



July 10, 2016

Dear Mr. Safarian and Arminco:

Let me communicate my sincere appreciation and respect for the work of your team in the design and construction of my new dental office in Washington, D.C. What you accomplished is nothing less than remarkable. Although words may not do justice to what you achieved, let me do my best to communicate my adulation.

Your design team provided a conscientious and personal dedication and appreciation of my needs and expectations for the new office. We discussed my operational requirements, my aesthetic preferences, and overall my expectations for the new space. They took a rather dull space and proposed an ambitious layout and design. At each step in the process, they made sure that my continuing needs and expectations were met. In the end, the finished product exceeded even my wildest dreams.

We faced a number of challenges in terms of both cost and time during the construction. You met and exceeded expectations for both challenges. Despite numerous issues, you achieved the impossible – completing the buildout and the difficult and artistic aesthetic design elements so that we opened the practice on time. Moreover, despite a complex and design-heavy office, you stayed within what was a very reasonable original budget proposal. Furthermore, your team managed to merge two seemingly incongruous elements – durable construction, yet delicate appearance. This demonstrates significant harmony between your design and construction teams. You delivered what you promised, at all levels, which is rare and for which you deserve particular appreciation.

I now have an absolutely beautiful office, that is as functional as it is stunning. I enjoy coming to work. My staff enjoy coming to work. My patients are impressed, sometimes to the point of fascination – they can't believe they are in a dental office.

A special shout-out to your remarkable team, including Allison Schrader (our design guru and trusted guide during this process), Jim Power (construction oversight, who promises nothing but delivers the world), Dominic Ciavarro, and Sasha Hewadpal.

I started the process of constructing the new office nervous and apprehensive. You told me to trust you and Arminco, which I did. In the end, I wish I could do it all over again. It was a real pleasure, for which I owe you enduring gratitude.

Best regards,

Dr. Yelena Obholz