



Farm Lane Landscaping

FAQS

Q: Do I need a landscape design?

Am I prepared to entrust my hard-earned money to someone without any plan or particular vision of how it will be spent?

Even the most straightforward design will allow your needs to be better determined, the work to be planned effectively, and disappointment to be avoided. It is essential if you intend to invest a considerable sum of money into your garden and want it to be used sensibly.

Even if you do not have enough resources to fulfil your garden landscaping dreams, it is still better to have a master plan and break the work down into stages. This will ensure a consistent and satisfactory end result, even if you have to employ different contractors throughout the project.

Q: Is it possible to design only part of the garden?

Yes. In many cases, the requirement is only to redevelop a section of the property, such as a large patio/entertaining area, outdoor kitchen area, driveway, vegetable garden, etc.

We are also happy to prepare a design that can be implemented in stages. Typically, the minimum value of the project we work on starts around £5k (if it's an individual structure) or around £10k (if it's complete garden redevelopment).

Q: Will you work to my vision?

Our designer will create plans based on your preferences, needs and likes and any other information gathered by our consultant during the initial meeting and survey.

Having said that, we have developed our own style over the years and will recommend solutions and materials that we believe are consistent with our values and knowledge.

Q: Can you supply plants? Do you guarantee your plants?

Yes, we work with many suppliers (locally and around the UK) and therefore can supply almost any selection of plants described in our planting design.

A one-year, one-time replacement warranty exists for all plants supplied and installed by FLL. It is the owner's/client's sole responsibility to ensure adequate watering and maintenance of all plant material after installation and during the warranty period.

In most cases plant death in the first year is due to a lack of water not enabling the plant to establish itself. The 1-year guarantee is only applicable to nursery defects, which in most cases will be spotted when the plants arrive on site.

Q: How do I hire Farm Lane Landscaping?

We created a straightforward online system to book a consultation with us and start the process. We will need some basic information about your project and preferences; based on that, our online tool will estimate a starting budget for your project.

Q: What can I expect from the consultation visit?

Our consultant will typically need about one hour of your time to discuss your needs and requirements and then give their best advice on the landscaping of your garden.

The main goal of the meeting will be to establish the most practical layout of the garden, type of materials, overall style and budget to ensure that the solutions they propose are the best value for money. After the first consultation, you will receive a summary of the meeting and a brief proposal by email to ensure we understand your requirements. We will provide you with current fees for a detailed design.

Q: On average, how long does it take to complete a project?

It depends on the scale of the project. Smaller projects can be implemented within a few days; larger projects can last up to a few months. Building a medium-sized town garden on average takes up to 4 weeks to complete.

Q: Will the landscapers need access to my home and will I need to provide anything?

We will need access to electricity and water to carry out the work specified in the quotation. Our team will also require reasonable access to the garden and space on the driveway (or other available space) to store skip and materials. This does not mean we will need access to a client's home.

Trade permits for street parking and skips will be needed if no such space can be provided.

Q: What happens if I want to make alterations during the build?

We are happy to make changes during the project as we realise our client's vision and requirements may change as they see the garden developing.

Any additions or alterations to the schedule or the project specification will be subject to review and if necessary will require additional payments (towards further materials or labour costs).

Q: Will you stay on my project until completion?

We aim to give you a precise time scale indicating when the project will start and be completed. On some rare occasions, depending on the nature of the works, we may need to leave the project for a few days, i.e., give concrete time to harden before continuing other installations or due to an unexpected delay in the delivery of material. In all cases, you will be informed about such situations in advance.

Q: Can we sign a contract before starting the project?

We recommend signing a contract before starting any work. We can provide the British Association of Landscape Industries (Bali) with an approved contract.

Our quotes contain the terms of the business and are presented so that they can be signed and become a contract. There is nothing better than transparency and clear rules which have been agreed on and signed by both sides. In this way, everyone knows what to expect and what to do in case of any misunderstanding.

Q: Who are you?

Farm Lane Landscaping is a design-led landscape and gardening company based in central London. We were established in 2017 and are an RHS-award-winning garden design, landscaping and garden company.

We build our own in-house designs and we also work with a host of award-winning garden and landscape designers on our projects.

Q: What areas do you cover?

We provide our services around:

- Hammersmith and Fulham
- Ealing
- Kensington and Chelsea
- Westminster
- Camden
- Islington
- Haringey
- Hackney
- Waltham Forest
- Redbridge
- Tower Hamlets
- City
- Lewisham
- Southward
- Lambeth
- Wandsworth
- Merton

Q: What services do you provide?

We provide a range of complex services beginning from conceptual design to landscape construction, including:

- Garden and planting design
- Driveway construction
- Turf installation
- Walls and planters construction
- Patios, decking and paths installation
- Fencing installation
- Ponds and water features

Q: Are you fully insured?

We have liability and employer's insurance in place. Copies of certificates can be presented on request.

Q: How many landscapers/ gardeners do you employ? Do you use subcontractors?

We employ around 12 professional landscapers and gardeners on a regular basis. We also use subcontractors - mainly for our ground maintenance and more specialised jobs like installing wrought iron railings, stone masonry, or outdoor lighting.

Q: Do you have references available?

We have reviews on Google and Facebook. We also display testimonials from our clients on our website. Written references can be provided on request.

Q: Do I have to pay for a garden design?

Yes, most landscaping projects will require a detailed design. If it's agreed that your project needs one, we will send our design process letter outlining design costs.

Q: How is the cost of your services calculated? Do you work to a budget?

Our plans and quotes are based on the budget discussed and agreed upon between our clients and our consultant. Currently, our quotes are valid for three months. We always include the cost of materials, labour and any other items required to deliver the project.

Setting a budget when coming up with a brief is essential in getting the right design for you.

Q: Does the price include all the materials needed?

The price for work presented in a quotation includes all materials and labour.

Q: Do we need to pay a deposit?

We are obliged to request a deposit towards the cost of materials for any project that has been booked with us.

This will be a percentage of the overall cost of the project calculated for pre-ordered products: most timber products, some paving materials, made-to-order products, or those imported from abroad.

This will be **set** out for each individual project/ client. **"SENT?"**

Q: How much does landscaping / a garden makeover cost?

We often get asked this question, and as with the cost of a house or a car, it's just as hard to answer it without knowing the context. Everything depends on the size, design complexity and materials used.

Therefore, the landscaping of a medium-sized garden may cost anything from £10,000 to £75,000 and more. That is why it is essential to determine what you want to achieve and how much you are willing to spend at the design stage. This will allow the efficient use of space, the appropriate selection of materials and thoughtful spending. There is nothing worse than unplanned, clueless actions without precisely determined goals. They usually cost twice as much and yield terrible results.

Some sources say that to design and landscape the whole area around the house correctly, you need to spend around 5-10% of the value of the home.

Hard landscaping (paving, walls and joinery) is more expensive than soft landscaping (turfing, planting), so adjusting the ratio of those can make a significant difference.

Q: What type of payments do you accept?

We accept bank transfers, BACS, **ANYTHING ELSE?**

Q: Do I need any special planning permission?

It depends on the project, but in most cases, planning permission is not needed to complete the landscaping of the garden.

The client will be responsible for applying for planning permission if required (i.e., your property is in a conservation area and you are planning to include larger structures in your garden).

Q? What is the best time of year to hire a landscaper?

Some aspects of landscaping projects are better completed at certain times of the year, but we generally implement work throughout the year. It is important to remember that companies that provide high-quality service are in demand and would typically work on three to six months lead time.

Q: How will landscaping affect my neighbours?

We always aim to minimise any disruption caused by the work being carried out and communicate with your neighbours when appropriate. Our team will keep the site safe and tidy throughout the project.

Q: Will we have a guarantee for the work performed?

Yes, we provide a guarantee of all our work, our suppliers also offer guarantees on their materials so you can be assured that where the workmanship and will look to book in any problems with a date any problems -THIS SENTENCE DOESN'T MAKE SENSE

Q: Does landscaping add value to the house?

There are many indications that a well-designed and landscaped garden may increase the value of a house and help to sell it quicker. A nice garden can reportedly add up to 10%/20% to a home's worth. (I INCLUDED "REPORTEDLY")