



# 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 consultants 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

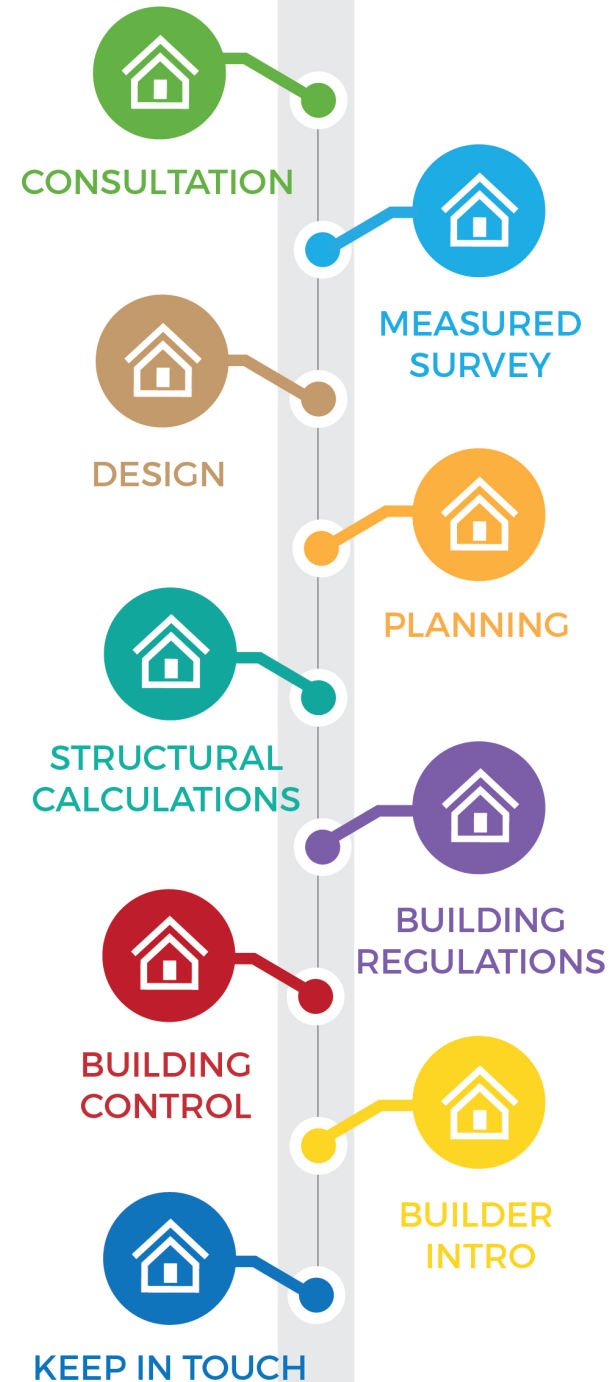
## How we work with our customers

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

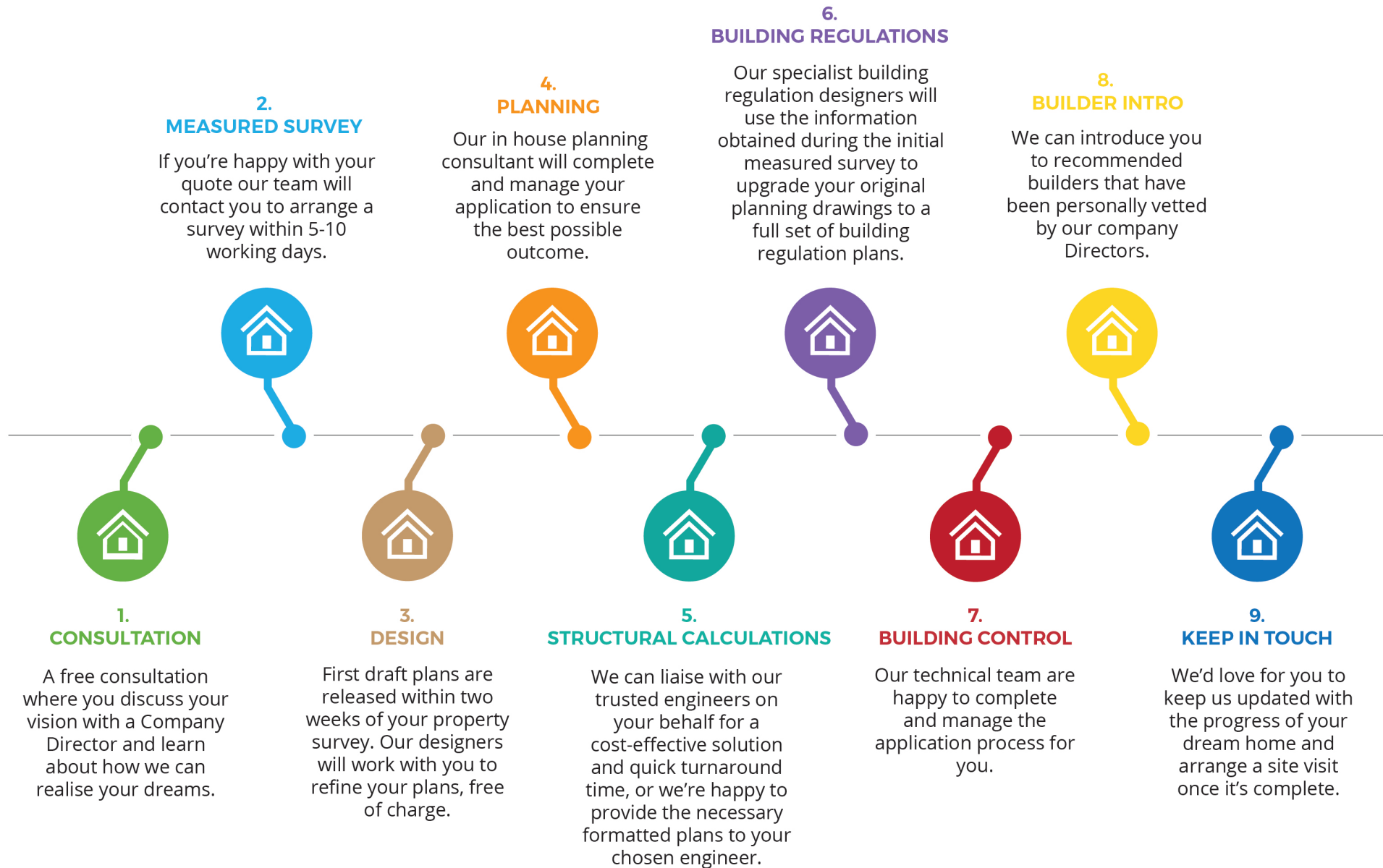
With our experience, capabilities and access to the latest architectural Autodesk software this enables us to provide planning and building regulation drawings for a range of projects from home extensions to new build residential schemes.

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

“We sat with Tom and discussed what we wanted from our renovation and Tom saw our vision and ensured we got what we wanted. They took full ownership of the plans, structural calculations and taking care of the planning applications. Worth every penny! Nev also created a detailed visual of what our extension would look like and this was so helpful when choosing our kitchen and finding the perfect location within the extension to put the kitchen. So amazing and we are very happy!!”

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Client on Checkatrade

“Excellent service. Fast, high quality and always at the end of the phone/email to make changes to your ideas and plans. Price very reasonable too. So much so that we are just about to use them again!”

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Client on Trustpilot

“From start to finish we felt we were in safe hands with Fluent. Their work ethic was great and offered solutions to our questions quickly. Everyone seemed dedicated in every interaction to ensure any issues or potential issues were sorted and closed out effectively. We are very pleased with the other solutions partners they helped us with the party wall agreement / structural calculations/ building control etc. I must also mention Leona who was a great contact in seeing everything through for us start to finish, nothing was ever an issue. Thank you to all the team at Fluent.”

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Client on Checkatrade

“Fluent have been absolutely amazing!!! We sat with Tom and discussed what we wanted from our renovation and Tom saw our vision and ensured we got what we wanted. They took full ownership of the plans, structural calculations and taking care of the planning applications. Worth every penny! They work late nights and start early, and I cannot stress how much of a breeze the whole process has been so far. We are so thankful we came across Fluent by accident but yet it feels like we are working with friends we have known all our lives. All the staff are lovely, and I cannot speak more highly of them all.”

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Client on Trustpilot

# 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 will 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 a screen share which can be arranged within 72 hours, with amended plans to follow.

With working and family commitments we understand that it isn't always possible to arrange a call or screen share and are happy to work through change requests via email.

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

## VR/3D home experience

Interactive walk-through

Via a screen share session, on your desktop/handheld device, you will be able to take a tour of home in 3D with our designer

VR/3D model

Bringing your design to life, through our latest technology. Our skilled designers will be able to immerse you in your design using our 3D technology from the comfort of your own home.

Immersive panoramas

Our panoramas can be viewed at home via your smart phone and using the Fluent Google cardboard headset Providing an immersive experience, allowing your family & friends to join you in scanning around the space as if the project was already finished.

Free Google Headset.





# Our Process

## Planning Application

3 Working

Submit Planning Application

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

10 Working

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

## 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

## 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

### Decision Issued

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

### Manage-

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?**

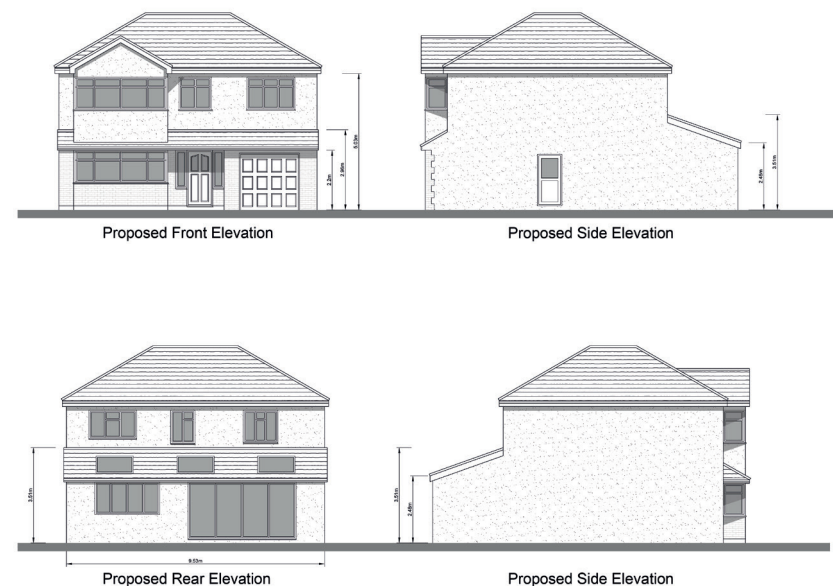
A: The Council can only take into account 'material planning considerations' when looking at your comments. For example

- 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

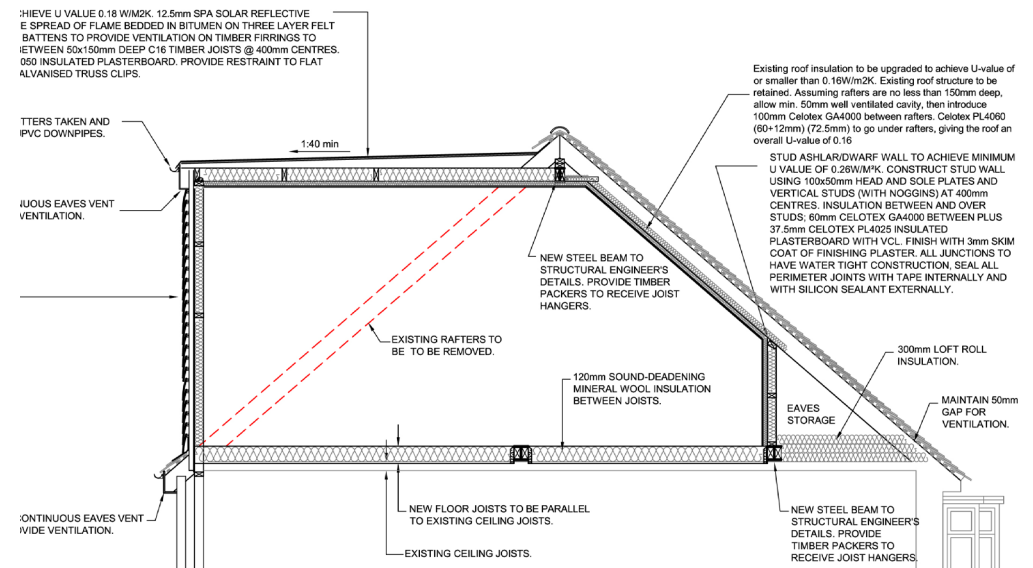
Once your project has received planning permission, and you are happy with the internal layout, our specialist designers will use the information obtained during the initial measured survey to upgrade your original planning drawings to a full set of building regulation plans.

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  
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 and associated submittal fees will apply as outlined in your quotation

- Local Authorities Building control, Building Notice  
For an additional fee 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 application 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.

\*associated submittal fees are outlined in your quotation



# The Build

## Pre-Construction Service

We appreciate that selecting the right builder for your project, budget, and individual requirements can be a daunting task, but it doesn't need to be with our free Pre-Construction Support service. \*\*

## How can our Pre-Construction Service help you?

- Provide support and guidance with budget options and build time frames
- Connect you to a trusted builder within our network suited to your individual needs
- Secure builder quotations within reasonable time frames
- Work with you to help understand quotes and provide guidance, if required
- Introduce you to quality suppliers, at discounted rates to help save on your build costs
- Introduce you to innovative budget-friendly construction methods to help you and the environment.

## Trusted Network Of Builders

Our Head of Pre-Construction has carefully hand-selected the best local builders to suit an array of projects and budgets.

\*\*This service is only available to clients that wish to use a builder within the Fluent Trusted Network.



# Keeping in Touch

We love to hear from you

Customer feedback is extremely important to us, you can leave us a review on:

[www.checkatrade.com/trades/FluentArchitecturalDesignServ](http://www.checkatrade.com/trades/FluentArchitecturalDesignServ) or at  
[www.trustpilot.com/review/fluent-ads.co.uk](http://www.trustpilot.com/review/fluent-ads.co.uk)

Don't forget to follow us on Instagram and Facebook for our latest projects and company updates. You can also tag us in your posts using #designedbyfluentads

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