

YOUR QUESTIONS ANSWERED



Now that you've decided on your new Compton building, we understand that you may have some questions. Please find listed below some of the most frequently asked questions we receive together with our answers:

ORDER PROCESS

What happens next?

Please check that your order details are correct – is the building **SHAPE, SIZE** and **STYLE** correct? Have all the extras been detailed on the order? If there is anything missing or if you just want to check your order details, please telephone Lorraine Hanson, our Customer Services Manager, or one of her team, on her direct line, 01295 771 715, fax on 01295 771 728, email customerservices@compton-buildings.co.uk or write to FREEPOST GARAGES.

Once your base has been finished and you have received any necessary approvals (see below), send back your Help the Driver Form together with the balance of payment. You can pay by cash, cheque, credit card, Switch card or use the Compton Finance scheme. We will choose the lorry that's right for your delivery and plan delivery of your building into the next available week (see Delivery & Installation below).

What if I need advice about my order?

Your local agent will be happy to provide you with further advice. Alternatively, contact Compton Customer Services on 01295 771 715 or visit the Compton Buildings website www.comptonbuildings.co.uk that contains detailed information on many aspects involved in the order process.

LOCAL AUTHORITY APPROVALS

Most of the buildings in our range do not require local authority approvals, i.e. Planning Permission or Building Regulation approval. Some general guidelines are outlined below, they are not an authoritative interpretation of the law as only a letter from the local council can absolutely confirm the need (or not) for approvals.

Do I have to apply for approval?

Building Regulations – You will need building regulation approval if your building is over 30 sq metres in size – see the tables at the rear of the brochure for the size information of your chosen building.

Planning Permission – As a general guide you must have permission if:

- The new building would cover more than half the land around your house.
- The new building has a commercial purpose, including storing a commercial vehicle or goods kept in connection with a business.
- The new building will be more than 3 metres high (or 4 metres if it has a ridged roof).
- Your house is a listed building, in a conservation area, a National Park, an Area of Outstanding Natural Beauty, or the Broads, and the building will be bigger than 10 cubic metres.
- You want to put up a building that would be nearer to the road than your house. (Unless you have a large garden and the new building would still be at least 20 metres from the road.)

I'm unsure. How do I check if I need permission?

Contact the Planning Department of your local council – they will be happy to advise you. It might be a good idea to have measurements and even a proposed sketch at the ready so you can explain the situation clearly.

Your local Compton Agent will be pleased to assist in all aspects of planning and building regulation applications. To help you with this, Compton can supply detailed plans of all buildings through the FreePlans service www.comptonbuildings.co.uk/freeplans or call Customer Services on 01295 771 715.



If I do need to apply for Planning Permission, how do I go about it?

Your local council's Planning Department will provide you with an application form and advise on the cost of the application. Ask for their advice on making the application – if detailed drawings are required you may need to contact a draughtsman or architect to prepare them for you.

Send the required information to your Council and they should acknowledge receipt within a few days. They will notify any interested parties of your intentions and normally decide your application within 8 weeks. If permission is refused, discuss the situation with your Planning Department and find out what alterations may help you obtain permission in the future.

A SUITABLE BASE FOR YOUR BUILDING

Any building is only as good as its foundations, so it is important that a suitable base is prepared for your Compton building. Your local agent will be able to provide or recommend a base laying service suitable for the local soil conditions and the requirements of a Compton building.

If you cannot find the answer to your question here, please contact your local agent, Compton Customer Services on 01295 771 715, or visit www.comptonbuildings.co.uk/freeplans. The website contains further advice on building your base and you can download a copy of our suggested base design, or ask your agent for a copy of our FreePlans and he will arrange to have them posted to you with the minimum of delay.

Construction of your building relies on a flat, level and square concrete base.

Please ensure that whoever prepares your base understands the necessary requirements as outlined here and on the separate Base Information sheet.

Will I need Local Authority Approval for my base?

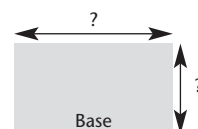
If the building is over 30 square metres in enclosed floor area, then you will need Building Regulation Approval, and you will need to have the base design inspected and approved by your local Building Control department. A table of floor areas can be found within the technical section of your brochure alongside all the size options of your chosen model. Your local agent can also provide advice.



There are other conditions that may apply, dependant on locality. For instance, you may require Building Regulation Approval if the proposed building is within 1 metre of a boundary. You should check with your Local Authority if in doubt. (See the Local Authority Approvals section for more information.)

What size base do I need?

150mm (6") longer and 150mm (6") wider than the external (outside) dimensions of the proposed building. For example, a 2.74m (9ft) x 4.93m (16'2") building would need a base 2.89m (9'6") x 5.08m (16'8").



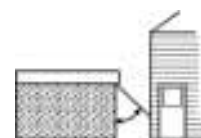
Can I use my existing concrete base?

Maybe, request a site survey from your local Compton agent. The base must still be flat, square and level and be the correct size. If the base isn't flat then the panels won't join up properly and the roof won't fit. Please don't assume that because there was a garage there before that the base will be suitable, it should always be checked and must meet all the Compton requirements mentioned here.



Where can I position my base?

Remember that the up and over door opens through an arc which projects up to 1.27m (4'2") in front of the garage. (Refer to the Door Pages in the technical section of your brochure.) If you build your base so that the garage is closer than this to an obstacle, such as a fence or the corner of the house, then the door will not open.



The installer will need at least 6" of access around each side of the base. Remember to look up – is there an overhanging tree? If the branches are below eaves height, it will prevent installation of your building. Also, consider the position of your building's gutters and ensure that they will not overhang an adjacent property.

Can my base be paving slabs, block paving or tarmac?

No, it must be concrete. A typical building will weigh from 3 - 4 tons, and any building is only as good as its foundations. The base should be designed to suit local soil conditions. Consult your local Compton agent or builder for more information.



My existing Timber/Corrugated Iron/Timber-framed Asbestos building doesn't have a concrete base,so why do I need one for your building?

These other materials are nowhere near as heavy as our concrete buildings, and so you could get away with lighter foundations. For a concrete building, a concrete base, designed to suit local soil conditions, is essential. It needs to be flat and level as the panels we use are rectangular, and cannot be bent to fit a base out of level.



How thick should my concrete base be?

With normal soil conditions, 100mm (4") concrete over 100mm (4") clean well compacted hardcore blinded with 2" (50mm) well compacted sand or ash should be sufficient. The perimeter should be thickened to a minimum 250mm (10") by 250mm (10"), below ground level. To increase the strength of the base, steel mesh (A142 - 6mm) can be added, and glass reinforced concrete may be used.

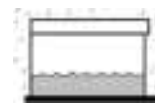
Your local agent can normally provide a base laying service, or you can consult a local builder. In any event, the base design must suit local soil conditions.

Should my base be level with surrounding ground?

Your concrete base should stand higher than the surrounding ground to ensure that water does not drain from the ground onto the base. If the base is not higher, water will attempt to get under the garage panels and through the sand and cement mortar fillet – in these cases we are not able to guarantee our sand and cement mortar fillet will prevent leakage.

Can I stop damp coming up through my base?

The addition of a damp proof membrane should help prevent damp. Your local builders merchant can provide this, and you should specify 1000g heavy-duty polythene. (e.g. trade name - Viscreen 1000g)



What happens if my base isn't level?

Your concrete base must be level from front to back and side to side. Do not build a base that is forward sloping – the timber weatherbar that we fit as standard will help prevent leaves and water blowing under the door, a slope isn't necessary. If the base slopes towards the front then it will be difficult to seal the panels to the base, the roof won't fit as well as it should and there will be a gap under the door. If the base slopes to the back it will again be difficult to seal the panels to the base, the roof will not fit as well as it should and puddles will form towards the back of the building.

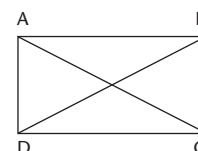


If the base slopes from side to side there will be problems sealing the end wall of the garage, difficulty fixing the roof and the door will not fit evenly when it shuts.

Why does my base need to be square and how do I check?

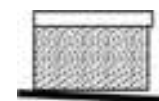
By "square", we mean that all four corners must be right angles (90°). If your base isn't square your garage may not fit on the base properly. See separate Base Information Sheet for more information.

To check your base is square, make sure that the long sides are the same length and the short sides are the same length. Then measure the diagonals (i.e. from corner to corner). If they are the same, your base is square. If they are different, your base is out of square by the difference.



What happens if you arrive to build my base, and it does not meet your specification?

If the base is up to 25mm (1") out of level in any one plane, i.e. slopes up to 25mm (1") front to back, but not side to side, or up to 25mm (1") side to side, but not front to back, we will still build the unit. However, we will ask you to sign a form to say you accept that there may be problems with the fillet.



We would be unable to build if the design is outside these parameters, and will ask you to correct the base so it is within our tolerances. There will also be a charge for the abortive visit, currently £75 (including VAT). Once informed that the base is rectified, your installation would then be reprogrammed for as soon as the national installation schedule allowed.

If my base is more than the specified standard of 150mm (6") longer and wider than my building – where will you position my building?

You will need to mark the position you require on the base with a permanent marker. You do not need to be there when the installers build your building, providing you have clearly marked the base. You could also draw a sketch and send it in with your order, and we can ensure that our installers have a copy. When you receive notification of your delivery date, you will be sent the installer's contact number if you also wish to verbally clarify the position beforehand.



Please ensure that whoever builds your base understands the necessary requirements as detailed above. Please give them a copy of the base leaflet included in your Documentation pack.

DELIVERY & INSTALLATION

When will my garage be delivered?

As soon as we have received your **HELP THE DRIVER** form, payment, (or finance approval), and your confirmation that your base has been laid, we will write and tell you the week that we will deliver your garage. Towards the end of the week before we deliver, we will write and tell you which day we will come, and whether it will be in the morning or the afternoon. All of our lorries have cab phones, so if we have a breakdown or get stuck in traffic (it does happen!), we can let you know. The first delivery of a driver's day is normally at 7am, so please be aware that your garage could be delivered then and access to the base will be required.

IMPORTANT: Concrete bases need time to harden before building on them. This is why we ask you to confirm that your base has been finished. If the base is not ready, or the wrong size, or not flat and level, we reserve the right to make a charge for re-delivery, or for a return visit of our installers – telephone us on 01295 771 715 if you think there may be a problem & we will reschedule the delivery.

How will my garage be delivered?

Usually it will be on a big articulated lorry about the same size as a single decker bus. Please make sure there is space for the lorry to park nearby, up to 22 metres (70 ft) may be required (see the Help the Driver Form for more information). Our driver will then use an 8ft wide forklift truck to leave the garage parts stacked neatly on the base, so please clear a way through for this. Let us know of any potential obstructions as soon as possible & we will try and find a way of overcoming them. We will not deliver through a house, because of the risk of damage to both people and property. This includes existing garages, outhouses and passages.

Will you put your lorry on my drive?

Not normally, our lorries are too heavy for most drives. The building components are taken from the lorry to the base using a 2.40m (8ft) wide forklift. Please let us know how near we can get the lorry, and also what is between the lorry and the base.

If there's mud, or lots of steps, or a narrow gap to get through, we will have to arrange help in advance. If you have every tried to push a pushchair across sand or deep gravel, you'll understand the problem. Please provide as much information as you can on the Help the Driver Form.

Do I have to be at home when you deliver?

No – as long as we can park the lorry and get to the base. The only exception is if the garage base provided is over our standard required size and clear positioning instructions have not been received, we then need to confirm the exact position of your garage so components can be positioned correctly.

Sometimes neighbours may have to be asked to move their cars, and sometimes customers leave their own cars parked on the new garage base. If your road gets full of parked cars at certain times of the day, the local police or traffic wardens via your local council can help you keep a space for our lorry – it needs about 70 feet (22 metres). Remember our deliveries begin at 7am.

When will you put it up?

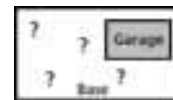
Your building will normally be installed within 24/48 hours of delivery.

Our Installation Department will write to you when they have a delivery date and confirm the date of installation. You will receive the name of the installer of your building and a phone number in case you need to contact him. All of our Installers have mobile phones, so we can keep you informed if anything unexpected happens.

Where will it be positioned?

We ask for the garage base to be 6" (150mm) longer and 6" (150mm) wider than the external dimensions of the garage. The garage is then installed centrally on the base.

If you are having a bigger base than above for any reason, (hard standing, pathways, etc.), we will require you to confirm to our installer exactly where you want the garage to be positioned, to avoid any subsequent misunderstanding. You will be asked to sign a form to confirm your preferred position prior to installation taking place.



AFTER DELIVERY & INSTALLATION

What happens once my building has been installed?

We want you to be happy with your building so that you will recommend us to your family & friends. Shortly after your building has been installed, you will receive your free 10 year no quibble structural guarantee, Customer Promise and Care and Maintenance instructions and your Recommend a Friend chequebook with the opportunity to receive £1000 Marks and Spencer vouchers.

We will do whatever it takes to make you happy with your building. Please contact Marilyn Fraser, our Customer Care Manager on her direct line 01295 771 712, fax 01295 770 921 or email customer care@compton-buildings.co.uk if you have any questions or concerns about your building.

Remember that we want you to join the many thousands of happy Compton customers, so call if you think we can help in any way.



Compton

buildings
Market Leaders

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