

March 17, 2018

RE: Ed Faulkner, JEM  
To Whom It May Concern:



I live in an old co-op complex called Tanglewood Terrace in Smithtown. For decades, the complex has been sinking and has been in severe need of fixing...no, more like in need of saving. How did I know it was sinking without being an engineer? Well, I had to cut my verticals every few weeks, walls & ceilings were cracking like crazy and my windows and sliding doors became harder and harder to open until they could not open at all. The complex finally decided to address the issue. They started interviewing different contractors, getting various bids for the job. The contractors would come into my apartment to see the scope of damage, so I got to meet them. All seemed like typical contractors, none who I would trust, aloof & matter-of-factly, except for Ed Faulkner from JEM. He impressed me so much that, being a woman of faith, a true believer, I started to pray that our board would select him. He made me feel like he really understood what was going on here, like he really cared & wanted to fix it, and like he would do the job properly, with quality workmanship without taking shortcuts. A big factor was that I saw that he was a man of faith. He noticed my little dish on the way out that said, “Bless This Home,” & told me that God surely would. He told me so many things that impressed me, but one of the most impressing things he said was that he worked for the ultimate boss, God. I felt so secure & peaceful that the job would be done right with my co-op complex in his/HIS (Ed’s and God’s) hands. I was so excited about him that I started telling some of my neighbors/friends about how different Ed was and how much I hoped he would be hired for the job. I prayed for years before the board ultimately did select Ed. It was an answer to my prayers.

Ed and his crew took over the complex towards the end of 2017. I was beyond impressed with the whole crew & with Jimmy, Ed’s right hand man. Ed had told me that his crew had to be very special people, or they wouldn’t be hired. I didn’t know what Jimmy looked like, but one day I pulled up to the dumpster and this man saw me getting out of my car with garbage bags. He immediately came up to me and said, “Let me take those for you.” WHO does that?? As we started talking, I realized from his caring way that he was also a believer and thought to myself, then said, “It figures, you must be Jimmy.” I was correct!

We have very tight quarters in our complex to begin with. After JEM took over the property, it is more crowded especially with all the equipment, but the crew works with all of us in such a caring, considerate, friendly way to coordinate parking spaces and make everything bearable. They are so respectful of everyone who lives here. It is so obvious that each member wants to do the best job that he can. And they are so helpful in moving things out of the way, things that I’m not able to move myself. Even from early on, before they were even hired, different contractors were assessing my apartment. It was Christmas time. I told them that I guessed that I couldn’t put up my Christmas tree on the wall that they’d be working on thinking that they’d be starting the job soon. Well, JEM told me, “No, go ahead & put up the tree. We’ll move it for you when the time comes.” When asked the same question, the other contractors said, “Yes, you’ll have to either move the tree or don’t put it up at all & you have to take down the verticals for us.” What a difference in attitude. JEM just CARES & goes above and beyond to make things right. As it turned out, JEM didn’t get the job until a few years later. I am so grateful that the board finally chose them.

The JEM crew cannot be beat in terms of being trust worthy, in terms of their character, integrity & workmanship. Ed would have it no other way. Several neighbors who work during the day even left their key for JEM to get in. You just know instinctively that you can trust them. They work so neatly & always clean up after themselves. They have it down to a science. Everything is meticulous. They have been here for over 3 months (and still are tying up some ends). It couldn’t have been organized any better. Ed and Jimmy are always right there, always several steps ahead, moving everything along in such an organized fashion. This may sound crazy, but with all the extra equipment & crew here every day, one would think that I couldn’t wait until they finish the job and all move out of here. But the truth is that I am going to miss them around the property because they always are a ray of sunshine as they wave in passing, or chat for a bit. They always make me smile and always make me feel the presence of God in them and on the property.

During the last snowstorm, I went outside to shovel myself out of my parking spot, dreading it because of my back/hip issues. I saw these two young men, thought they were from the people who do snow removal on our property, and asked them if they could dig out my car. They said sure & I fully expected to pay them and asked them how much. They told me no charge and wouldn’t accept anything. Again, WHO does that?? I was baffled because our snow removal people do not dig you out of your parking spot unless you pay them. Then Jimmy came along and introduced me to them. They were Ed’s two sons!!! I thought, as I thought when I first met Jimmy, “It figures,” all part of the people that Ed surrounds himself with. In this case it was his sons and I thought that “the apples don’t fall far from the tree!”

I can’t say enough about Ed Faulkner and JEM. If you are considering hiring him, you couldn’t be in better hands...on ALLL levels!!!! He and his crew are truly extraordinary. Ed has been a blessing in my life and to my complex. He and his crew have touched the lives of so many people here! Everyone from the complex who I speak with tells me what wonderful men Ed & Jimmy are, not only on a workmanship level, but on a personal level as well. They marvel at Ed & his whole crew!! And Ed’s boss, the Almighty God, is the ultimate!!!!

Please feel free to contact me if you have any questions.

*Jean Trujillo*