

5500 Columbia Pike Suite A  
Arlington, VA 22204  
703-671-KIDS  
www.Denistry4AllKids.com



# Memorandum

Date: May 9, 2011

Re: Build-out of Arlington Pediatric Dentistry

I wanted to take some time to write a testimonial for the beautiful office Arminco built out for us in Arlington. We have a 2750 sq ft pediatric dental office in Arlington which Art built out for us in 2010. He started the project in May and took three months to deliver – as he had promised. We were able to open our doors on August 14 as planned – not a small feat for him or our staff.

I started my relationship with Art back in 2009. We were looking to build-out a new office in Arlington close to our existing practice and had located a suitable space. I interviewed a number of builders for the job including one whom had built out our first office in Washington DC. Art came recommended to me from Patterson, my equipment and supply vendor but I still did my due diligence by interviewing three builders and getting quotes from each. After contacting Art the first thing he asked was to come in and do a walk through of our site. From his questions and observations it was obvious that he had an in-depth technical knowledge of plumbing and HVAC. He asked all the right questions of the building engineer such as access to roof, who was on the floor below, hours for access, after-hours access, trash removal and so on. I appreciated his no-nonsense straight-forward manner. Before I began managing my wife's practice I worked as an Operations Manager of a number of Information Technology companies and had managed the build out of data centers which have very specific electrical and HVAC requirements. It was obvious to me that Art know what he was talking about.

He provided me a detailed cost breakdown which was reasonable and was able to answer all of the questions I raised in a timely manner. Art's company is lean and mean so I felt that I was not paying for overhead

In fact the landlord decided not to move forward with our lease so we had to go back to square one. We were lucky to find a location even better suited to our needs and contacted Art again to work with the project. Arminco's design team was a pleasure to work with. They are young, energetic and knowledgeable people who are very customer oriented. I was very pleased with the level of their assistance throughout the design phase. I literally

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# ARLINGTON PEDIATRIC DENTISTRY

had Arminco make over twenty change orders to our design including changing to a mirror image of the original, changing number of treatment rooms, open to closed style treatment areas and they never charged me for these changes.

Art also saved us from a potentially disastrous situation when he did a walk-through of our site after delivery of the final design just before submission to the County. He found that the landlord had supplied us with an incorrect engineering diagram which had the floor measurements off by a considerable amount. He then had to go back to change the design to reflect the new measurements – the change caused a one month setback on our delivery date and we lost time and some room from our reception area and clinical area but I considered myself quite lucky – had Arminco started construction according to the faulty CAD diagram it would have been a royal mess. I am sure I would have had to enter into nasty negotiations with my Landlord to get them to pay for their errors. Art's having caught this error in the landlord's engineering diagrams was confirmation enough for my having chosen Arminco.

I found Art, Mike, Andy and the other staff at Arminco I dealt with friendly, accessible throughout the project and easy to deal with. His company is small enough that I feel the completion of my project was as important to them as to me yet at no time did I feel that this project overextended Arminco's resources.

Art delivered his project on time and within budget – just as he promised. All in all it was a lot of work but I had fun. I would go with Arminco in the future without thinking twice.

I've worked with vendors who were more polished than Art but I don't need a slick sales force to sell me on a company – it was Art's engineering acumen and his reputation for on-time delivery that convinced me to employ Arminco. After having worked with him for over a year I can now add the fact that he's demonstrated integrity in the way he operates on a personal level, in the way he works and how he runs his company.

I wish him and his company all the best!

Louis Fidel,  
Managing Director,  
Fidel Dental Group