



GUIDE TO HOME IMPROVEMENTS AND EXTENSIONPLANS.NET SERVICES



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Thank you for your interest in using **extensionplans.net** for the design stage of your home improvement project.

We are an architectural service that specialises in the design of home improvement projects.

This guide provides some general information on home improvement works and a summary of our services. Further information and samples of our work can be found on our website **www.extensionplans.net**.

We are confident that you will be very satisfied with the services we offer and we look forward to the opportunity of working with you to create the space you require.

Regards,

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1. ADVANTAGES OF HOME IMPROVING

Over the past few decades, home extending has rapidly increased in popularity and is a real alternative to moving home. We have listed below some of the reasons that home improvement works have achieved this popularity.

- **Creation of additional space** – probably the main reason for extending your home is to create the additional space you require. You may be looking to make existing rooms larger or create new rooms, but it is also a good time to consider reconfiguring existing space that does not work.

You may also be looking for a lifestyle change such as forming an annex for elderly relatives or a home study/office to enable working from home.

- **Cost** – extending an existing property is, in most of cases, going to be less costly than moving home. It is likely that the actual moving costs including fees, stamp duty, removals, etc will be in the region of £10,000 - £20,000 but the largest cost will be the difference in the property cost between the one you are selling and the one you are buying which can be hundreds of thousands of pounds.

It is important to remember that you are in control of the cost of the work by ensuring the design and specification is within your budget. When buying ready built properties, someone else has already made the cost decisions.

- **Design control** – extending or altering your property allows you to be in control of the design of the work. You get to choose which rooms can be larger than others, where the kitchen is located, how big the extension needs to be and where the doors and windows are located.



In addition to the physical size of the building, you also get to choose the fixtures and fittings such as doors, windows, lighting, heating, kitchen units, bathroom tiling and sanitaryware.

There can be huge cost differences for these items and moving home sometimes means you are paying for someone else's choice of highly expensive fittings that you do not really want.



1. ADVANTAGES OF HOME IMPROVING

- **Increased value of property** – generally extending your home will increase the value of the property and often by more than the actual cost of the work. The majority of our clients extend their homes primarily for their own personal use of the space, but property improvement works are also an investment in the future resale value.

A good design can also improve the overall property appearance in instances where the property needs better 'kerb appeal' or a general facelift.



- **Improved functionality** – carrying out property improvement works also gives you the opportunity to improve the technical performance of the building.
This includes increasing the thermal and/or sound insulation, modernising fixtures and fittings such as electrics and heating systems and improving security. The modern home should take advantage of all the current technology available and this can be designed into the scheme.
- **Avoid uncertainty of moving** – home extending avoids the issues of vendors changing their minds about selling, gazumping and means you can work at your own pace (e.g. no deadline set because the vendor needs to move out by a certain date).
- **Maintain amenities and features** – staying in your own property means you get to make use of existing amenities such as schools, transport facilities, shops, etc. These can often be some of the reasons you bought your home in the first place including the current location being somewhere you want to stay.

You may have spent a small fortune on the garden or parts of the existing property which you do not wish to change so by staying in your existing property, you retain the benefit of these.

2. THE NEED FOR GOOD DESIGN

The quality of design of your home improvement is just as important as the quality of the building work as poorly designed projects can result in an unsatisfactory use of space and a feeling of missed opportunities. We have included below some of the main design considerations for any project you are considering.

- **Your requirements**



Clearly one of the most important design considerations is to define what you require from the extension. It is a good idea to involve the whole family in this process as people may have different priorities and it may also help to speak to someone you know who has had work completed recently as they will have gone through this process.

You will need to decide on the number and use of the rooms you require. Think about rooms that are not used at the moment and whether they can be changed to suit your requirements. Is the space currently in your property being used to the best effect?

At **extensionplans.net**, we usually ask you to complete a 'Client Brief' which defines your priorities and it is useful to divide it into essential works and desired, but not essential works.

- **Position, shape and size**



One of many decisions you will have to make is where you would like to build your extension and how big will it be. It is important to ensure that the property remains balanced upstairs and down, especially if you intend to sell in the future. For example, it's hard to sell a property that only has two bedrooms, but three reception rooms downstairs.

The overall size and position of your extension will be limited by boundaries, planning constraints and cost but does the extra space need to be a certain size for a specific reason? If you are creating a dining room, for example, have you worked out how big the table will be and how many place settings you require? If you are looking at creating a new bedroom, does this need to be double or single and will it have an en-suite bathroom? Advise your designer if you have specific requirements for room sizes and it is a good idea to measure out the size of proposed rooms in existing ones to get a real comparison.

At **extensionplans.net**, we like to add furniture on to your initial plans to help you visualize the space (see also section 6 of this guide on our Initial Design Service.).

You may also want to consider how much garden space will be lost by extending and remember that loft conversions and building over existing extensions have the advantage that you do not lose any of your garden.

2. THE NEED FOR GOOD DESIGN

- **Position, shape and size**

Also, think about the shape of your proposed extension. Most will be rectangular or square, simply because this is easier and more cost effective to build. If you are thinking about a curved wall or an interesting shape, be aware of any cost implications and make sure your furniture will still fit.

It is important to consider your neighbours and what effect your plans will have on them – they may lose sunlight or become overlooked. Try to minimize the impact and talk to them before you seek planning permission. If you have adjoining properties, your neighbours might even be interested in extending in the same way, so you could cut the building costs.

- **Number of stories**



You will need to consider whether it is best to build single storey or two/multiple stories. Single storey extensions are easier to build and many do not require planning permission. They also have less impact on the original character of the building.

Double storey extensions can be more difficult to obtain planning permission for and more disruptive to build but they generally work out cheaper per square metre of floor area than single storey extensions.

Also, consider the use of the rooms and how access will be gained into the extension - It is more usual, for example, for bedrooms to be at upper floor levels. Access into an upper floor extension will often mean losing some existing floor space unless there is a window off the landing that can be replaced with a door or extended landing area.

Alternatively, think about creating a single-storey extension with the option to add a second storey later (i.e. ensure foundations, joists, lintels, etc are strong enough). It will make it cheaper for you or a buyer of your property to build a second storey if you have built the ground floor adequately.

- **Light/ventilation**



Large glazed areas can make a spectacular addition to your home but be aware of the potential heat loss and the Building Regulations limitations on this - your designer should be able to help you with this decision.

Many homeowners in the last few years have included bi-fold doors or large sliding doors which provide an impressive connection to the garden.

2. THE NEED FOR GOOD DESIGN

- **Budget/value considerations**



There is sometimes a reluctance to talk about budgets at an early stage, but this can often be the single most important factor that determines your final design.

Whilst you will be building the space for yourselves, we would always recommend that you consider the resale value of your property. Try and establish a ceiling price for your property in the local area as there will normally be a limit on how much your property will sell for.

The extension will need to blend in well with the existing property and the overall effect of the addition should enhance the whole property. Homeowners like large well-lit spaces and a good balance between ground floor and first floor accommodation.



An extension that blends well with the existing property will help add resale value.

Our Initial Design Service includes an estimate of the cost for your proposal so you can check this is within your budget. The last thing you want is to end up with a superb design with planning permission only to find that all your builders quotations are twice your allowance.

- **Structural alterations**



When carrying out your initial design, think about how much of the existing structure you wish to demolish. Whilst most walls can be demolished and steels beams installed, these can be expensive so you may be better off trying to keep as much of the original structure as possible.

- **Landscaping**



Will your proposal involve felling any trees or hedges? Think about the position and size of the proposal in relation to this as it may affect your overall enjoyment of the garden and could have an impact on any planning application.

2. THE NEED FOR GOOD DESIGN

- **Planning and other approvals**



At any early stage, you and your designer should be aware of any local planning policies that may restrict what you can build.

It is a good idea to check if other properties on the same street been extended or changed and are there any similar to your own proposal?

You may create a precedent for planning permission and this could cause the planners to look at the application more closely, particularly if it is visible from the front elevation.

Also make sure you have considered any Building Regulations implications, Party Wall requirements and restrictive covenants that may impact your design.

Our Initial Design Service includes checking local planning policies and advising you on any relevant restrictions.

- **Project time considerations**



At an early stage, we recommend that you give consideration to the overall time your project will take.

Do you have a set date that the work needs completing by? You may, for example, be planning to work from home at a certain time or you may have an imminent new arrival to the family.

This may affect the complexity and subsequent design of any proposal.

3. BUILDING CONSIDERATIONS

Once the design work is complete and you are ready to start the building work, it is important to prepare well in advance of the builder commencing. We have included below some of the main building considerations for your project.

- **Choosing a builder**

Choosing a builder can be a daunting task but there are some basic guidelines we would recommend to help you find the right builder for you.

The best method of choosing a builder in our experience is recommendation. Ask friends, neighbours, work colleagues and family if they have had building works carried out recently and if they were happy with the builder.

If you cannot find builders through recommendation, it is worth taking a look in your local area to see if you can find projects underway. Most homeowners will be happy to talk to you and let you know if they would use the builder again. It also gives you a chance to see some of their work and how organised the project is – i.e. if the site looks tidy and well run, the chances are the builder is organised and knows what they are doing.

Generally, it is better to choose a builder who is based near you as they will have less distance to travel, can respond to issues faster and have a local reputation to maintain.

There are many websites now that recommend builders and tradesmen and it is worth using these if you cannot find a builder through recommendation. Remember, however, that you should still take up references and visit previous work. Ideally ask if you can visit a project that they are currently working on as the builder's workforce can change over a period of time and you need to know who is likely to be working on your own project.

Check how long the builder has been trading – if the business has only recently been set up, it is worth finding out why. Spend some time on the internet search engines to see if you can find good or bad reviews of the business.

It may also be worth carrying out a financial check on the business if they are a limited company as you need to be assured that they are financially stable before starting your works.

Check on the builders availability as good builders can be booked in for long periods of time and you may not want to wait until they are free to do your work.

Finally, check if they belong to any trade associations such as the Federation of Master Builders as this will give you an indication on their attitude and how they wish to project their business image to their customers.



3. BUILDING CONSIDERATIONS

- **Obtaining quotations**

It is a good idea to obtain at least three quotations for the work and although this will involve some repetition on your part, it will provide you with a good indication of a fair price.

It is extremely important to define the extent of the works to make sure you are obtaining quotations based on the same specification. In our view, many building disputes are caused by having poor documentation and no Specification of Works which identifies what is to be included in the quotation and can also be used as a contract document.

At **extensionplans.net**, we prepare a Specification of Work for most projects which includes details on electrics, plumbing and heating, doors and windows, etc. A lot of this information is not required to obtain planning permission or building regulations approval but is essential to ensure there are no misunderstandings on the work content.

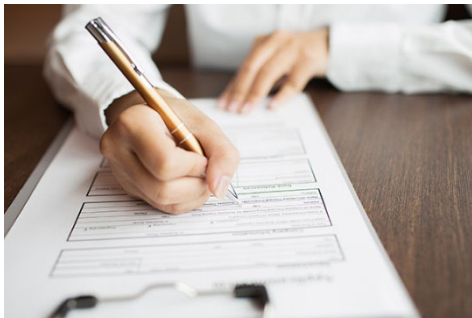
- **Comparing prices**

Always ask the builder for a breakdown on their quotation so you can compare them with other quotes. These are generally summarised into different trades such as carpentry, plumbing, etc or you could ask them to break down the various heading items in the Specification of Works.

It is not uncommon to find a large difference between quotes and having a breakdown will help identify where the differences are.

Make sure quotations received include VAT as this can make a big difference to the bottom line. If the builder isn't VAT registered, it is worth asking why as the turnover requirement is around £85,000 per annum before registration is compulsory. This is a relatively low figure for a 12 month period for a builder as many individual projects are above this amount.

- **Contract or form of agreement**



Having a written agreement for the works is essential for any project. This may be a standard 'pro-forma' agreement issued by bodies such as The Joints Contracts Tribunal (JCT) or the Federation of Master Builders or it may be prepared by the builder himself.

Either way, it should form the basis of the agreement between you and the builder and include the agreed contract price (including VAT), the start and completion date for the work, payment terms, insurance details, what

happens in the event of a dispute or disagreement and procedures for dealing with provisional sums and variations. It should also define the agreed contract documents such as the drawings and specification of works.

3. BUILDING CONSIDERATIONS

- **Contract or form of agreement**

You may wish to have a solicitor look over any agreement before you sign it to ensure that it is not unfair.

Payment terms are one of the main areas of discussion with builders and our recommendation is to use key stage payments as this is a fair method of payment for both parties. When the builder completes certain aspects of the project, such as foundations concreted, walls built, roof tiled, etc an agreed percentage of the contract sum is paid. The final payment is only made once the works are complete and we would suggest a retention amount is held by you for 3-6 months to cover the cost of any drying out defects.

- **The building process**

Whilst the builder may be reluctant to provide one, we do recommend that a programme of works or schedule of activities is prepared for your project. This can be a simple breakdown of the intended weekly tasks or issued as a spreadsheet chart.

Either way, this helps you to understand how the builder intends carrying out the work and when critical activities such as breaking through into the existing property are scheduled. It also enables you to check on a week by week basis if the builder is on programme.



We would also strongly recommend that keep a diary and a photographic record during the building process as this will help if you have issues with delays, materials used, etc. There may be periods where works cannot progress due to poor weather or material deliveries and you will need to agree with the builder if the agreed contract time can be extended as a result.

Keep a record of any dates that the building inspector has visited the site to inspect the works. The builder is usually responsible for arranging the visits so check with him when these have been carried out and if there were any issues raised.

During the building process, there will be a multitude of decisions you will need to make on the final choices of fixtures and fitting such as lights, sanitaryware, wall and floor finishes, etc. so it is a good idea to have a regular (weekly or fortnightly) meeting with the builder to go through these and keep a note of anything agreed.

3. BUILDING CONSIDERATIONS

- **The building process**

This meeting can also include a review of progress, payments made or due, confirming any cost variations for additional or omitted works and any other queries you or the builder may have. It is a good idea to issue formal minutes to these meetings to keep a record of anything that is agreed.

The building process can be an emotional time for you as the homeowner as you have a multitude of people carrying out the work which can feel like an invasion on the privacy you usually enjoy in your home. However, it is a time to focus on the additional space you will enjoy when the project is finished.

- **Dealing with disputes**

Building disputes are not uncommon during any building process and it is difficult to cover this subject in detail here. There are some key suggestions we would recommend to minimise the chances of this as below:

1. Provide good quality documentation – this includes the standard of drawings and specification of works. The clearer and more detailed these are, the less chance there will be of misunderstandings on what is included in the works. If you do have a dispute on whether an item of work is allowed for, it is a lot easier to resolve it if it is written down on a contract document.
2. Monitor progress – by having an agreed programme of works, you will soon be able to assess if the works are behind schedule. If they are, speak to the builder about how he intends recovering the time or, if the reasons for any delay were unavoidable, agree a written revised completion date.
3. Workmanship issues – if you are unhappy with the quality of some of the workmanship then make sure you let the builder know as soon as possible. He may not be aware that there is a problem such as a leaking roof or plumbing connection and you will often notice this first if you are at the property more than the builder. Many of these issues are easier to deal with as soon as they are discovered rather than after subsequent works such as plaster boarding have covered them up. The benefit of key stage payments in your contract is payment should not be made by you unless the items have been rectified.
4. Payment issues – these can be the hardest disputes to resolve, particularly if the builder is having financial problems and cash flow is impacting the progress of your project. Our main advice is that you need to protect your own position and do not pay more than the value of the work completed, If the builder has serious financial issues and cannot complete the work, you need to ensure that you have the funds to complete it with another builder. Do not agree any changes to the contract terms unless you are happy to do so.

It is a good idea to make sure there is an agreed method of how to deal with disputes in the contract such as an agreed arbitrator in the event that you and the builder cannot resolve an issue.

3. BUILDING CONSIDERATIONS

- **Project completion**

Once works are complete, it is a good idea to have a 'drying out' or retention period.

When any building is completed, the moisture in the construction needs to dry out over a period of time and this can cause some minor defect items such as shrinkage cracking in walls and ceilings, timber drying out and the possibility of doors and windows needing adjustment. We would usually suggest 3-6 months as an agreed period and you should hold back a percentage of the contract sum to be paid once any defects have been rectified.

Also make sure the builder provides you with any written guarantees from himself or other contractors involved in the project such as window and door suppliers, roofing contractors, heating engineers, etc. The electrician should provide a completion certificate and, once all works are complete, the building inspector will also carry out a final inspection and issue a completion certificate.

We would recommend that any final payment to the builder is not made until the building inspector has signed off the project.

At the end of the process, you will be able to enjoy the additional space you have created for many years to come.





4. WHAT APPROVALS DO YOU NEED?

Understanding the various approvals required can be very confusing so we have included a summary below of the main requirements for home improvement projects.

Extensionplans.net specialises in home improvement designs and we also deal with obtaining most of the approvals you require. As indicated below, some approvals require specialist consultants and we will generally assist you with obtaining these.

- **Planning Permission**

Planning permission is required for the majority of home extension projects and is concerned with how any building alteration will affect the local environment, neighbouring properties and the 'street scene'. It deals with issues such as loss of light, loss of privacy, poor design, off street parking provision and use of appropriate materials.

Planning is controlled by the planning department at the local council and any application will involve the planning department contacting any parties affected by the work. This may include neighbours, local resident organisations, the parish council, the environment agency and others such as the highways department.

Some projects do not require planning permission as they are deemed to be minor works and fall within 'permitted development'. This, however, is not always easy to determine and we would recommend that formal confirmation of this is obtained from the planning department by obtaining a Certificate of Lawfulness. Although planning permission may not be required, usually building regulations approval is needed (see below).

- **Building Regulations Approval**

It is very common to find this being confused with planning permission but building regulations approval is a completely separate approval and is dealt with either by the local councils Building Control department or a private building inspector.

The building regulations are government issued technical performance standards and most new and extended buildings must conform with them. They cover aspects such as structure, fire protection, thermal insulation and drainage.

Any proposal will need to have the plans checked and also the building work inspected and approved by a building inspector and most inspectors charge separately for each of these two services.

As part of the building regulations approval, it may be necessary to provide structural and/or thermal calculations to deal with any steel beams design and any highly glazed areas.

- **Listed Building Consent**

If your property is listed, it is likely that you will also have to obtain listed building consent from the local council as well as planning permission. This is usually applied for at the same time as the planning application.

4. WHAT APPROVALS DO YOU NEED?

- **Party Wall Award**

If the works are within 6m from a neighbouring property or affect an existing party wall (i.e. wall which is jointly owned by you and a neighbour), they fall within the scope of the Party Wall etc Act of 1996. This gives your neighbour a right to ask you to pay for an independent party wall surveyor to ensure that there is no damage to their property and, if there is, it is rectified.

Where applicable, you are required to serve notices on neighbours that will be affected and if a surveyor is appointed, they will draw up a party wall award which is a record of their property before the works commence. It may also involve the party wall surveyor stipulating methods of construction and other constraints.

It is a good idea to take early advice on this issue to avoid any misunderstandings between you and your neighbours.

- **Build Over Agreement**

If your drains are shared with your neighbours, they are classified as a public sewer and you will need permission from your water authority to build over them or close to them. The cost of this varies but is usually in the order of £350.00 - £500.00 (Note Southern Water charge around £950.00)

- **Community Infrastructure Levy (CIL)**

Be aware that for large projects (usually over 100 sq. m floor area), central government and local councils usually charge a fee that is payable at the building stage – in some areas, both the central and local C.I.L. charges apply.

- **Landlord Consent/Covenants**

If your property is leasehold, you may be required to obtain landlords consent for any proposed works. You may also have restrictive covenants on the property that need to be addressed.

We would advise to check your deeds for both of these.

5. SUMMARY OF OUR ARCHITECTURAL SERVICES

We offer three main services as shown below. Our Initial Design Service and Detailed Design Service are covered in more detail in sections 6 and 7 of this guide.

- **Free Property Assessment**



If you are not sure if the home improvement you are thinking about is viable, our free on-line Property Assessment is intended to provide you with some initial design guidance on the possibilities open to you.

One of our designers will have a general discussion with you and, using Zoom's screen sharing software, we can show you some examples of similar projects and explain how the overall design process works.

We usually allow around an hour for this meeting.

- **Initial Design Service**

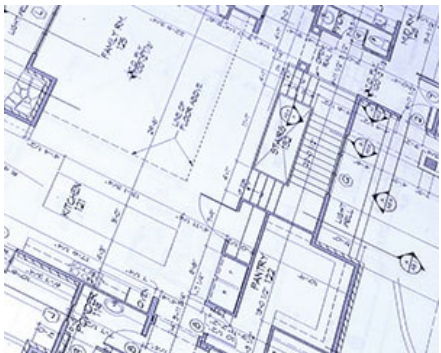


If you would like to start exploring options open to you without committing to detailed planning and building regulations drawings, our Initial Design Service is ideal.

This requires a full measured survey of your property and a design meeting to establish your requirements.

We then prepare one or more design schemes for you including scaled drawings, 3D renders and a comprehensive report on the proposed works.

- **Detailed Design Service**



Our Detailed Design Service includes the preparation and submission of plans for planning permission and building regulations approval.

We deal with all the applications for you and also help you with any other approvals you may require prior to starting building works.

6. INITIAL DESIGN SERVICE

- **What happens at this stage?**

The early stages of design of any project are undoubtedly the most important part of the process. You may have a good idea of the kind of space you wish to create but are not sure if it is practical, how to achieve the best layout and how much the work will cost.

When you add the uncertainty of obtaining planning permission and the need to create a design that meets the building regulations, it can be difficult to know where to start.

This is not a task to be completed on your own and it is important to work with an experienced architectural designer to help you find a design solution that meets your needs.

We like to call the **Initial Design Service** the 'thinking part' of the design process and it is the stage we will come up with some design ideas and initial plans to help you visualise the proposal before the more detailed planning and building regulations drawings are finalised.

It is a time to consider your options including layouts, building costs and time-frames and, between us, decide on the best solution for your needs.



It may be worth considering the benefits of a single or two storey extension at this stage.

- **How does it work?**

The process starts with a full measured survey of your property and a discussion with you where a written brief is taken to establish your requirements. We usually require around 2-3 hours for this process.

We will be pleased to look at multiple options as part of this service such as a rear extension and a loft conversion or you may be considering the benefits of a single storey extension versus a two storey extension.



6. INITIAL DESIGN SERVICE

- **How does it work?**

Our design team will then produce one or more scheme designs for your proposal, together with a report providing you with details on planning issues, building costs and project time-frames.

We will also present these to you online through a live online presentation meeting.

At the end of this process, you will be in a position to decide on the best way forward for your project and most of our clients would usually then proceed to our **Detailed Design Service** (see Section 7 of this Guide).

- **This service includes:**

- ✓ Initial 'Client Brief' meeting with you at your property to establish your requirements.
- ✓ Full measured survey of your property.
- ✓ Scaled plans prepared for proposed design - these are issued to you as a pdf file.
- ✓ 3D floor plans and rendered images provided to help you visualise the proposal.
- ✓ Budget building cost provided.
- ✓ Planning and Building Regulations advice given.
- ✓ Summary of project time-scales provided.

- **How much does this cost?**

The cost of this service is one third of our design fee payable upon completion of the property survey.

- **How long does this take?**

This service usually takes 3-4 weeks to complete from the survey date and receipt of payment.



7. DETAILED DESIGN SERVICE

- **What happens at this stage?**

The main objective of our **Detailed Design Service** is to obtain planning permission and building regulations approval for your proposed works. These are two completely separate approvals and most projects require both prior to commencing building works.

Planning permission deals with the overall look of the building and environmental issues such as loss of light or privacy to your neighbours.

The building regulations are technical performance standards and ensure that the building is designed to meet current regulations for aspects such as fire protection, thermal insulation and structural stability.

As part of our detailed design service, we will also assist you with obtaining additional approvals you may require such as listed building consent and a build over agreement if you have a public sewer.

- **How does it work?**

This service follows on from the **Initial Design Service** and the first step is to develop the ideas suggested at that stage into a final design for your approval before any applications are made.

We generally recommend that planning permission is obtained first as there may be some need to alter the plans during the planning approval process which can affect the more detailed building regulations drawings.

Some projects do not require planning permission and, for these, we will obtain a Certificate of Lawfulness from the planning department to avoid any issues when selling the property in the future.

Once planning permission has been obtained, we will hold an online specification meeting with you to go through the fixtures and fittings and details of the project such as doors, windows, finishes, heating, electrics, plumbing, etc. Following this meeting, we will prepare and submit the building regulations drawings for approval. We will also liaise with any consultants required such as structural and thermal engineers and prepare a Specification of Works.

The final documents produced are used to obtain builders quotations for the works and we will be happy to clarify any design issues from builders at this stage if required.

Once the building regulations approval has been obtained and any other issues such as party wall agreements resolved, you are able to commence works on your project with your chosen builder.



7. DETAILED DESIGN SERVICE

- **This service includes:**

- ✓ Development of initial design ideas into final scheme proposal and preparation of planning drawings.
- ✓ Submission for planning permission or Lawful Development Certificate.
- ✓ Liaison with planning office during application process.
- ✓ Once planning permission has been obtained, we hold a design meeting with you to agree the specification of the works (i.e. electrics, plumbing and heating, doors and windows, etc.) and prepare a written Specification of Works.
- ✓ Preparation of building regulations drawings which will be sent to you for your approval
- ✓ Liaison with structural engineer and thermal engineer if required (N.B. their costs are excluded from our fee and will be advised separately as required).
- ✓ Completing any amendments requested by you prior to submission for building regulations approval.
- ✓ Completion of building regulations application to your appointed Building Inspector.
- ✓ Submission of any support documentation such as structural calculations, thermal calculations, radon reports, etc.
- ✓ Monitoring application and dealing with any amendments required by Building Inspector.

- **How much does this cost?**

The cost of this service varies depending on the size of the project. Our fee table is included in Section 9 of this Guide. The detailed design service costs two thirds of our overall quoted Design Fee.

Please see Design Fee table (at the end of this document) for additional costs for specialist applications.

- **How long does this take?**

The overall time of this service is governed largely by the time taken to obtain planning permission as this is usually around a ten week process. We recommend that approx 18-20 weeks is allowed for the entire detailed design service.



8. TERMS AND CONDITIONS

1. Definitions

The "website" means <http://www.extensionplans.net> and all the pages, content and sub-domains contained therein. "Extensionplans.net", "the business", "us", "we", "our" and "ours" means extensionplans.net which is a trading division of EP Holdings Ltd, a limited company, registered in England, no 09356262. "Service" means any procedure or service that is provided by extensionplans.net which includes, but is not limited to: information, services and products provided through the website, or by telephone or email. "Customers" means any person who makes an enquiry on the website for extensionplans.net to quote on or anyone making use of our services. "Users" and "user" means anyone using the website including Customers. "Project", "Projects" "Work" or "Works" means any job or jobs submitted or requested by a Customer. "Design Project" and "Design Projects" shall include our initial design service, detailed design service and any other design services provided by us

2. General Terms and Conditions (applies to Customers and any Site Users)

2.1 General. This document describes the terms and conditions applicable to the use of any Service provided by the business including any services offered through the website and you are bound by the terms and conditions as set out below.

2.2. Notices. Unless otherwise explicitly stated, notices to extensionplans.net must be sent by registered mail extensionplans.net, 34Tennyson Avenue, Grantham, Lincolnshire, NG31 9NA, UK, and notices to users will be sent to the email address that they have provided to us during the registration process (receipt is deemed 24 hours after an email is sent, unless we receive notice that the email address is invalid), or by registered mail.

2.3 Projects and Further Contracts. The Customer's Projects must not be against any applicable law, or contrary to any aspect of these terms and conditions. Customers accept the sole responsibility for the legality of their actions under laws applying to themselves.

2.4 Restrictions on Information provided by the Customer and any activities on our website must not, be false, inaccurate or misleading, offensive, menacing, abusive, defamatory, or in breach of copyright, confidence, privacy or any other rights. The information must not infringe any third party's copyright, patent, trade mark, trade secret or other proprietary rights or rights of publicity or privacy, be fraudulent, be in breach of any applicable laws or regulations (including, but not limited to, consumer protection, unfair competition, anti-discrimination, false advertising), be obscene, indecent or contain pornography. The information must not create liability for us or cause us to lose (in whole or in part) the services of our ISPs or other suppliers. The information must not link directly or indirectly to any other website. The information may not contain any computer viruses, macro viruses, trojan horses, worms or anything else designed to interfere with, interrupt or disrupt the normal operating procedures of a computer or to surreptitiously intercept, access without authority or expropriate any system, data or personal information. The information may not cause the website to be interrupted, damaged, rendered less efficient or such that the effectiveness or functionality of the website is in any way impaired.

2.5 Use of your information. We only collect, store or use information that we consider necessary for the purpose of providing the best service for our customers. We check the accuracy of the business information that users provide on registration. We may use the contact information provided to contact you regarding your registration, or any other matter that we consider relevant to the users use of our website. We do not share, sell, trade or give away your personal information other than is described in these terms and conditions. We may disclose your personal data if we are either compelled to do so by law, or in response to a valid, legally compliant request by a law enforcement or governmental authority. We cannot ensure that all of your communications with extensionplans.net and other



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personally identifiable information will never be disclosed in ways not otherwise described within these terms and conditions or our in this Privacy Policy. For example, third parties may unlawfully intercept or access transmissions or private communications, or users may abuse or misuse your information that they collect from the website. Therefore, we do not guarantee, and you should not expect, that your personally identifiable information or communications will always remain private. We may also disclose aggregated demographic and profile data (in which users will not be identified) to our commercial and marketing partners. Although we make every attempt to ensure that it is correct and accurate, extensionplans.net cannot guarantee the accuracy of the information on this Service, and are not liable for any problems or losses arising from errors in the content. See also our separate [Privacy Policy](#) on the company's website.

2.6 Access and interference. All user agree that they will not use any robot, spider, scraper or other automated means to access the website for any purpose without our express written permission. Additionally, users agree that they will not take any action that imposes, or may impose in our sole discretion an unreasonable or disproportionately large load on our infrastructure. Users agree that they will not copy, reproduce, modify, create derivative works from, distribute or publicly display any content from the website without our prior written permission and the appropriate third party, as applicable and that they will not interfere or attempt to interfere with the proper working of the website or any activities conducted on the website; Users agree not to bypass measures we may use now or in the future to prevent or restrict access to the website and we do not authorise any users to extract, copy or re-utilise any parts of our website.

2.7 Breach. Without limiting our other remedies, we may limit users activity on the website, immediately issue a warning, suspend or terminate the user registration and refuse to provide our services to the user without notice to the user if they breach these terms and conditions or the documents incorporated by reference or we are unable to verify or authenticate any information they provide to us, or we believe that the users actions may cause us financial loss or legal liability.

2.8 Limitation of Liability. Nothing in these terms and conditions shall limit or exclude our liability for fraudulent misrepresentation, or for death or personal injury resulting from our negligence. Subject to the foregoing, we (whether directly or through our directors, agents, sub- contractors, employees or others) will not be liable for any economic losses (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence) arising out of or in connection with these terms and conditions or otherwise in relation to a Design Project or other provision whatsoever of advice, goods or services. We (including our directors and employees) also have no liability of any sort (including liability for negligence) for the acts or omissions of other providers of other providers of telecommunications services or for faults in or failures of their networks and equipment. Where notwithstanding the provisions of this paragraph we have a liability, it shall be limited to a sum of [£500,000] for any and all claims arising out of the same Project.

2.9 Indemnity. All users agree to indemnify and hold us and (as applicable) our agents, and employees, harmless from any claim or demand, including reasonable legal fees, made by any third party due to or arising out of the users breach of these terms and conditions (including the documents incorporated by reference), or the users violation of any law or the rights of a third party.

2.10 Information Access. We do not guarantee continuous, uninterrupted or secure access to our services, and operation of the website may be interfered with by numerous factors outside of our control. Our website and our services are provided "as is" and as and when available, and to the extent



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permissible by law we exclude all implied warranties, conditions or other terms, whether implied by statute or otherwise, including without limitation any terms as to skill and care or timeliness of performance. Some jurisdictions do not allow the disclaimer of implied warranties, so the foregoing disclaimer may not apply to users.

2.11 Governing Law and Legal Compliance. These Terms and Conditions shall be governed by and construed in accordance with English law. Disputes arising in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the English courts.

If any provisions hereof are held to be illegal or unenforceable such provisions shall be severed and the remainder of this Agreement shall remain in full force and effect unless the business purpose of this Agreement is substantially frustrated thereby.

2.12 Complaints. Extensionplans.net is serious about customer complaints and will endeavour to act quickly to resolve these. In the first instance, please address any complaints to us by e-mail at info@extensionplans.net

2.13 Third Party Rights. A person who is not a party to these terms and conditions has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these terms and conditions but this does not affect any right or remedy of a third party specified in these terms and conditions or which exists or is available apart from that Act.

2.14 Intellectual Property. Extensionplans.net owns all the intellectual property rights relating to the site, including the designs, text, database, graphics and layouts, and users agree not use or copy any part thereof without our express permission. The intellectual property rights on postings, messages, text, files, images, photos, video, sounds, or other materials ("content") Users upload to our website are retained by the copyright owner, and these are added to the site by Users at their own risk. In doing so the user is giving expressed and irrevocable permission for us to store, display and use the content.

2.15 General. If any provision of these terms and conditions is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall be enforceable. All users agree that these terms and conditions and all incorporated agreements may be automatically assigned by us, in our sole discretion, to a third party in the event of a merger or acquisition or any other event. Headings are for reference purposes only and in no way define, limit, construe or describe the scope or extent of such section. Our failure to act with respect to a breach by users or others does not waive our right to act with respect to subsequent or similar breaches. These terms and conditions set forth the entire understanding and agreement between us with respect to its subject matter. No oral explanation or oral information given by any party shall alter the interpretation of these terms and conditions. This Agreement will prevail over any conditions a Customer or Contractor may have specified in the description of a job and our Privacy Policy which are incorporated in these terms and conditions by use of reference. Each of the policies may be amended from time to time. If material changes occur, you will be sent an email explaining the changes.

3. Customer Terms and Conditions

3.1 Customer Registration. In order to make an enquiry about a Project a customer must complete and submit a Customer Enquiry Form on our website or at a trade exhibition or telephone our office premises. Users must be over the age of 18 and we reserve the right to limit the access of any user that we consider suspect, acting in bad faith or under the guise of a false identity or any other reason. Making an enquiry for a Project with extensionplans.net is free. Upon receipt of the enquiry, we will contact the Customer to discuss their requirements which may require an initial meeting. If a Customer wishes to



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change the details of their enquiry or personal details such as telephone number or address, this can be done through e-mailing the business.

3.2 Payment Terms. All payments for any project shall be made to EP Holdings Ltd.

3.2.1 Initial Design Service. The Initial Design Service fee will be payable on completion of the property survey – the cost of this will be as quoted by us in our design services sheet and as advertised on our website. No work will commence on the design of a project until this fee has been paid in full.

3.2.2 Detailed Design Service. One half of our detailed design fee is payable upon completion of planning drawings prior to submission to the Local Authority. The Local Authority Planning fee or Lawful Development Certificate application fee is also payable at this stage as required by the Local Authority. The remaining half of our detailed design fee is payable upon completion of the Building Regulations drawings prior to submission to the Local Authority or private Building Inspector. This fee is due in full upon issuing of the first draft of the Building Regulations drawings to the customer. The Building Regulations plan fee (N.B. This may be paid directly by the Customer to the Building Inspector), structural engineer's fee and any other third party fees such as thermal calculations fee are also payable at this stage. There may be additional third party fees required by Party Wall surveyors or other interested parties such as management companies. If required, extensionplans.net will provide copies of plans to obtain third party consents. Any fees charged by a third party will be payable by the Customer. We reserve the right to charge an additional design fee if additional work is generated.

3.2.3 Late Payment. Extensionplans.net shall reserve the right to apply an interest charge of 2.5% per month for late payment. Any cheques which do not clear will incur a fee of £10.

3.3 Cancellation. Any cancellation must be in writing. If the Customer cancels the Initial Design Service before the property survey is carried out, we reserve the right to charge an administration fee of £100. Where the customer has paid the Initial Design Service payment, this will be returned to the Customer (less the administration charge where applicable). If the Customer cancels the Initial Design Service after we have carried out the survey, but before we have completed the Initial Design Service, half the Initial Design Service fee will be payable. If the Customer cancels the Initial Design Service after we have completed the Initial Design Service, the fee will be payable in full. If the Customer cancels the Detailed Design Service, the Customer will be liable for payment for any planning or building regulations drawings, preparation of work specification, etc that has been completed by us including any third party fees which have been incurred.

3.4 Design Projects Liability

3.4.1 Access. It is the Customer's responsibility to ensure that the property is clear of furniture, goods etc. to enable extensionplans.net to access the property to carry out any surveys or inspections. It is also the Customer's responsibility to ensure that the property provides a safe working environment. We reserve the right to decline to carry out the survey if the environment is unsafe.

3.4.2 Planning Permission Extensionplans.net cannot guarantee that a Design Project will obtain planning permission or a Lawful Development Certificate. We will aim to design a scheme that meets planning guidance and policy but an application can be refused. We will generally seek to redesign and resubmit a further planning application for which, subject to the extent of the works, we usually charge a nominal fee of £250 excluding any third party fees. We will, if required, introduce a specialist planning consultant to appeal against a refusal decision and the cost of this work will be in addition to our design fee.



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3.4.3 Legal Restrictions Extensionplans.net does not carry out legal investigations into the viability of the proposals and will prepare a scheme on the assumption that the instructing Customer is the freeholder/controlling owner of the property. The Customer should therefore advise extensionplans.net if there are any legal restrictions such as restrictive covenants, third party rights of way etc. that may affect the scheme. Extensionplans.net usually provides general advice only on whether the proposal is affected by the Party Wall Etc. Act 1996. Additional specialist Party Wall advice/services may be required and any additional fees charged by a Party Wall Surveyor will be in addition to our design fee. Grant of planning consent does not necessarily mean that proprietary rights of adjacent owners/occupiers, such as rights to light or restrictive covenants have been waived, or overcome. The Customer may need specialist advice to deal with such issues. Unless the Customer provides specific information on physical restrictions on the property, such as unusual ground conditions, sewers or drains, Tree Preservation Orders, etc. extensionplans.net will assume that there are no onerous restrictions. Any restrictions that come to light through the planning process will be notified to the Customer. We do not hold information on public utilities and services, and it is assumed that the location of services will not affect the scheme in any way.

3.4.4 Building Regulations Building Regulations drawings are prepared without invasive investigation (e.g. external trial holes, lifting floor coverings to check floor joists, etc.) and therefore are likely to require amendments prior to receipt of Conditional and Unconditional Building Regulations Approval. We may need site information from you or the appointed Contractor after building works have commenced to revise plans to obtain these approvals. Amendments requested by Building Control may affect any building quotations given to the Customer. Building work may commence prior to issue of the Building Regulations Approval Notice (Conditional or Unconditional) but this is carried out at the Customers risk. If a Building Regulations Completion Certificate is required by the Customer upon completion of the works, an additional fee may be payable by the Customer to the Local Authority or Private Building Inspector.

3.4.5 Construction (Design and Management) Regulations 1994 Customers should note that any design work carried out other than for a private residential Customer, occupied by the Customer, may be subject to the Construction (Design and Management) Regulations 1994 and require the appointment of a Planning Supervisor. Fees for this service will be in addition to our design fee.

3.4.6 Copyright. All plans prepared by extensionplans.net remain the property and copyright of extensionplans.net.

3.4.7 Issuing of Information/Files All documents will be issued in pdf format to the Customer and/or their suppliers and consultants. We do not issue any native files to the customer and/or their suppliers and consultants (e.g. dwg or CAD files, word documents, excel spreadsheets, etc.). We do not issue hard (paper) copies of drawings, documents, files, etc

3.5 Statutory Rights. Nothing in these terms shall be construed so as to reduce or in any way modify the rights to which you have or will become entitled to under any statutory provisions.



9. FEE TABLE

Design Fees Summary

Type of Proposal	Design Fee
Garage conversions and internal alterations.	£2,100.00
Extensions, loft conversions and basement conversions.	£2,950.00
Multiple works or large schemes (e.g. combined extension loft conversion)	£3,900.00
New builds, flat splits, etc.	P.O.A.

Design Fee Breakdown

Quoted Fee	
One third of design fee for Initial Design Service.	
One third of design fee for preparation and submission of planning drawings for Planning Permission or Certificate of Lawfulness.	
One third of design fee for preparation of building regulations drawings and work specification.	

Other Fees

Details	Fee
Build Over Sewer application	£200.00
Landlord or Estate Management application	£250.00

All the above fees exclude any third-party fees such as application costs, consultants, etc. See also main terms and conditions.