



WHITE-GLOVED EXCELLENCE

Inside the world of Dunagan Diverio Design Group

Story by Andrea Halley-Wright

Charlotte Dunagan grew up surrounded by design thanks to her interior designer mother and antiques aficionado father. Growing up in France, it was natural that she began her formal design education at the MGM School of Design in Nice. Dunagan completed her education at the Art Institute of Fort Lauderdale. In 2002, she launched her own design firm, Charlotte Dunagan Design Group. Thomas Diverio graduated from the University of Miami's School of Architecture and has spent 15 years working for some of South Florida's top firms specializing in high-end luxury residential and hospitality design.

When these two joined forces—which they did in 2016 to form Dunagan Diverio Design Group—the result grew into a firm with almost 30 employees highly focused on a deep, rich understanding of their clients' needs and desires. The team prioritizes the designer-client relationship and approaches each project with exceptional attention to detail, which allows them to expertly execute project design from ultra-modern to traditional. "Our company has evolved into two very different teams—one that caters to interior architecture aspects of the project and construction, another department that takes care of furniture, fabrics, colors, accessorizing and art," Dunagan says.

The majority of the firm's work is residential new construction. However, recently, they embarked on a remodeling project. "I guess you could call it a renovation, but we took it down to the studs and rebuilt everything," Diverio says. With many of their projects, the team is closely involved in all aspects of the planning. "Because of Charlotte's background and my background, we generally get involved in projects from the very beginning. We're also very involved in the construction side," he adds. On this project, they acted as the architectural designer, specifying many exterior details, opening the home's back wall to the outdoor living area and redesigning ceilings to capture an upscale, coastal aesthetic.

These clients happened to be local, but many are building second homes and engaging in the design process remotely. Dunagan Diverio Design Group strives to—and excels at—making this an engaging, seamless process for their clients. "It is simple and easy to review design documents and share our concepts via computer," Diverio says. "When reviewing materials and other items that need to be seen in person, we ship these to our clients ahead of meetings, so they have the chance to see and feel them in person while we discuss the selections remotely. This allows them to feel more comfortable with the design intent and materials."



In addition, the team leverages technology to create 3D renderings and uses a real-time project management tool that keeps clients informed about the progress of their project. “Working with out-of-state clients requires a tailored communication approach to ensure their peace of mind and satisfaction. To make the process easier for clients, we create a detailed communication plan, outlining regular update schedules, milestones and the preferred communication channels of our clients,” Dunagan says. They arrange in-person site visits for critical project phases, and they remain flexible to adapt to each client’s unique needs.

“Clients have appreciated the convenience and efficiency of remote communication, which allows them to be involved in the project despite being located at a distance,” Dunagan says. “Many have mentioned that our transparent and organized approach, coupled with regular updates and site visits, gave them peace of mind that their project was in capable hands. Additionally, they often commend our ability to translate their vision into reality—even from afar—and the high-quality results we deliver. Overall, their feedback has been positive, and we take pride in the trust and satisfaction our remote clients have experienced.”

Resource:

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