (tie) *Harrison Woodworks; Mike Myers Floor Co.; Old Dominion Floor Co.; SandFree of Richmond*

FRAMER

FRAME OF MIND

Odd-sized framing projects are no match for this custom framing shop on Grove Avenue. The goal is to keep projects affordable and easy; no signatures required, and owner Inge Labuschagne discusses the needs of each customer herself. "We will work with you if you don't have the budget," she says. "I'm always here; I'm not just some person running the store, you can look me in the eye." 4818 Grove Ave., 804-359-0060, frameofmindrichmond.com

2nd: *Rick's Custom Frame + Gallery*

3rd: *Fralin Art & Frame*

FURNITURE REPAIR AND/OR REFINISHING

TINKER'S

Bringing old furniture back to life through a variety of services has been this company's mainstay for 30 years. A majority of the projects they take on are after fires or floods. "We extend our work an extra mile to give people the comfort they need after a disaster," says Tony Coleman, president. Some restoration projects come at a cost to the company, but Coleman says the customer is more important than the bottom line. "We try to give something back to society every day." 2409 Westwood Ave., 804-359-1843, tinkerandcompany.com

2nd: *Renew Home Furnishings*

3rd: *Governor's Antiques and Architectural Materials*

GENERAL CONTRACTOR

HOMELINK

"We don't impose our style and likes," says Bill Maslink, owner. "But you will work with people who will go to showrooms and give assistance — from paint colors to countertops — when you need it." Dedicated project managers are focused on remodeling projects to update bathrooms, kitchens, third floors or decks. Staffers work with clients' ideas based on conversations or pictures from magazines. Communication and speedy reliability are points of pride. 4241 Midlothian Turnpike, Suite 134, 804-378-3580, homelinkamerica.com

2nd: *Mark Franko Custom Building*

3rd: *Central VA Construction Inc.*

**"WE EXTEND OUR
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NEED AFTER
A DISASTER."**

—TONY COLEMAN,
president of Tinker's

GLASS PROJECTS (REPLACEMENT AND MIRRORS)

ACE GLASS

"We pride ourselves on being fast," says President Justin Reed of this family-owned and -operated business. He says that because they stock a lot of their glass, they're able to provide speedy service — many times, same-day service. Around the home, they have the ability to install a range of windows, doors and mirrors — including shower doors, storm glass replacements and beveled mirrors. They can also perform repairs or custom installations. 11525 Midlothian Turnpike, No. 105, 804-379-3368, aceglassva.com

2nd: *Binswanger Glass*

3rd: *Budget Glass Co.*

GUTTER CLEANING

WINDOW GENIE OF RICHMOND

"We're neat," says Peter Breil, owner. "We bag everything and take it with us and dispose of everything. That is routine." Staff perform routine flushing of downspouts, attend to clogged or covered gutters and can deal with related problems like rotten wood or cracked foundations. Other services include window cleaning, power washing and solar film installation to shield from UV rays that can damage furniture. 1726 Altamont Ave., Suite C, 804-389-4002, westend.windowgenie.com

2nd: *Mind in the Gutter*

3rd: *Homelink*

HANDYMAN

TIE: HANDYMAN MATTERS; MR. HANDYMAN OF RICHMOND

Handyman Matters owner Michele Dean says they think of themselves as problem solvers. "My staff can do services like carpentry, drywall and flooring. So we try to send the best employees for the problem you have." **Mr. Handyman of Richmond** specializes in small- to medium-sized jobs completed by skilled, experienced workmen employed by the company, allowing for same-day service. Owner Gina Chapman says, "We have a client concierge to make sure everything runs smoothly." **Handyman Matters:** 7499 Whitepine Road, 804-414-0512, handymanmatters.com; **Mr. Handyman of Richmond:** 4196-B Innslake Drive, 804-270-7272, mrhandyman.com/richmond/

HARDSCAPE DESIGNER & INSTALLER

OUTDOOR DREAMS

This outdoor design-build firm prides itself on providing service that is organized and enjoyable, abiding by the strictest build practices. "We emphasize the design and working with the client," says Greg Koehler, owner and lead designer. "We have a unique design process that revolves around a feedback loop." 3126 W. Cary St., No. 444, 804-592-1305, outdoordreamsva.com

2nd: *Commonwealth Curb Appeal*

3rd: *Mike's Landscaping & Design*

HOME BUILDER

BEL ARBOR BUILDERS

The custom residential construction company's architect, builder and interior designer team creates homes from concept to completion. "We take a design-build approach," says owner Joe Hill. "We have never built the same house twice. So every customer gets a unique product." The firm, which is small enough to adapt to clients' personal style — European romantic, Mediterranean, urban farmhouse or contemporary — equips homes with valuable energy efficiency. *9842 Lori Road, No. 201, Chesterfield, 804-751-9050, belarborbuilders.com*

*2nd: Eagle Construction of Va.
3rd: Biringer Builders*

HOME MEDIA SALES & INSTALLATION

INARAY DESIGN GROUP

The custom lighting and media installation team at Inaray considers how people interact with light, sound and technology in the home. "What people want is the experience that technology offers," says owner Todd Peace. "We're a design-first company, then we choose the things you need to interact with. We look for products that make the home delightful. We spend a lot of forethought on how it will look and how it will integrate with the home." *201 W. 7th St., 804-745-6496, inaray.com*

*2nd: Livewire
3rd: (tie) AudioTech; Sound & Image Design; Structured Cable of Va.*

HOME ORGANIZER

MINIMA

Minima helps clients reduce clutter and get organized, but also to create spaces. "My previous career as an architect gives me the expertise to create spaces that are both functional and beautiful," says owner Kristen Ziegler. The process is nonjudgmental. "We start by creating a custom plan, then offer hands-on organizing sessions. Our team approach, with up to four organizers, allows clients to see faster results." *2604 Parkwood Ave., 804-482-1554, minimaonline.com*

*2nd: Compass Home Solutions
3rd: Home Reimagined RVA*

HOUSECLEANING SERVICE

HOMELINK

"Customers will experience consistent service offered on the same day of the week and with the same team," says owner Bill Maslink, who acknowledges we're all creatures of habit. "We pride ourselves on the detailed approach to cleaning, including behind the toilets and dusting, to make our customers happy." Weekly or bi-weekly appointments to scrub specific areas or a general top-to-bottom sweep are completed by dependable cleaning staff using clear communication. *4241 Midlothian Turnpike, Suite 134, 804-378-3580, homelinkamerica.com*

*2nd: The Maids
3rd: Molly Maid*

**"WE HAVE NEVER
BUILT THE SAME
HOUSE TWICE. SO
EVERY CUSTOMER
GETS A UNIQUE
PRODUCT."**

—JOE HILL,
owner of Bel Arbor Builders

INTERIOR DESIGNER OR DECORATOR

SARA HILLERY INTERIOR DESIGN

Her tagline "Southern Style, Modern Sophistication" reflects Sara Hillery's childhood marked by traditional furnishings and interior spaces. "I try to take the interiors, the memories and the traditions, and update them for modern luxury," Hillery says. "I take that idea to meld together a more modern idea that simplifies your life." Her firm aims to shape a space not just by making it look pretty, but also by creating something that functions better. *511 Sleepy Hollow Road, 804-332-5511, sarahillery.com*

*2nd: Melissa Mathe Interior Design
3rd: Stephanie Casey Interior Design*

LAMP/FIXTURE REPAIR

SHADES OF LIGHT

This longtime business focuses on lighting, rugs and accent furniture. "What sets our business apart is that our staff are talented artisans," says Walter Froh, merchandise and marketing manager. "They've worked at restoring lights to the most prestigious hotels, including servicing huge chandeliers. Everyone is very passionate about lighting. They are happy to see beloved fixtures come back into service." Customers will experience quality workmanship delivered in a timely manner. *4924 W. Broad St., 804-288-6515, shadesoflight.com/pages/richmond-lighting-store*

*2nd: Governor's Antiques & Architectural Materials
3rd: Paul's Place*

LANDSCAPE DESIGNER

CARTWRIGHT LANDSCAPING

"We do maintenance, irrigation, design and installation," says owner Jeff Cartwright. "We are a full-service company so that clients can put their full trust in us. We take care in the initial consultation, maintenance and follow up." Collaborative landscape design can include trips to a plant nursery, bringing plants out to stage a design, and viewing previous jobs. Cartwright also educates clients about how their plants will look throughout the year. *4 Gaymont Road, 804-381-8204, cartwrightlandscaping.com*

*2nd: Outdoor Dreams
3rd: Mike's Landscape & Design*

LANDSCAPE MAINTENANCE SERVICE

CARTWRIGHT LANDSCAPING

The detailed lawn-care service offered by Cartwright Landscaping includes weeding, mulching and varying mower heights depending on the season. "We're not a trim, mow and blow and get out of there," says owner Jeff Cartwright. "We tell clients, if something is not as you want it, let us know." Trust, Cartwright knows, is essential to homeowners hiring the firm again and again. *4 Gaymont Road, 804-381-8204, cartwrightlandscaping.com*

*2nd: BWS Landscaping
3rd: Mike's Landscape & Design*



Flooring, Flooring
Refinisher,
Flooring Installer



Flooring, Flooring
Refinisher,
Flooring Installer



Flooring, Flooring
Refinisher, Flooring
Installer



Flooring, Flooring
Refinisher, Flooring
Installer



Flooring, Flooring
Refinisher, Flooring
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MASONRY

OUTDOOR DREAMS

"We are an outdoor design and build firm that specializes in outdoor and landscape remodeling projects," says owner Greg Koehler. A feasibility study informs clients of proper build practices and what it would take to correctly construct masonry projects including patios, retaining walls, pavers and stone. An estimate keeps clients aware of the potential costs. Customer and company embark on a collaborative design process with a dedicated management team providing weekly progress reports. 3126 W. Cary St., No. 444, 804-592-1305, outdoordreamsva.com

2nd: BWS Landscaping

MOVER

MOXIE MOVERS

A small, in-town company, Moxie Movers has a few trucks and about 20 movers known for muscles and manners who are also students, musicians or jugglers. "When you work with movers who are polite and engaged, it's different," says owner Jesse Whitacre, who approaches moving with a customer service angle of supporting people who have a dream or goal but need support. "We have a lot of personal attention to specific needs on such a chaotic day. Can-do is one of our values." 804-928-1111, moxiemovers.com

2nd: My Guys Moving & Storage

3rd: Hilldrup Moving & Storage

OUTDOOR LIGHTING

INARAY DESIGN GROUP

Outdoor lighting constructed by Inaray Design Group aims to transform spaces like dark driveways and home exteriors into warm, illuminated environments. "We look to create scenes that are continuous and inviting," says owner Todd Peace. "We go for arrival scenes, and that scene can continue on the inside." They can also install lights that have the potential to respond to automatic movements. Lifestyle programming responds to routines and rhythms of a household and the seasons. 201 W. Seventh St., 804-745-6496, inaray.com

2nd: Outdoor Dreams

3rd: Mike's Landscape Design

PAINTER

H.J. HOLTZ & SON

"We work in people's homes who want a higher-level look," says owner Rick Holtz. "We work with a lot of designers and homeowners who are particular with what they want." Fifty percent of their work is interior painting. With older buildings, Holtz is sensitive to lead issues, with all painters going through lead paint training. On exteriors, a staff carpenter makes sure that the structure is stable. Holtz has name-brand recognition thanks to the company's 80-year-old longevity. 3106 W. Moore St., 804-358-4109, hjholtzandson.com

2nd: Homelink

3rd: N. Chasen & Son

PEST CONTROL SERVICE

LOYAL TERMITE & PEST CONTROL

Staffers at the full-service pest control company also conduct real estate inspections and bedbug services. Marketing Director Glen Eastman says the workers' upper-level certification ensures an especially efficient, quick, respectful and friendly staff. "Pest control is important for health, the environment and your home's property value," Eastman says. Services fight termites and common household pests, and seasonal mosquito control is also offered. 2610 E. Parham Road, 804-737-7777, loyalpest.com

2nd: (tie) Dodson Bros.; Orkin

3rd: Southern Pest Control

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Select a frame that
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the décor of the room.

—Inge Labuschagne,
owner of Frame of Mind



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PLUMBER

R.J. TILLEY PLUMBING & HEATING

The highly trained staff is experienced in addressing crucial plumbing issues, whether it's clearing clogged drains or conducting high-tech optical sewer inspections using video. "The big thing [staff members] try to do is put ourselves in customers' shoes," says owner Steven Kern. "Customers will experience quick, friendly service. Most of our guys are family type of people. And they leave just as clean a house as when they got there." *11058 Washington Highway, No. 1, 804-355-7110, rjtilley.com*

*2nd: Carroll Plumbing & Heating
3rd: Herman W. Allen Plumbing*

REAL ESTATE AGENT

CABELL CHILDRESS GROUP

Crediting his positive reputation and business success to his team's outstanding service to home buyers, sellers and investors in the Richmond metropolitan area, Cabell Childress says, "I surround myself with exceptional people who provide a high level of service to exceed our clients' expectations. We're more available, extremely responsive and hard working. Our clients will experience our attention to detail, over-communication and top-notch negotiation skills." *11225 Nuckols Road, 804-346-4411, cabellchildress.com*

*2nd: Alexis Thompson — River Fox Realty
3rd: Kevin Currie Group*

ROOFER

HARDESTY ROOFING

"We have an excellent, large staff," says Sam Hardesty, president of Hardesty Roofing, which builds, repairs and performs maintenance on roofs. "They treat every roof as if it is their own. We all put in hard work and long hours." After hailstorms damaged area roofs, Hardesty's licensed and insured Class A contractors responded, putting in a lot of extra hours addressing customers' issues. When re-roofing, workers remove and dispose of the old materials, guaranteeing cleanup. *14430 Sommerville Court, Midlothian, 804-378-9163, hardestyroofing.com*

*2nd: Jacob's Ladder
3rd: Nathan's Roofing*

SPA/HOT TUB SALES AND SERVICE

PLA-MOR POOLS

This multigenerational family business carries Bullfrog and Dream Maker Spa brand hot tubs with advanced technology for a soothing aquatic experience. Their work is trusted by residential customers and professional football teams like the Washington Redskins. "We specialize in educating customers," says owner Jennifer Clements. "That makes the experience with the purchase more enjoyable." Their close-knit and knowledgeable year-round staff has been recognized in their industry as retailer of the year. *7225 Bell Creek Road, No. 238, Mechanicsville, 804-746-5555, plamorpools.com*

SWIMMING POOL INSTALLER

PLA-MOR POOLS

"We aggressively train our staff so they are very knowledgeable about the products," says Jennifer Clements, owner of Pla-Mor Pools, which focuses on installing above-ground pools and renovating in-ground pools. "Our friendly staff gives honest answers and tells customers the pros and cons so they can make an informed decision. It's not just about making a sale, but about the customer being happy with what they purchased." *7225 Bell Creek Road, No. 238, Mechanicsville, 804-746-5555, plamorpools.com*

*2nd: JoPa Co.
3rd: Douglas Aquatics*

TREE CARE

TRUETIMBER ARBORISTS

With Truetimber, certified arborists perform tree care, management and removal. "We consider ourselves stewards of the urban forest," says owner Scott Turner. Tree care can be serious business, especially after a storm, when, Turner says, many people become afraid of damaged trees on and off their property. His approach to customer relations is treating clients like neighbors. Tree creations for the young include tree swings and tree houses. *3008 W. Clay St., 804-218-8733, truetimber.net*

*2nd: Arborscapes
3rd: (tie) Arborgast Tree and Stump;
Woodchuckers Tree Service*

UPHOLSTERY SERVICES

U-FAB

"We are a one-stop shop for anything that revolves around fabric and upholstery," says owner Travis Hamilton. "We do all upholstery in-house. We offer service no one else can replicate." U-Fab also offers reupholstery services, as well as custom furniture, ottomans and headboards. "What sets us apart is our knowledge," Hamilton says. "We know fabric and the challenges, and what can and what cannot be done." *7921 W. Broad St., 804-888-8322, u-fab.com*

*2nd: Renew Home Furnishings
3rd: Tinker's*

WALLPAPER HANGER

H.J. HOLTZ & SON

Owner Rick Holtz says his paper hangers are so clean and quiet that clients barely even know the workers are in their homes. "It's a messy and disruptive process," says owner Rick Holtz. "We try to make it the least disruptive as possible." The company's experience goes back three generations of paper hangers, with a staff of skilled workers who go to national training sessions to master textured paper hanging as well as hanging artists' murals. *3106 W. Moore St., 804-358-4109, hjholtzandson.com*

*2nd: N. Chasen & Son
3rd: Barden's Decorating*

WELDER/IRONWORK

WEST END MACHINE & WELDING

"We do everything from welding lawn chairs to stairs to rails in apartment buildings," says Mike Mitchell, vice president of West End Machine & Welding. In business for over 50 years, they offer attentive customer service and a century of combined experience. "We live in a disposable world, but most things can be repaired through welding," says Mitchell. "We're an old-school company with long-term answers and experience." *6804 School Ave., 804-266-9631, westendmachine.com*

*2nd: (tie) Governor's Antiques & Architectural Materials; Small Axe Forge
3rd: (tie) Bruin Design; Phoenix Handcraft*

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READERS' FAVORITES 2018

WINDOW TREATMENT FABRICATOR

SPECIALTY DRAPERY

The company's 24,000-square-foot showroom stocks a wide range of window treatment options, including custom drapery and shades. Certified window treatment consultants guide clients through the design process and through making selections from thousands of products that can be custom-made. Measurement and installation services are also provided. "We listen to customers," says Debbie Lavette. "We can tell them what problems could arise regarding heat or glare. We steer customers to the correct product and solution, not just to a particular product." 1221 Admiral St., 804-264-3000, specialtydrapery.com

2nd: U-Fab

3rd: The Way Home — Barbara Russell

WINDOW WASHER

WINDOW GENIE

Owner Pete Breil says his residential window cleaning company is detail-oriented and focused on customer service. "We insist on high-quality work, and we guarantee all of our work," he says. "Clients will experience a prompt response and on-time service." Customers can schedule service that includes scrubbing, squeegeeing and wiping down for sparkling clarity. All employees are bonded and background-checked, and when working inside, they will always wear booties to protect the floors. 1726 Altamont Ave., 804-339-5520, westend.windowgenie.com

2nd: Spotless Window Cleaning

WOODWORKING & TRIM

N. CHASEN & SON

In business for over a century, N. Chasen & Son is a favorite for exterior carpentry services, including deck repair, siding replacement and exterior trim, as well as handyman services. They also are called on to update interior doors. Office Manager Susan Graham says, "We also do more extensive projects, as well as basic repairs to window sills and door trim." She notes that their focus is on renovations rather than new construction. 2924 W. Marshall St., 804-353-4563, nchasen.com

2nd: Jacob's Ladder

3rd: Jeff Davis Renovations ■

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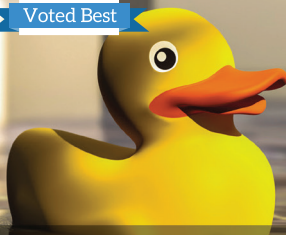
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