



PLANNING YOUR DREAM HOME



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Our Fluent Promise

Welcome to the start of your new home

- ✓ Free onsite consultation with one of our directors, no pushy sales person
- ✓ Fixed price quotation within 3 working days
- ✓ Listen to your needs, aspirations and build cost
- ✓ First revision of plans released within two weeks from the completion of the survey
- ✓ Guide you through the planning and building control approval process, providing the greatest chance of success
- ✓ To introduce you to one of our trusted build companies
- ✓ Our in house planning consultant will review your plans and deal with the planning process on your behalf
- ✓ To work with you at your pace to ensure you love your new home

T. Millin N. Millin

TOM & NEVILLE MILLIN

Company Directors



Our Approach

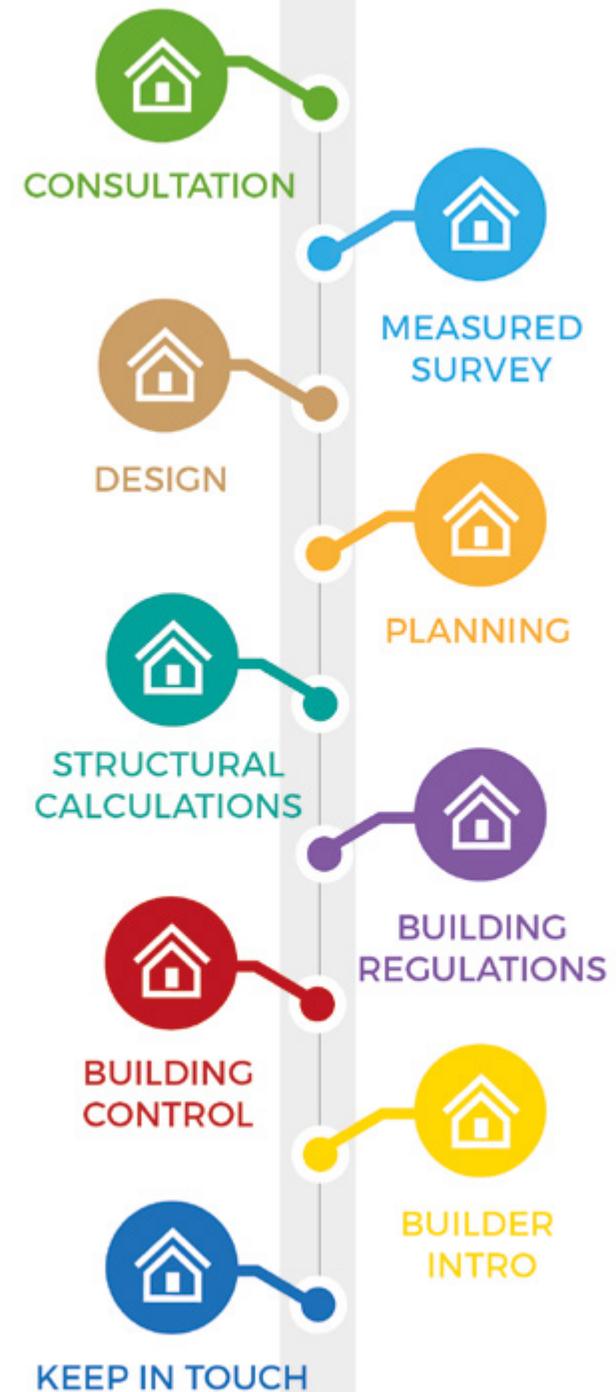
How we work with our customers

Our personal friendly service will guarantee each customer will be known by name and not by a project number.

With our experience, capabilities and access to the latest architectural Autodesk software this enables us to provide planning and building regulation drawings for a range of projects from home extensions to new build residential schemes.

We believe customer satisfaction is fundamental. Our team use a consultative approach to ensure your individual specifications are delivered whilst offering expert advice throughout the process.

Our aim is to help you create a home you can be proud of.



Our Approach



Our Customers

What our customers say about our work

“Firstly, Thank you! Tom and his team allowed this process to be a seamless process (allowing my heavily pregnant self to relax!). Tom and his team worked coherently with our builders to ensure that there were no issues with the build before or during. Fluent dedicated themselves to our project and as a result we now have our dream home.”

————— Client in Addlestone 3 May 2017

“An excellent professional service from the whole team, guiding us through the design to successful planning permissions process. Kept us informed every step of the way and would definitely use them again. “

————— Client in Ascot 21 August 2018

“We dealt with both Tom and Nev and found them to be very supportive and extremely patient, having changed the designs on numerous occasions. They are very knowledgeable and skilled with designs and what can or cannot be done, making recommendations and steering us in the right direction. Once we agreed the design they dealt with the local authority with our planning application and saw it through until it was granted. We cannot recommend them highly enough, supporting us through what could have been a very stressful and demanding process and all at a very reasonable price, considering what others had quoted! “

————— Client in Staines-upon-Thames 19th April 2017

“I’ve been working with architects 25 Years this company is one of the best I’ve ever worked with and would recommend to anybody. “

————— Client in Ashford 1 February 2018

Our Process

The Design Stage

Following your consultation and measured survey our designers will set to work creating the first revision of your plans which will then be released to you within two weeks via email in PDF format unless specified otherwise.

What you can expect to receive:

- Site plan
- Existing elevations
- Existing floor plans
- Proposed elevations (first revision)
- Proposed floor plans (first revision)

We shall then work with you to discuss and refine your plans until we reach a finished design you are happy with.



Our Process

The Design Stage

We understand your requirements may change and the most effective way of actioning an alteration request is via email where we aim to return amended plans within 72 hours. We do however understand that it is not always easy to articulate changes in writing and we can therefore offer a phone/ conference call or online Webex/screen share which can be arranged within 72 hours, with amended plans to follow.

To ensure that you love your new home extension we are happy to offer one free on-site drawing review. Following your design review meeting we aim to have your revised plans issued within 72 hours. Further on-site reviews can be arranged and charged at an hourly rate.

Once you have approved your plans, our planning consultant will complete a review to highlight and address any points of concern. Your plans are then ready to submit to the Local Authority!!



Our Process

3D Visualisations

It is sometimes difficult to imagine the end design and how a space will look and feel. 3D visualisations are a great way to help visualise the completed project. It will allow you to make an informed decision on your final layout and be confident in the finished build.

Neighbours and planners also generally respond positively to 3D visualisations as they can visualise the end result and quality of design, alleviating any concerns.

3D visualisations can be completed for an additional fee outlined in your quotation.



Our Process

Planning Application

48HRS

Submit Planning Application

Our in house planning consultant will submit your planning application with any additional required supporting documents.

10 Days

Acknowledgement of Application

The Local Authority will register your application, assign a planning officer and a unique reference number. Once registered you and the public will be able to view and track your application's progress through the Local Authority's planning page.

— Time taken from submittal date

21 Days

Publication of Application

Consultation period commences (Householder app only)

- Plans published online via LA website
- Plans sent to parish/town council
- Site notice displayed
- Neighbours notified
- Statutory consultees invited to make comment

5-6 Weeks

Officer Report

The local authority may contact you to arrange a site visit. The planning officer should then subsequently submit a recommendation report. If required, our planning consultant will then work with your planning officer to address any points of concern prior to the decision phase.

7-11 Weeks

Decision

On most occasions the decision will be made by a senior/principle officer or by the development control committee depending on the scale and nature of the application.

Our Process

Planning Application

8-12 Weeks

Decision Issued

The decision notice will be published online and Fluent will receive notification of this. Once received we shall inform you as soon as possible and discuss next steps

Management

Our in house planning consultant will complete and manage your application to ensure the best possible outcome. Updates will be provided where necessary and all applications can also be tracked through the Local Authority's website.



Our Process

Planning FAQs

Q:What happens if my application is refused?

A: If the outcome is negative, our planning consultant will liaise with the planning officer and yourself to address any points of contention and resubmit the application at no extra cost.

Q: How long does the planning application process take?

A: 8 -12 weeks, however this is dependent on the type of application and the Local Authority's work load.

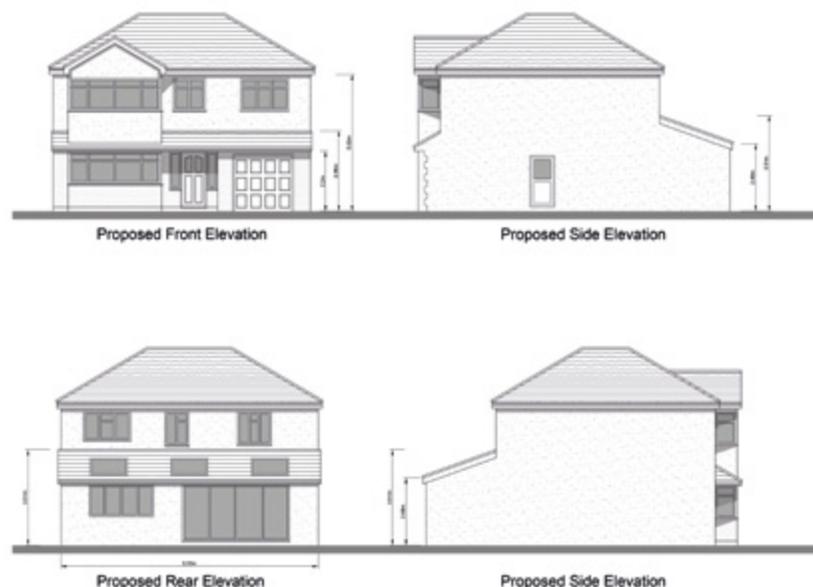
Q: How often will I receive updates about my planning application?

A: It is likely that your assigned planning officer will not complete a site visit for at least 5-6 weeks from registration and it is unlikely that any officer feedback will be made until this point. Please note some councils will not discuss the application or likely recommendation.

Q:What happens if my neighbours object?

A: The Council can only take into account 'material planning considerations' when looking at your comments. For example
- Loss of light or overshadowing, overlooking/loss of privacy
They cannot take into account matters which are sometimes raised but are not normally planning considerations such as:
- The perceived loss of property value, private disputes between neighbours or the loss of a view

Please note: it is important to understand that the material considerations relevant to any particular application will need to be weighed in the final decision process according to their seriousness and relative importance.



Our Process

Planning FAQs

Q: Why does the planning officer need to complete a site visit?

The site visit will normally take place after the application has been validated and initial consultations issued.

A: Officers consider a number of different issues during their site visits. They check the site boundaries are correct on the location plan submitted and that it is displayed clearly on the site notice. They will also be taking note of a number of considerations including; residential amenity, visual amenity, highway issues, layout/density, trees/hedges, noise/light, listed buildings and conservation areas, biodiversity, and drainage and flood risk. They also note any other comments and examine whether any additional neighbours or consultees may need to be informed that haven't been so already. You do not need to attend a site visit if the Officer is able to access the area of the site which is being considered as part of an application.

However, if the area of application is not accessible (i.e. behind a locked garden gate) the Officer may arrange to meet you on site to gain access and conduct a site visit, if the gate can't be left unlocked.



Our Process

Building Regulation Plans

Once your project has received planning permission, and you are happy with the internal layout, our specialist designers will use the information obtained during the initial measured survey to upgrade your original planning drawings to a full set of building regulation plans.

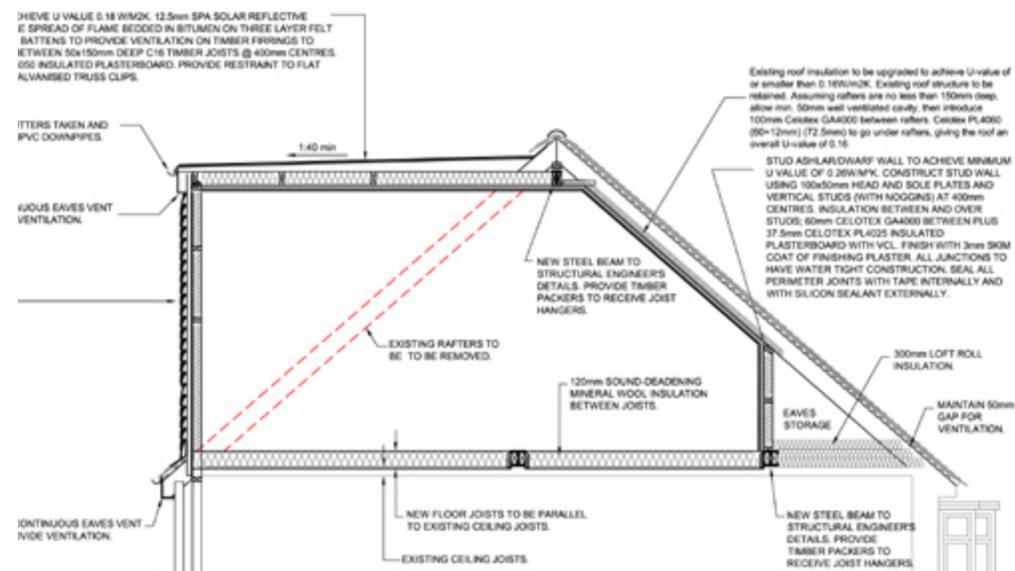
Our building regulation plans include construction methods, consideration of build materials, workmanship requirements, fire safety, sound insulation and energy conservation. They will not include design details such as electrical points as this can be agreed with your builder/electrician later in the process.

Building regulation plans take two weeks to produce from instruction.

Why are building regulation plans required?

The building regulation plans, in conjunction with the structural engineers calculations, will provide your builder with the essential information to construct your project ensuring a sound structure which meets UK building regulation standards.

The majority of builders will also require both regulation plans and structural calculations in order to provide an accurate quotation for their services.



Our Process

Building Control

Building Controls are in place to ensure that your property, once completed, is safe to reside in and meets with UK building regulations. They will complete inspections throughout your project and issue a certificate once complete.

Legally you must ensure that Building Control are informed of your intention to build prior to work commencing. There are three recommend routes to do so, outlined as follows:

- Private Building Control, Full Approval. We can coordinate this on your behalf with our trusted building control company who will assess the plans and complete site inspections throughout the project. Alternatively your selected builder may recommend their own private Building Control officer. Typically builds can then start 5 working days from instruction. A quote for this service can be provided, upon request, once the building regulation plans have been completed. The fee is payable directly to the instructed building control company.

- Local Authorities Building control, Full Approval

For an additional fee of £75 + VAT (not including LA fees) we will submit your plans to the Local Authorities Building Control team who will assess your plans and, once approval has been granted, your build can commence. Inspections will then take place throughout the project to ensure it meets regulations. Please note this process can take 5 -8 weeks.

- Local Authorities Building control, Building Notice

For an additional fee of £75 + VAT we will submit a building notice to the Local Authorities Building Control team. A minimum of 48 hours prior to commencing building work you will need to serve a building notice to the local authority, a building inspector will make routine inspections throughout the build. The fees will be payable directly to the local authority.

Our Recommendation

Local Authority or private Building Control, Full Approval

Having your plans pre approved means that you can rest assured that any concerns are addressed prior to the start of your build. Changing plans during your build can result in additional stress and expense.

Our Process

Structural Calculations

If you are changing the stability of your property or removing a structural wall you will require structural calculations. These will work in conjunction with the building regulation plans and will need to be provided to building control.

We do not complete these in-house. We work with a trusted structural engineer who produces calculations for many of our home extension projects. This seamless approach means we liaise with the engineers on your behalf in order to provide a cost-effective solution and with a quick turnaround time.

If you or your chosen build company has a preferred structural engineer we are more than happy to provide the necessary formatted plans.



Other Considerations

Building over a public sewer

If you are planning to build over or within 3m of a public sewer you will need to obtain a Thames Water Build Over Agreement. This will need to be sent to Building Control prior to the start of the build.

We are happy to complete the required plans and manage the application process on your behalf. Typically approval takes 21 days from registration.

Party Wall Agreement

A party wall is the structure that you and your neighbour share. If there is a possibility that this will be affected by your proposed work you are legally required to enter into a Party Wall Agreement. It is therefore possible that a party wall surveyor fee may need to be factored into your project budget.

We are happy to recommend a party wall surveyor to complete this on your behalf.

Additional Surveys

In some instances the planning authorities may request additional surveys/assessments in support of applications. Although, on most occasions, we are unable to complete these in house we are happy to recommend specialists within our network if required.

SAP calculations (measure environmental impact) - If the amount of glazing exceeds 25% on a new floor area of your extension, this may be requested.

Flood Risk Assessment - If your property is located within a flood risk zone.

Tree Survey - Required should you have protected tree in or around your property.

Protected Species Assessment - Should there be a chance that a protected species, such as bats have roosted in or around your property, you may be required to submit an assessment.

Heritage statement - Required if your property is either located within conservation area or a listed building.

The Build

How it works

Selecting a building company is one of the most important and sometimes daunting decisions you will make during the project. Fluent Architectural Design Services Ltd are therefore happy to recommend three local building companies from our trusted network. All the builders we recommend have been personally vetted by our company Directors and have undergone various quality checks including project visits and previous client feedback. In order to complete a price comparison and select a company you feel comfortable with it is advisable to obtain quotations from three separate builders.

Once you have selected a suitable company a build start date will be agreed upon. we advise that your builder reviews all technical plans and the site condition well in advance of this to ensure any specific requirements are addressed.



Keeping in Touch

We love to hear from you

Our team at Fluent Architectural Design Services Ltd love seeing our designs come to life and how they have transformed the way our client's live in their homes. We would therefore like to keep up to date with the progress of our clients builds and arrange a site visit once complete.

Customer feedback is extremely important to us and we are proud to have over 100 reviews on our Check-A-Professional page with a rating of 9.9/10. This is something we strive to maintain, and we therefore appreciate your feedback - <https://uk.trustpilot.com/review/fluent-ads.co.uk>

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