

## **Frequently Asked Questions**

- **Do I need planning permission for my granny annex?**

That will depend on how your annex is constructed. In most cases a Norwegian Log granny annex does not require planning permission because our annexes are classed as a mobile home. We do however apply for a Certificate of Lawful Use on your behalf, which confirms that planning permission is not required.

- **How does the annex arrive at my house?**

We have two methods. If there is sufficient access we can deliver our modular system annex to site in sections that have been pre-assembled in our factory, the sections are then lifted into position by crane. If access for a crane is not available then the alternative is for the pre-manufactured components to be delivered to site in a flat pack and the annex is assembled on site by our expert technicians.

- **Can you deliver a granny annex to a site with restricted access?**

Yes, the components can be walked down the side of the house and if necessary through the house provided there is a straight run.

- **Can you supply nationwide?**

Yes, we work all over the UK.

- **Can my granny annex be relocated at a later date?**

A modular granny annex can be removed in exactly the same way as it was delivered. Our traditional log style annexes can be taken down and re-assembled elsewhere. However, in our experience once an annex is installed for the use of family members, there would be little reason to remove it at a later date.

- **Do I need to have Building Regulation approval?**

No, not with a Norwegian Log granny annex which is classed as a mobile home and is exempt from Building Regulations.

- **Do I have to prepare my own base and connect up to the services?**

No, Norwegian Log provide you with a complete turnkey package that includes a screw pile foundation that requires minimal excavation.

- **What are the on-going maintenance requirements?**

Your home will require very little maintenance, in fact the internal log walls should not require any future maintenance. Externally, like all timber structures the walls will require a clear coat of UV protection to maintain the lustre of the timber against the elements.

- **What guarantees and after sales packages do you offer?**

Norwegian Log offer a full 5 year warranty on the structure of the annex which can be increased to 25 years by taking out our bi-annual inspection plan.

- **Can I modify one of your standard designs?**

Yes, we are delighted to offer a bespoke design service, we feel it is very important that our clients get the home they want. By changing the standard design this does involve considerable additional work and comes at a premium of an additional 5%.

- **What are your typical build/lead times?**

Once you are in a position to place an order our standard delivery times are 6-8 weeks from firm order (although this can vary at time of order). The time on site can depend on whether we deliver a modular annex that is pre-assembled in our factory involving several days on site. Alternatively, assembly on site of the whole unit including internal fit will involve several weeks depending on the size of the unit.

- **Do I need to employ an architect?**

No, Norwegian Log take care of all the architectural side of things including plans and advice on obtaining a Certificate of Lawful Use and that is all part of our planning service package.

- **Where can I see one?**

We have a fully fitted out 2 bedroom log home at our HQ in Reading and viewings are welcome by appointment only.

- **What options in the granny annex do you offer for elderly care?**

We can provide a Wi-Fi operated remote heating system so that your heating can be controlled by your PC or laptop or indeed a relative can do so on your behalf. We can also provide a monitoring system that uses sensors to measure movement and temperature in the annex. It does not use cameras or microphones thereby maintaining privacy, but it does notify if there is a lack of movement perhaps suggesting a fall.

- **Is VAT payable?**

VAT is payable for a mobile home under 23m<sup>2</sup>. Mobile homes are designed for residential use and are exempt from VAT, however curtains, blinds and white goods are not exempt.

- **Do you have to pay council tax on a granny annex?**

An annex in the garden can be subject to a 50% discount of the rate of Council Tax. However, your local authority will need to be contacted to confirm the discount they would apply.