

Thomas & Lynn Cairns

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Dear Julia, Stephen, and all of our friends at Select Modular Homes,

Where do we begin? We moved into our Mystic Island, NJ waterfront bungalow in August 2002. We enjoyed an idyllic outdoor, boating lifestyle, nestled in a beautiful bird sanctuary by the back bay. Superstorm Sandy struck in late October 2012. In a matter of two days, our lives changed forever. We lost our most important financial investment, our home, along with most of its contents. At first, we felt overwhelming shock and sadness. What should we do? We did an initial clean up, and gutted the inside of our home. The insurance offered little help or hope. It would certainly not be enough to help us lift our old house, or build a new one.

We thought carefully for months. We noted upgraded flood evaluations for our area. We received an engineering report that proved our 60 year old bungalow had substantial damage. Finally, we came to the conclusion that we needed to start over. We considered stick and modular building. We talked to a local modular builder. We learned many things, but were still not sure how to proceed. A friend recommended Select Modular Homes. We visited and talked about our ideas with Stephen. We were impressed with how comfortable we felt as we explored more about the modular process. Our conversations led to a Manorwood Cape Chalet plan called "The Penniman." It pretty much fit our needs, based on how we live our lives. A number of our ideas were incorporated into this model. Our architectural design was completed and all of our concerns were heard, addressed, and solved. Select Modular Homes began to work on our house. The old bungalow was demolished. The pilings were placed carefully into the ground, anticipating the delivery of our new modular house.

We had a long road to travel until our home was finally delivered. There were issues with grants that held up the progress of our project. Julia became our savior. Our situation was very complicated. We were never alone. We were partially done with our project, and Julia put her name (as well as the company's strength of character) on the line, to see us through this interminable delay. We have never seen this kind of service from any company - EVER! We are long time customer service professionals. We know how important it is to make a customer happy, especially when there are tough problems to solve. To spite these difficulties, Julia and company never gave up caring, or resolving issues leading to our happiness. This kind of customer service cannot be measured. It is difficult to quantify. We just know that we are forever grateful for your efforts on our behalf. Julia, to us you are Super(wo)man - complete with a red cape!

Our home was finally delivered and placed on its pilings on December 29, 2014. Fittingly, it was exactly two years and two months to the day that Sandy hit us and took away so much. What a relief, watching a million dollar crane lift our home into place! We continued to have concerns because of rough winter weather. Tom acted as our General Contractor. We were given information on how to complete our home at every turn. When we had questions, we could count on a quick answer to an email or telephone call from Stephen or another team member. We had never finished a new home before and everyone at Select Modular was willing and able to help at any time. We would like to thank everyone for their patience, dedication and unwavering support.

We endured 1000 days away from our home. It was not always easy, but with the help and promise of the Select Modular team, we made it! Our new home is beautiful. Everything is solid, energy efficient, and hurricane proofed, as per all new regulations! We have finally been able to relax and enjoy this wonderful piece of paradise in NJ! Thanks to the dedication, and character of those at Select Modular. Julia promised us she would not rest until we were happy. Thank you Julia and crew for helping to make our house building dream become a "home sweet home" reality. Julia and our friends at Select Modular, you may now rest!!!

Sincerely yours,

Thomas and Lynn Cairns