



New Forest Log Cabins Ltd

Frequently Asked Questions:

Q. What reason would justify us buying your product instead of anyone else's?

A. Here at New Forest Log Cabins we pride ourselves on supplying a complete range of quality timber products. We use the very best Estonian craftsmen to design and produce the cabins and houses. Swiss milling machinery is used to deliver a superior product engineered to the highest quality using ISO9000 standards. All cabins have German fixtures and fittings with double-glazing as standard. This backed by our ability to

- provide a realistic approach to customer needs*
- promise to deliver superior products at a price that represents excellent value for money*
- assist customers from site design to implementation*
- total focus on customer satisfaction*

These are the reasons why you should buy from us rather than someone else.

Q. We are looking to prepare a budget plan to build some Cabins/Chalets to accommodate from two to six people.

A. Assuming that you have the land and planning permission already in place and because you haven't said what type of cabin/house you would like then the best we can do at this stage is give you a range of prices.

You will need to consider the following points:

- ✓ Do you want one or two storey buildings?*
- ✓ Is the ground where the cabins are to be erected already prepared?*
- ✓ Do you want fitted kitchens, bathrooms and central heating?*
- ✓ Are you wanting to self-build or would you like us to build the cabins?*
- ✓ Is the planning permission for permanent, static or mobile residences?*
- ✓ What about external and internal wood preservative treatment?*

We at New Forest Log Cabins can help you with any or all of the above. For budgetary purposes the prices below start from supply only in kit form plus VAT (which is reclaimable in most cases) excluding delivery, installation, insulation and preservative.

1 bed from £10,000

2 bed from £24,000

3 bed from £45,500

4 bed from £74,000

Q. I appreciate we will need to choose the type of accommodation before an accurate price can be produced but at this stage we are doing a feasibility study and all we need is an estimate. Is there a big difference in the life of one type of cabin when compared with another? If this is the case, may be due to the type of



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wood for example, please give two prices explaining the right off period that should be applied to both.

A. Log houses for permanent or holiday accommodation come in log sizes ranging from 50mm, which is more than adequate for the warmer months, but where customers require year round occupancy we would propose two methods. a) Build in 50mm square log and insulate roof, floors and provide cavity wall insulation on all exterior walls (available on the Cordoba and Kohila, or b) to build in 70 or 92mm square log and insulate just the roof and floor.

Single and two storey houses can be constructed in 150 to 195mm round logs where each log is placed on top of the other with a insulation strip that crushes under the weight of the logs to form an air tight precision fit.

The life expectance of a log cabin or house is largely dependant of how well it is look after during its life. The manufacturers say that as long as a fresh coat of preservative is applied on an annual basis, you can expect it to last for a minimum of 50 years. It is our intention to offer a similar service on the houses as we currently have with the cabins where we carry out an annual maintenance check, make adjustments that may be necessary to windows, doors and hinges, check the roof tiles, inspect all joints and apply a fresh coat of preservative.

Assuming you want a two bedroom cabin then the estimate for delivering and installing your cabin would be in the range of £32,000 with full insulation and built to meet British Building Regulations

**Q. Please also state what is included in these prices.
i.e. delivery, build, fitting, ground work etc.**

A. We have typical price guides for all of our products and services. These can include delivery, erection, fitting out with electrics, water, gas and connection to mains sewage or a suitable waste system. We can supply and fix bathrooms and kitchens, which may include additional specific items such as Aga or wood burning stoves. Customers who wish to self-build will receive guidance and advice from our operations department who are available to assist with on-site support, which is charged on a daily basis.

When we give you a price and will always state exactly what is included in that price so that there are no shocks or surprises.

Q. Do you survey the site? If not what guidance can you offer?

A. It is our standard policy to inspect all sites prior to delivery and to calculate the thickness of the base required. Should a surveyor be required, typically for larger installations, then we would advise you to appoint a local surveyor and we would liase with them prior to the installation taking place. We provide all the drawings and plans for the cabin as part of our service.



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Q. What insulation is used in the building?

A. Dependent on the thickness of log and the usage of the cabin we would recommend what insulation should be used. For the roof and floor this would be fibreglass wool to a minimum depth of 100mm and the same for cavity walls. All log buildings supplied by New Forest Log Cabins come with double-glazing as standard.

Q. Do you have any energy saving features in your product?

A. Our log cabins and houses are designed to meet full building regulations with a better than minimum standard for U value heat loss, which combined with the double glazing make our Log Houses and Cabins extremely energy efficient.

Q. What life would you expect from these Cabins?

If properly maintained and looked after we expect a minimum life for cabins of approx 50 years.

Q. What guarantee do you offer?

A. All cabin materials and work are guaranteed by the Company for 6 years. Fittings such as bathrooms etc, come with the manufacturers guarantee. The Company shall not be held liable for any defects caused by third parties or for materials that you may add. Where customers choose to build their own log house, we strongly recommend that you employ one of our installation engineers to help manage the project, after all, this is a house that is hand built and to ensure that it is a structure that you can potentially hand on for generations to follow, we want you to get it right.

Q. What do we need to budget for maintenance and how regular would this be?

A. This would largely depend on the number and type of cabins or houses being maintained on your site but as a rough guide our annual maintenance charge for a 2 bed single storey Log Cabin is £841 per annum.

Q. Do you offer assistance with planning?

A. All drawings sufficient for planning departments to review the application and grant outline permission are supplied free of charge. If you want us to apply for planning on your behalf then we offer this as a chargeable service. Should a more detailed application be required, you would need the services of an architect whose role and principle involvement would be to: -

Appraise the sites, take photographic records of these sites and prepare architectural land surveys to enable sketch proposals to be prepared.



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Prepare sketch proposals for discussion with the clients and the local planning authority. Research planning policy relating to site specifics.

Prepare detailed planning applications for the development of the sites for submission to the local authority for their determination.

It is difficult to provide precise details with regard to the architect's charges and indeed with regard to the services required until he has seen the sites and discussed the matter with you, the client.

There is no charge for us assisting a client to gain planning permission. However, if we apply on your behalf and we are refused or should we secure planning permission and for whatever reason, the client decides not to proceed with New Forest Log Cabins as the supplier, we would make a charge for our services of £50 per hour plus travel expenses and VAT.

Q. What is the timescale from the point of order, assuming planning consent is granted, for the cabin to be built?

A. Delivery is 6 to 8 weeks from confirmation of order. Completion of the installation and fitting is estimated to take between 6 to 10 days dependant of the type of cabin ordered. Log houses as you will appreciate take longer due to the size and complexities of construction.

Q. What are your payment terms?

*A. For Log Cabins it is 50% on order and the balance due on delivery.
For Log Houses it is 50% on order, 40% on delivery and 10% on completion.*