

# H & H DESIGN

Tile & Stone Sales & Installation

## *Family, Community and a Commitment to Quality*

*By Jim Brumm*

**F**rom the outside it is somewhat unimposing. Nestled as it is in the corner next to an auto parts store, the exterior belies the magic inside. But for those seeking to transform their homes from the ordinary to the spectacular, what's inside is magic indeed.

Welcome to H & H Design, Napa's premier tile and stone retailer and contractor. Owned and operated by husband and wife team Paul and Toni Holland, H & H Design has been quietly and consistently delivering that magic to thrilled homeowners for eleven years.

Together the two (both third generation Napa natives) have a vast background of experience covering the entire spectrum of tile work, from small bathrooms to million dollar homes with spas.

Paul was a union tile setter for thirty-five years, and earned his own contractor's license in 1992. Through the years he and Toni had talked about opening a retail tile and stone store so they could bring their vision to customers; they dreamed of a place where they could make the entire journey with their clients, from ideas and design to the final installation.

H & H Design specializes only in tile and stone. In fact, they are the *only* store in Napa to claim that.

"There are lots of people out there who will claim to do everything," said Paul. "Our philosophy is that it's better to specialize in our area of expertise."

If you need help in other areas H & H Design has an extensive network of professionals in all aspects of construction, from plumbers, electricians, contractors and more who work closely with Paul and Toni



Toni and Paul Holland, owners of H & H Design in their Napa showroom.

and their clients so they don't have to go looking.

"We're sort of a one-stop store," said Paul. "If we don't have it or can't do it, we have somebody who can."

Though the H & H Design showroom is small, it is packed with gems. Dozens and dozens of tiles of different styles, colors, shapes and material are on display. H & H Design carries twelve brands in the store (each distributor can carry twenty lines of tile) and has access to many more, so there's plenty from which to choose.

Customers are invited to take their time and browse brands such as Daltile or Hand-Made Gainey Ceramic Tiles. There is a wide spectrum of choices in porcelain, glass, slate, marble and granite. Someone dreaming of upgrading their kitchen or bathroom will feel like a kid in a candy store. And *this* is where Toni and Paul stand out in the world of tile contractors. Rather than just sell you tile and calling it a day, before making any decisions or recommendations they work with clients to find out exactly what they are envisioning and why.

"We both have a good feeling for what people want, what they're looking for," said Toni, who worked for years in social services for the County of Napa and has since found she has a real flair for helping clients clarify and focus their dreams for their home and turning them into reality. "Before anyone does anything we talk at length to find out what they are trying to do. Where do they live? What do they like? Are they going to



see them under the different light during the day and evening.

Want to install your own tile? H & H Design can help you. Paul is happy to advise and give tips to those who choose to do it themselves. Call him or come in and see him with any problems or questions. With his years of experience, he'll have your answer and will help you through the entire process. "They can pick my brain anytime!" said Paul.

Though they don't stock tiling supplies in-house, Paul and Toni will happily order everything you need and have it waiting for you at the store, so you don't have to.

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## We'll spend as much time as necessary to ensure our customers are completely satisfied.

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stay in the home or are they doing this to get it ready to sell?"

Paul agrees. "I think we offer more than the average tile store in selection, expertise and help, before and *after* the installation. People often don't realize how many choices are out there. We're always staying up-to-date in the world of tile. We show them the latest styles and designs."

"I'm supposed to be retired!" Toni said, laughing as she looked around at their showroom. "But we both get up early every morning to get down here because we love what we do and we're very good at it."

Customers are also invited, with no obligation, to pick out any tile samples that catch their eye and take them home for a few days to see how they look in their home, and

Over the years H & H Design has earned a great reputation not only with satisfied customers, but among the area contractors and retailers who feel comfortable referring their clients to Paul and Toni.

"Sometimes the big box stores will send their customers to us," said Paul. "And we'll send them to other businesses in the area if for some reason we can't help them. I like the working relationships we have in the Napa Valley."

If you choose to have H & H Design do the installation for you, you can be sure the job will be done expertly and with great care. Paul and Toni's son, Paul III, (JR.), nephew, Dan, and cousin Josh, all Napa natives, round out the professional installation team. And if you come in to their showroom, you'll likely meet another family member, "Gus,

the tile dog," a happy Lab who greets customers with friendly brown eyes and a hopeful wag.

H & H Design is truly a family enterprise. They all know that their business depends on their reputation, the quality of their work and the service they provide. With strong ties to the community (they donate annually to Relay for Life and to Hospice of Napa Valley), they make sure every job, no matter how small, is done perfectly.

"We strive for perfection," said Paul. "Our installations are impeccable. That's why we choose to stay small. It allows us to offer much higher quality, service and individual attention. We go the extra mile on everything. We'll spend as much time as necessary to ensure our customers are completely satisfied. Sometimes we put in a lot of time with a potential customer and nothing comes of it, but that's okay. We still helped them and we do it because that's who we are and that's what we do." He looked over at Toni. "And being a husband and wife team working together so closely is gratifying. We get along so well," he said, and gave his wife a small smile. (They've been together thirty-five years and have four grandsons).

"We will do anything it takes to make our customers happy," added Toni. "That's what it's all about. Neither of us can imagine a life where we aren't able to help people."

*Visit H & H Design's showroom at 696 Lincoln Avenue in Napa or give Paul and Toni a call at 707-253-7888. Visit their website at [www.hhtileandstone.com](http://www.hhtileandstone.com). Email: [budtoni@sbcglobal.net](mailto:budtoni@sbcglobal.net).*