

Single-Storey Extensions & Conservatories – Customer Information & Installation Guide

Welcome to your Forest Edge contract. We are delighted that you have chosen to work with us, and we are confident you will be pleased with the expertise, craftsmanship, and service we provide. As a long-established and reputable local company, our aim is to deliver an exceptional new living space for your home while ensuring the process is as smooth and stress-free as possible.

Home improvement projects—particularly single-storey extensions and conservatories—can be disruptive, and we believe that clear communication from the outset helps minimise inconvenience. Because we manage all trades in-house, including electricians, plumbers, plasterers, and builders, we coordinate every stage to maintain efficiency and high standards throughout your project. As your original document notes, *“we have a lot of cogs moving at all times to ensure we continue to make things simple and easy for you as our valued customer.”*

Below is a structured overview of the stages involved in your installation. The step at which your project begins will depend on the type of work being carried out:

- **Full conservatory/extension build:** Start at Step 1
- **Building on an existing base:** Start at Step 3
- **Roof replacement only:** Start at Step 4

1) Base Construction

If a new base is required, construction typically takes **3 days to 2 weeks**, depending on the survey findings. During this period, your garden may be inaccessible for safety reasons. Trenches, machinery, and general building activity should be expected. Building inspectors may attend if applicable.

Your original document notes: *“Builders are builders, and their communication is not fantastic but they are the nicest people you will meet.”* We ensure they work safely, respectfully, and to the highest standard.

2) Base Inspection & Stage Payment

Once the base is complete, a site manager will inspect it to ensure it meets all requirements. After approval, we will request the **Base Payment** (if applicable) before scheduling the installation team.

3) Installation of Frames & Initial Works

We will provide as much notice as possible when booking installers, though occasionally earlier availability may arise due to schedule changes or early completion of previous projects. Installers typically arrive between **9–10am** on the first day and will coordinate timings with you thereafter.

If an existing conservatory or roof is being removed, this will be carried out on day one. Electricians will disconnect and make safe any existing electrical components where required.

Installation duration varies from **3 days to 3 weeks**, depending on complexity. Straightforward builds may be completed quickly, but every project is unique. As your original document states: *“We can build straight forward conservatories in 3 days but of course every installation is different so please don’t expect a 3 days scenario for your build.”*

Existing Bases & Weather Considerations

If we are installing on top of an existing base, we cannot guarantee the base was originally constructed correctly. Our surveyor will have accounted for any issues when measuring, and we will ensure your new conservatory is fitted level and square. Some filling beneath cills may be required where existing bases are uneven.

Weather can affect existing bases and décor. Your document states: *“We will not be held liable for your existing décor or floor should the weather surprise us so please bear with us.”* We work through all weather conditions, and if you prefer not to proceed during adverse weather, please inform us before installation begins.

4) Roof Installation & Watertight Stage

The roof is a critical component of your conservatory or extension. Once glazed or felted (for solid roofs), the structure becomes “watertight,” and the **Watertight Stage Payment** becomes due. This payment reflects that the majority of materials are installed, even if guttering or water testing is still pending.

Electricians will complete first-fix wiring at this stage, and building inspectors may visit before plastering if required.

5) Plastering & Screeding

Plastering and screeding will be scheduled after the watertight payment is received.

Drying Times

- **Screed:** Dries at approximately **1mm per day** (e.g., 75mm thickness = ~75 days). The area is walkable after 24 hours.
- **Plaster:** Typically dries within **3 days**. Minor sanding, filling, and painting are normal. Hairline cracks may appear due to settlement, which is common in new builds. Your document notes: *“Hairline cracks may appear once the room is dry... it is perfectly normal and is caused by settlement.”*

Final Floor Preparation – Important Note

Once the screed has been laid and is ready for your chosen final floor finish, please be aware that **Forest Edge Home Improvements is not liable for any additional preparation work required by your flooring contractor**, including the application of a **latex self-levelling compound** or similar products.

Screed naturally dries at approximately “*a millimetre a day*” as stated in your original document, and minor undulations or settlement are normal within construction environments. Because final floor finishes vary in tolerance and installation requirements, any levelling, smoothing, or additional sub-floor preparation needed to meet your flooring contractor’s specifications remains the responsibility of the contractor completing the final floor finish.

This ensures your flooring specialist can prepare the surface according to the exact needs of your chosen product, guaranteeing the best possible final result.

6) Final Electrical Works & Final Balance

Electricians will return to install sockets, lighting, and other final electrical components. Spotlights may appear plastered over—this is intentional, as positions are pre-mapped.

At this stage, the **Final Balance** becomes due. Minor outstanding items (e.g., replacement glass or a scratched handle) may still be pending, but we guarantee completion. As your document states: “*We are a reputable company that always completes its contracts to the highest standard.*”

7) Snagging

Any adjustments, replacements, or finishing touches will be addressed during the snagging phase. If a significant item is outstanding, you may retain **£200** of the final balance until completion. Snagging is not always required, and many projects are fully finished at Step 6.

8) Final Certification, Building Control & Guarantee

A building inspector may conduct a final visit to confirm compliance. You will then receive your completion certificate. Your guarantee is detailed on the reverse of your contract, and our electrician will provide a minor works certificate where applicable.

We work exclusively with trusted tradespeople—many of whom we have partnered with for over 20 years—to ensure consistent quality and workmanship. While construction can be disruptive, we are committed to delivering a space that enhances your home and meets your expectations.

Building Control Compliance – Important Note

Forest Edge will carry out any snagging required to ensure that all works **completed by Forest Edge** comply with Building Control requirements. However, if Building Control

identifies issues relating to **any existing structure or previous works not carried out by Forest Edge**, we cannot be held liable for the cost of rectifying those issues.

This includes, but is not limited to, alterations to existing bases, walls, roofs, drainage, electrics, or any structural elements that were not part of our contracted works. Any remedial work required to bring historic or third-party construction up to Building Control standards remains the responsibility of the homeowner or the contractor who originally carried out those works.

This ensures clarity regarding responsibility and protects you from unexpected costs associated with legacy construction issues outside the scope of your Forest Edge contract.