



FROM FIRST CHAT TO FINAL HANDOVER

The Little Green Rooms Process Guide





What to expect

One of our main objectives at Little Green Rooms is to make the process of choosing, specifying and delivering your new garden room as simple as possible. We work carefully behind the scenes to make sure everything runs smoothly, so your new sanctuary comes together with as little fuss and disruption as possible.

If you're reading this, you've already found your way to our website. Here you'll find everything you need to make an informed decision about your project, or simply start exploring the possibilities.



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Let's start with a conversation

The next step is to chat with one of our friendly team.

We have a dedicated team of Project Managers who will answer any questions you may have about the product, your specific requirements and our process.

This can happen virtually over a video call or at our showroom in Bristol. We know it isn't always possible, but we always encourage clients to visit if they can. It's the best way to experience our garden rooms, explore the finishes and get a real feel for the quality of the materials.

Many of our clients choose to reserve an installation slot during this meeting by placing a fully refundable £1,000 holding deposit. If you're not ready at that stage, that's absolutely fine. Our team will continue to answer your questions until the time feels right.

Your dedicated Project Manager

Once your deposit has been received, one of our Project Managers will be assigned to your project. After introducing themselves, they'll become your main point of contact throughout your journey with Little Green Rooms. They'll get to know you and your project inside out, and will always be on hand if you have any questions.

Once you're in our schedule, we'll provide an estimated installation date and talk you through exactly what to expect from the rest of the process.



Site Survey

The next step is arranging a convenient time to visit your home for a site survey.

The survey usually takes between 15 minutes and an hour, giving us the opportunity to assess access, installation location and electrical connection requirements.

We'll also review any other factors that could affect the installation, including ground conditions, changes in level, proximity to boundaries and the size of your garden.

It's also a great opportunity to ask any questions you have about installation or delivery.

Most surveys are carried out by your Project Manager, although occasionally they may be completed by one of our Senior Installers, another senior member of the team, or remotely via video call if we don't feel a site visit is necessary.





Design Consultation

Once the survey is complete, your Project Manager will have everything they need to carry out your design consultation. This is usually scheduled shortly afterwards and can take place remotely, at your home or in our showroom.

This is where your garden room starts to take shape. Using our 3D modelling software, we'll build your design complete with your chosen finishes, upgrades and optional extras.

Once everything is finalised, you'll receive a detailed quote covering everything you've selected. The prices will match those provided when you placed your holding deposit.

Your quote will include your chosen building specification, any upgrades, electrical options and installation costs where applicable.





Confirming your build

Once your quote has been approved and the contract signed, we'll issue an invoice for the main stage payment, which we call the Progress Payment.

This will be the total contract value, minus your £1,000 holding deposit and the final £4,000 balance due on completion.

Any installation dates discussed before this payment has been received are provisional. Installations are generally scheduled 4–8 weeks after payment has been made.

Once we've confirmed your installation date, we'll do everything we can to keep to it.

You'll also receive everything you need to know about your installation, including key dates, the team involved, the order of works and delivery information for each stage.





Installation

Our installation process is carefully planned. With much of your garden room already built in the controlled environment of our workshop, very little is left to chance.

That said, severe weather or unexpected delays with traffic and deliveries can occasionally affect timings. If anything is likely to impact your installation, your Project Manager and Installation Team will keep you fully informed.

Most projects are completed in under five days. This includes installing the ground screw foundations, assembling the building, connecting electrics where required, completing the internal finishes, painting and carrying out a thorough clean.

As we near completion, the Team Leader on site will invite you to walk through the room together to make sure everything is exactly as it should be before handover.



Handover & aftercare

Once your installation is complete and handover has taken place, we'll send your final £4,000 balance invoice. Once payment has been received, your 10-year warranty will begin.

We'll also send your digital handover pack, containing care guides, warranty information and aftercare details for future reference.

Finally, your Project Manager will ask you to complete a short feedback survey. Your comments help us continue improving what we do. As a thank you, we'll donate £40 to one of our chosen charity partners.

Now it's time to settle in, enjoy your new space and make the most of the headspace it brings. Thank you from everyone at Little Green Rooms. We've loved being part of your project, and we hope you're delighted with your new garden room.



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