



BESPOKE
DESIGN

What Happens Next...



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What Happens Next?

...Your important questions answered.

A major addition to your home is not something you think about regularly, so naturally there will be a vast amount of questions that you need answers to and questions you have not even thought about.

We at **Bespoke Design** have created this “what happens next” document by taking our most asked questions and answering them in “plain English” that is understandable for people who are not familiar within the construction industry and our terminology.

There may be something specific you would like to know which we have not covered in this guide, but please feel free to contact us and we will be only too happy to discuss your ideas and questions with you further.

The most important thing when starting the process to extend your home is for you to invest your savings in a company that you can trust. From the initial design stages right through to the finishing touches, you need to know you have made the best decision to bring your ideas to a reality.

Understanding “what happens”, “what could happen” and “what must happen”, are important factors so that you are not surprised or alarmed because you ‘do not know’ what is going on.



Whether your new project is complementing a traditional or contemporary home or even a listed building, many of the answers to your questions will be the same.

This also applies for the type of material you choose to build your structure. Whether it is hardwood, aluminium or masonry most of your questions will apply to all materials.

This “what happens next” guide endeavours to answer the questions we are asked most regularly, as succinctly as possible, whilst not missing anything out.

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1. Where to start?

You have now decided you want to extend your home, but you are not sure exactly of the structure you would like, what works for your needs, the various materials available and the possibility of designs you could look at.

Your first point of call is to choose a company, contact them via telephone or email and ask for their guidance and help.

You will need to briefly explain what you want to achieve in the first instance and then your company will guide you through the next steps.

The first step for **Bespoke Design** is for a designer to visit you at your home, discuss your needs and find out what you are looking for. We generally say to allow 90 minutes upwards for an appointment to get a full briefing of your requirements, go through various design ideas, talk about the pros and cons of different materials and of course take measurements of the proposed location. The meeting can vary in time depending on the questions you have and if you just cannot decide on certain elements. We are here to guide you and help get a new addition to your home so you can use this structure all year round, that suits your needs and falls within your budget.

Once our first meeting is finished our designer will return to our offices and commence works on your new structure. We will take all the notes and briefing from our meeting and put everything together, we will then work on a design that meets all your needs.

Due to the amount of work involved in this process and the elements required to produce your quotation we aim to turnaround your full quotation within two weeks of our initial design meeting.

Within your quotation you will receive full technical drawings to show overall measurements of the structure we are proposing, a full specification to show exactly what is included within our proposal, a transparent price breakdown to show exactly where your costs are and 3D CGI visuals to show how your proposed structure will look in situ on your home.



Once your quotation is completed, we will contact you to arrange a second meeting to go through our quotation. We ask for 30 minutes of your time to explain what we have done and how we have achieved this design.

You are welcome to come to our show home in Ketton to sit in one of our orangeries and see us as a company or we will happily return to you home at your convenience.

We can go through any design changes you may have after you have seen the plans or we can leave you to enjoy the rest of your day and discuss the proposal at your leisure.

2. Will we need planning permission, what other permissions do we need?

The answer to this question is possibly, but not necessarily - it will depend on several factors.

Planning permission is often required if you live in a conservation area, it can be dependent upon the size of your project, the type or extension, if you have previously extended and how it is constructed.

If you are in a listed building it will require a listed building application along with a planning application, as the law is there to protect the integrity of your listed building.

Often these elements are dealt with within your original contract, but sometimes it may not be very clear regarding what is required by your local authority. In any event, **Bespoke Design** will look at this for you and our in-house specialists will handle all required applications.

Town and Country Planning Act 1990
Town & Country Planning (Development Management Procedure) (England) Order 2015

FULL PLANNING PERMISSION

Applicant Name and Address: [Redacted]

Agent Name and Address:
Bespoke Design
635 High Street
Ketton
Rutland
PE9 3TE

Date of Validation: 29 June 2022

Application Number: [Redacted]

PROPOSAL: Construction of an orangery style extension to rear to replace existing conservatory. Construction of greenhouse in the rear garden and the replacement of rainwater goods to the rear of the building.

GRANT PLANNING PERMISSION in accordance with the application and plans submitted subject to the following conditions:

- The development shall be begun before the expiration of three years from the date of this permission.
Reason: To comply with the requirements of Section 91 of the Town and Country Planning Act 1990, as amended by the Planning and Compulsory Purchase Act 2004.

Example of full approval

Permitted Development

At the time of writing and under the current planning permission guidelines, if you plan to build on, modify the use of your land or buildings such as a standard brick extension, you may need to apply for permission, dependent upon the overall size.

With that said, conservatories are not subject to the same rules as they are still classified as 'temporary structures'. They generally come under what is known as permitted development, under which, if you are constructing a single storey conservatory you can usually go ahead without planning permission, as long as it complies with the following conditions:

- Your property has not already been extended.
- The construction materials being used are similar.
- It does not cover more than 50% of your garden.
- The ridge or highest point of your new building is not higher than the eaves of your property.
- It is no higher than 4 metres, or 3 metres within 2 metres of the boundary.
- Extensions added to the side cannot be more than half the width of your property.
- There are no terraces, balconies, raised platforms or balconies being added.

If you are unsure about any points, it is worth discussing with your local authority where you can find out if there are any problems with the addition that you would like to your home. There is also useful information available on the government's Planning Portal website.

Building Regulations

If you choose an orangery building regulations is a standard requirement to ensure the correct building conditions are adhered to. Building control will sign off the plans prior to construction, they will stipulate how the orangery is to be built and they will be required to inspect every aspect of the build process. An orangery is classed as a permanent structure to your home unlike a conservatory which is temporary.

Structural Calculations

Structural calculations are also required for all orangeries and structural opening into your home - it is an important part of compliance. If any new openings are formed in your home and left open plan SAP test (heat loss) calculations will be required.



3. When can we have it built and how long will it take?

This is one of the hardest questions we have to deal with. It is natural for you to want to understand the time scales involved. However, it can be so complex that a small holdup when waiting for consents or information, even the weather can completely change the timeline of the build process.

This is a construction project with so many variables and whilst we can give you a fairly accurate approximations, it is impossible to be date specific.

The reason we are careful on this question is important because your project may need planning consent or even listed building approval which all adds to the length of the project.

As an example, here is a brief indication of timescales for certain elements:

- Planning permission 8 weeks
- Listed buildings permission 12 weeks
- Production of aluminium frames 4-8 weeks (depending on colour)
- Production of hardwood elements 12-14 weeks
- Building works excluding piling can vary from 1 week to 6 weeks depending on the size of the project
- Piling can add 1-2 weeks on top of building works
- The superstructure will vary on the size of the structure but can be anything from 2-6 weeks
- The finishing touches – screed, plastering & electrics 1-2 weeks



Each individual project will vary in size and complexity. The structure, ground conditions, demolition works, the weather - all of these factors play a large part in our daily schedule.

The vagaries of British weather

Even if we plan every part of our build down to the last detail this does not help us give accurate timings. British weather can be unpredictable and can play a large part in your build process.

As an example, an orangery with a flat fibreglass roof cannot be installed when it's raining or below 2 degrees as the materials cannot cure. Bricks cannot be laid in low temperatures as it weakens the mortar. These weather issues or unexpected illness can push completion dates back.



Building Works and Materials Choices

Any building works required will need to be scheduled as the type of brick or stone you choose can vary greatly on delivery times. Some bricks are instantly available from stock with others delayed due to high demand from national developers for months.

As you'll understand, the demands on our own factories will vary throughout the year. The busier we are, the longer it may be until your project can begin. The reality is that the "delivery date question" is largely variable. We will give you suggested time frames and estimates only as a guide. If you are given a firm date by others, please be cautious. It may be that 'salespeople' will give you a timeline that, even with the very best of intentions, cannot be met. At **Bespoke Design**, you will receive accurate information when your structure goes into production as you cannot guarantee anything until this point.

4. Can you build and fit whilst we are on holiday?

If you are happy to allow external access to your property whilst you are away, we can carry out the building works and installation of your project whilst you are away. We will however, need access to a power supply through a night vent window or an external socket. However, if a large knock through is required along with any electrical first fixes we would need access to your home inside for these parts of the build.



5. We have poor access to our garden, will this be a problem?

For our building works team to dig the foundations as efficiently as possible an excavator is required. We need a minimum width of 800 mm for digger access through a gate or gap to access the required location. The smallest of obstructions can stop the excavator reaching the required area (i.e. gas box on the floor).

There have been rare occasions where a home has no rear access and machinery must be brought through the house. If the walkway is straight and by correctly protecting the walls and floors, excavation machinery has been taken through the house to the garden without any damage or cause for concern. We have done this where needed but is always a last resort.

It is a rarity, on the homes we generally work on, that there is not a reasonable solution for access.



6. Our road has narrow/limited access, where will you put a skip?

If you have a driveway this is the best place to put a skip for the duration of the build process. If a skip has to be placed on a road, a permit is required from the local authority and must be obtained before having the skip delivered. If this is the case, the skip will also need to be adequately lit at night which is provided by the skip company. The skip location needs to be as close to the build area as possible in order to efficiently remove the excavated soil, rubble and other waste materials from your garden. This is something our surveyor will look at during their visit.

7. Will there be any disruption?

YES is the honest answer. When undertaking such a large project there will always be disruption and we will keep it to a minimum. However, part of our role is to minimize the inconvenience and disruption around your property throughout the build process. Any extension work will involve some disruption and some mess, it's unavoidable. You will find that our team will lay boards on the ground to limit damage to your garden when moving the excavation equipment around and the site will be left safe and secure each night.

If you have a garden with plants that must be protected, it may be a good option to temporarily move them to avoid any worry. We do work hard to keep disruption to a minimum but please be prepared for some reinstatement of elements of your garden after we leave site.



8. Will people need to come into our home?

The building works & installation teams will not need to enter your home unless we are creating any large knock throughs or you decide against having a portaloos on site. We will always provide toilet facilities unless you advise us otherwise that they are not required.

However, our electrician will need access to your home and the main consumer unit to connect the first fix electrics and put the necessary cables in place for your new structure.

9. Will the new bricks match the house?

We will endeavour to match any new brickwork required to your existing. If an exact match cannot be made as they have been discontinued, we will find a brick type as close as possible to the existing brick and ask for approval from yourself before signing them off. Brick matching can be difficult but not impossible. Even if we know the name of the brick used on your home, if the house is old the bricks will have weathered and faded over time and there can be variations to the shades for the same brick.



10. We have a nice garden, will it be ruined?

We find that most extensions will extend further than an existing patio area or lawn and of course shrubbery areas. These will need to be removed where necessary but we will only remove these items from the working area.

The teams work hard to avoid damage to lawns and borders and will be respectful of your home in its entirety. However, access will be needed for the heavy machinery to dig your foundations and despite using boards for protection it is best to anticipate some garden upheaval which is generally quite easy to make good after we have removed everything and finished on site.



Before construction has commenced



During the build process

11. What will happen to our existing patio?

It will entirely depend on where the patio area is currently sited in connection to the new structure. If the footprint of your new structure extends over your current patio, it will need to be removed. It will then need to be re-design & laid by a specialist after we have left site or if wanted reinstated after we have finished.

If you are planning on having your existing patio slabs re-laid, they can be set to one side as they are removed with the team doing their best to preserve them where possible.



Patio area before construction has commenced



Patio area after we have left site

12. We are worried that our new structure will be too cold in the winter and too hot in the summer?

This is a question usually asked and resolved at the very beginning when we first visit your home at the initial design stage. As with any structure, temperature control is very important so you can use the room all year round. However, all our structures, whatever the type, are built to the strict guidelines set by building control. This ensures that your structure is well insulated, and the glass is of a high specification this to minimise heat loss during winter and heat gain in the summer.

You will need some form of heating. Underfloor heating is normally the preferred option as it saves on wall space and eliminates the need for radiators. This would be your main and only source of heating required keeping you warm during the cooler months.

If your structure is south-west facing the sun can be an issue in the summer and we recommend the use of highly efficient solar controlled glass in the roof. It dramatically reduces the heat build up which infiltrates you using the space all year round.

Some clients will also opt to have ceiling fans or even air conditioning but it's usually not necessary.



13. We have a dog, is it ok to let him out whilst you are working?

Once we begin on site and start excavation of the ground, your extension is legally classed as a building site and falls under health and safety regulations. The Health and Safety Executive have strict rules which we must adhere to and it is advised not to enter the site during construction to avoid any potential and unnecessary hazards. It is advised to keep all dog/pets out of the garden whilst we are working along with yourself and children. Before we leave site at the end of each day the foundations will be cornered off to avoid any health and safety hazards.

We do appreciate that it is an inconvenience, especially in the summer months but it is a requirement that must be adhered to for everyone safety.



14. What will you do with all the rubble and waste?

There are two ways of removing of all the rubble & soil from the ground. Either via a skip or a grab lorry.

If you have a drive this is the best place to put a skip and the skip will then be exchanged when full. Unfortunately, a skip for soil waste will only hold 6m³ which will means many exchanges will be required.

If your driveway is large enough and there is access for a grab lorry we will use this as the preferred method. Grab lorries are more reliable than skip exchanges and you can of course clear more rubble quicker than skip exchanges. You can remove approximately 18 tonnes in one go with a grab lorry.



Skip



Grab Lorry

The skip location needs to be as close to the build area as possible in order to efficiently remove the excavated soil, rubble and other waste materials from your garden.

You will need a skip on site for the duration of the build process no matter what so please be prepared to have this on your driveway for the next few months.

15. We work form home, will there be much noise?

There will be elements of noise throughout the entire project and this will come in stages. When the excavation has commenced there will be continuous noise for the next few days.

There will be deliveries happening quite regularly which will involve large lorries and their reversing sounds going off.

During the actual build of the superstructure there will be lots of banging and power tools being used.

It is fair to say you will enjoy the quietness when the site is closed down for the evening.

We also highly recommend you speak to your immediate neighbours to let them know what will be happening over the course of the next few months and there might be more noise than normal.

However, we will always try to keep the noise down to a minimum where we can.

16. We have an awkward neighbour who may complain?

This is not as uncommon as you think and we know this can be a problem for some neighbours.

Whilst we are working on site there will often be quite a few vehicles coming and going. There will be some element of noise from machines that disrupts your neighbour's on a daily basis.

During the concrete pour there will be two large vehicles on site, one for the concrete pump and the other for the concrete. If you struggle with access, the road is very narrow or you share a drive it may be the case for 1-2 hours your neighbours may be blocked in.

Keeping them informed of what is happening next is key to keeping your neighbours happy.



As your contractor, we always do our best to be polite and responsible at all times, treating everyone with the utmost respect. Usually, awkward neighbours will respond appropriately when we remind them that we are there to complete a job as quickly as possible with little disruption.

If they do not understand, unfortunately it is your responsibility to manage them.

We highly recommend you speak to your immediate neighbours before any works commence to let them know what will be happening over the course of the next few months and there might be more noise than normal. It is always best to keep your neighbours on your side when this type of work is going on.

17. Can we use our existing base?

The only time you may be allowed to utilise an existing base is if you can prove to building control that the base & foundations comply with current building regulations. To date, this has not been possible when it comes to constructing orangeries.

It is an understandable question. If you are removing an old structure which is to be replaced with an orangery, there would be a large saving if your existing base could be used. The issue is that your new orangery falls under building control. Building control governs what materials are used and how. They will insist that the insulation in the old base meets the new standards of 100 mm in the floor and most importantly that the foundations are of the necessary depth subject to your current local ground conditions (1000 mm minimum as a starting point).

As an example, you may have an old conservatory base that has been there over 20 years and you believe it has only 800mm deep foundations and the base has never moved. Building control will insist the foundations meet the current regulations and if not that base will be condemned and not fit for purpose which means it will need to be replaced. Building regulations are updated regularly so it is not surprising to find that even a structure built relatively recently does not comply with today's regulations.



Existing conservatory

Foundations removed
due to building control

New foundations & base in position

Finished orangery

That said, if you are certain your current base is compliant with the new building regulations, the onus is on you to prove it. Therefore, you have the option of paying somebody to dig a trial hole to a metre deep or dig down yourself to expose and prove the foundations when inspected by the building control officer.

If you choose to ignore this process and go ahead with your build, building control will insist you subsequently prove the foundations are fit for purpose. If they are not, building control will insist you remove any said items and replace your foundations and groundworks to fall in line with guidelines. This will prove to be very costly.

There should be no short cuts when it comes to building safely and to regulations.

18. What happens next after contracting with **Bespoke Design**?

This is the number one question, and the most natural. We all want to know the answer whenever something is happening "out of the ordinary" or "day to day".

After agreeing what your home improvement structure is going to consist of, once your contract is signed and your deposit is paid, we will move onto scheduling and completing your architectural site survey.

19. The architectural site survey.

The architectural site survey is scheduled for the first available day that suits your diary.

At the survey our architectural surveyors will go through the paperwork with you and check you are happy with everything that has been agreed prior to the survey. They will then undertake the survey by taking formal measurements, taking photographs and surveying the area to see where any obstructions may be and obstacles that may arise.

The importance of having a professional architectural site survey cannot be underestimated, it is absolutely essential this is undertaken as it protects your investment from the very beginning.

It is often assumed that well-structured CAD drawings are enough to work from, however, this is not the case. There are so many variables in a project that we employ two professional architectural surveyors to ensure you have complete peace of mind and as far as possible, to limit the unforeseen circumstances.

The surveyor's role are possibly the most important in the company as they assess, scrutinise and check every key element of your build, before raising all the orders for manufacturer in order to complete your project to the highest standard.



Our surveyors will deal with all aspects of your build, taking note of any possible complications such as existing buildings, ground levels, drainage, soil stacks, external pipework, electrical requirements, trees and so forth. Your survey will often produce as much detailed information as any detailed assessment required for building a new house.

At the end of your site survey there will be several questions the surveyor will have for you in order to ensure you get exactly what you would like. You need to allow a considerable amount of time to go through these. Most of the questions are simple and relate to detail, such as:

- **The paint colour internally and externally including roof lanterns. RAL numbers are always the best to use.**
- **The positioning for your electrical items such as light switches, sockets, downlights etc.**

There are more questions of course, but this is just a small example to give you an idea.

Our surveyors make all the notes possible and take their findings back to the drawing board. After the site survey, they then produce all the relevant drawings for manufacturer and we ask you to approve these before anything goes into production. If at this stage you decide to add or delete something from the contract, this is perfectly fine but we have to raise a "variation of contract", (VOC) to document the changes for all our records along with any price increases or decreases.

Once the plans are drawn up for production and signed off it is not possible to make any further changes as your structure has now gone into production.

20. We have contracted our chosen design but think we may have missed something?

Firstly, do not panic. It is not at all uncommon if after contracting and further down the line, you are talking and realise that you may have missed something you now require.

There are rare occasions where sometimes a customer contracts for something they now decide they do not need and would like to make a change.

Do not worry this can be easily resolved. In the first instance contact the office and inform us of the change and we can then decide on the best way forward. Changing the superstructure itself after it has gone into production will not be possible. However, the remaining elements can all be changed where needed.

If you decide you now would like underfloor heating we can easily raise a variation of contract to document the change and add this into the scope of works. If you decide you now longer require underfloor heating we can easily remove this and raise you a credit. It happens more often than not to change the electrical specification and as long as the first fix has not been undertaken this will not be a problem. This goes for the other elements too, nothing is to much trouble as long as it has not gone into production.

21. In conclusion...

Whilst we have tried to include all the questions we find ourselves being asked regularly, you may have others we have not covered.

Please feel free to contact us to ask any further questions, we will be pleased to hear from you, happy to help and guide you in the right direction.

In any event, we wish you all the very best with your upcoming project, whatever it may be. We guarantee you the short term disruption will long be forgotten when you're enjoying your new addition to your home.



For further information & guidance, contact us via:

e: faye@bespokerutland.co.uk t: 01780 722401 w: www.bespokerutland.co.uk