

# RVA UP TO CODE

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SERVING THE COMMERCIAL AND RESIDENTIAL BUILDING COMMUNITY | A SPECIALTY PUBLICATION OF THE RICHMOND TIMES-DISPATCH

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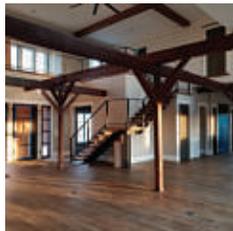
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## Local building-supply companies thrive with a focus on service and communication

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Six building supply companies in the Richmond area have managed to overcome the twists and turns of the economy and fierce competition from big-box building supply stores to last for decades or more.

What's the secret? Of course, smart business decisions, quality products and longtime employees, but another cornerstone of their businesses is top-notch customer service. These local businesses take serving homebuilders, renovators and DIY homeowners very seriously. And it's paid off.

"I would like to think that we, as small independent yards, are able to solve any issues that arise more quickly and efficiently [than larger, national companies]," said Michael Goodwyn, president of R.C. Goodwyn & Sons, which has served the Richmond building community since 1932. "The customer is able to talk directly to the president of the company, if need be."

### All in the family

The long histories of Richmond's local lumberyards are rich in family lore. Four out of the six— Siewers Lumber & Millwork, Ruffin & Payne, N.B. Goodwyn & Sons and R.C. Goodwyn & Sons—have been owned by the same



GOODWYN FAMILY

R.C. "Dick" and Arthur Goodwyn in 1925

family for their entire existence. In fact, N.B. Goodwyn and R.C. Goodwyn are branches of the same family tree with each currently operated by the family's fourth generation. Ruffin & Payne and Siewers Lumber & Millwork have surpassed even that record; each is now more

than 100 years old and in its fifth generation of ownership.

"My great-great grandfather, R.A. Siewers, was an immigrant from Germany and established the business to aid his architecture and

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