



# IMPORTANT INFORMATION

## PLANNING PERMISSION & BUILDING REGULATIONS

New regulations came into effect on 1 October 2008 relating to outbuildings, sheds & log cabins. Generally they are considered as permitted development. However there are new limits & conditions which mean you may need to seek planning permission. **IF IN DOUBT WE DO SUGGEST YOU CHECK WITH YOUR LOCAL PLANNING AUTHORITY;**

### **Examples of where you may need to seek planning permission are:**

- Your outbuilding is forward of the principal elevation fronting a highway.
- The maximum eaves height exceeds 2.5 metres and maximum overall height exceeds four metres with a dual pitched roof or three metres for any other roof. (None of the Wessex Log Cabins are higher than this)
- The maximum height is greater than 2.5m within two metres of a boundary.
- No more than half the area of land around the "original house" would be covered by additions or other buildings.
- The log cabin is to be erected in the grounds of a listed building, a conservation area or green belt land.

This information is a guide, and not a definitive list of all situations where planning permission may need to be obtained. If you have access to the internet then you may find the website [www.planningportal.gov.uk](http://www.planningportal.gov.uk) useful.

Building regulations also vary from area to area. Although the Wessex Log Cabins comply with the rules in most areas, you may need to check the requirements of your local planning authority. Building Regulations will apply if you are going to convert one of our buildings to include sleeping accommodation.

Merit Garden Products Ltd cannot accept liability in any cases where a Wessex Log Cabin has been erected without the necessary planning permission or where the necessary building regulation rules have not been followed.

## PREPARING FOR DELIVERY OF YOUR WESSEX LOG CABIN

It is important that you ensure you have sufficient access for the delivery of your Wessex Log Cabin. There is a possibility that your Wessex Log Cabin will be delivered on an HGV. If we are erecting the log cabin, then it is essential that there is clear access from the unloading point to the desired point of erection.

If the building is to be delivered only, then it is important that an area is prepared for the log cabin to be stacked neatly. The log cabins are taken off log by log. Our drivers do not carry any materials with which to cover the log cabins once they have been delivered. Please ensure that you have covering available if you are not going to start installing your log cabin straight away. Please note that our drivers will carry the building a maximum of 24 metres (80'ft) from the vehicle. If you think that your desired delivery point is further than this from the vehicle, you should contact Head Office.

## **BASE PREPARATION**

It is essential that your Wessex Log Cabin is erected onto an adequate base. It must be square, level and firm. If the base is not suitable and you have opted for our erection service, we regret that we would be unable to do so until a suitable base is laid. In this instance a re-visit charge of £150 would be made to return to the property and erect the log cabin.

By preparing an adequate base, you will eliminate the risk of problems with doors and windows sticking due to poor foundation. The following information is to aid you in constructing a suitable base. Always leave an area of approximately 24-30cms around your base area to allow for the roof overhang.

### **METHOD 1 - Paving Slab Base**

You should remove any vegetation from the area. Lay the slabs on to sand or ballast to create an area the same size as your log cabin. Use a spirit level to ensure that the slabs are completely firm & level. Use a compacter if necessary. You may also find it useful to prevent movement by using spot cement to hold the pavers in place. This method is only recommended if you have one of the 28mm log cabins, and is not at all suitable if your log cabin is sited on a sloped area.

### **METHOD 2 - Concrete Base 1**

You should remove any vegetation from the area. Lay approximately 5cm of hardcore on to which you should then lay approximately 5cm of concrete to create an area the same size as your log cabin. Ensure using a spirit level that the base is completely level. A good way to ensure that the base is square is to measure across both diagonals (corner to corner). The measurements will be the same if your base is square.

### **Method 3 - Concrete Base 2**

We strongly recommended this method for the larger log cabins and it is essential for Garages. Remove any vegetation from the area. Lay approximately 12cm of firmly compacted hardcore on to which you should then lay approximately 12cm of concrete to create an area the same size as your log cabin. Ensure using a spirit level that the base is completely level. check that the base is square by measuring across both diagonals (corner to corner). The measurements will be the same if your base is square. You need to allow at least five days for the concrete to harden before your log cabin can be erected onto it.

## **MINIMUM BASE SIZES**

Please contact our customer services team for base diagrams if you have ordered a Cranbourne Log Cabin. The ideal base size for other log cabins is 100mm smaller on each side, than your log cabin to allow for water drain off, although you can make it larger if you wish.

Examples:

Sandford 3, which is 3.2m x 3.2m, you would make your base 3m x 3m.

Large Ferndown, which is 4.7m x 5.7m, you would make your base 4.5m x 5.5m

Please do not hesitate in contacting us if you are unsure or if you have a terrace as well.

## CHOOSING WHICH METHOD TO USE

### **Method 1 or 2**

This is recommended for all standard 28mm log cabins.

### **Method 2 or 3**

This is recommended for all SINGLE STOREY 44mm Log Cabins (excluding Garages) & Purbeck 70mm Log Cabins.

### **Method 3**

This is recommended for all garages & Large 70mm Log Cabins, (Farnham & Westbury).

## **DELIVERY OF YOUR WESSEX LOG CABIN**

We notify of delivery dates in writing, approximately 7-10 days prior to delivery taking place. We do not telephone customers with delivery dates. We make every attempt to reach you on the day stated, however, this is not always possible. If, due to unforeseen circumstances, we are unable to deliver your building on the day stated (eg. poor weather conditions), we will contact you at the first opportunity. We cannot give an accurate time for delivery, however, if you telephone our Head Office the day prior to delivery we will be able to tell you whether you can expect a morning or afternoon delivery.

Delays can occur due to poor weather or traffic conditions. If the delay is significant our drivers are equipped with mobile phones and will contact you to inform you of the situation.

If you have opted for delivery only of your log cabin, we ask that you check all parts prior to installation and contact us if any parts are damaged or missing and we will replace as necessary. We may at times require photographs of damaged goods. We cannot take responsibility for any other costs incurred as a result of this.

## CUSTOMER ATTENDANCE

We realise that customers are not always able to be present when we deliver their log cabins. If you are unable to be present then it is important that any special instructions are given to our Head Office prior to delivery.

## PAYMENT TERMS

Please note that payment is due **prior** to delivery. The following forms of payment are acceptable:

- 1. BUILDING SOCIETY CHEQUE OR BANKERS DRAFT**(made payable to Merit Garden Products Ltd) - We regret that we are unable to accept personal or company cheques unless received at least 10 days prior to delivery & it has cleared.
- 2. CASH**
- 3. CREDIT/DEBIT CARD** - Please telephone our Head Office and make payment over the telephone.

## CONTACT DETAILS

Should you have any queries at all regarding your Wessex Log Cabin order, then please contact our Head Office:

Merit Garden Products Ltd, Church Road, Thurston, Bury St Edmunds, Suffolk, IP31 3RG

Email: [info@meritgardenproducts.co.uk](mailto:info@meritgardenproducts.co.uk)

Phone: 01359 271363

## AFTERCARE ADVICE

Once your Wessex Log Cabin has been erected, it is important to maintain it correctly. Please note the following points:

1. When deciding on a product for treating your Wessex Log Cabin, you must ensure that it is suitable for planed timber. Any products that are only suitable for rough sawn timber should not be used on your log cabin. You should aim to treat your Wessex Log Cabin within 14 days of erection and repeat the process as necessary and to manufacturers recommendations.

2. Timber is a natural product and as such is liable to move. Gaps may begin to appear between the logs of your Wessex Log Cabin. If this happens it may be possible that the storm batons (or rods) have been fitted too tightly. In this instance, the first thing you should do is loosen off the bolts of the storm batons and allow the building time to settle back into position.

3. If problems persist with gaps appearing between the logs and loosening the storm batons does not resolve the problem, then you should try and knock the logs back into the correct position. Take a block of wood and place it onto the ends of the logs and, using a mallet, hit then back into place gently.

4. Roofing felt is liable to some movement with changes of temperature which can sometimes result in a rippling effect. This is perfectly normal and will not reduce the quality of the roofing felt in any way.

5. Doors and windows will expand and contract with changes in humidity and temperature. To minimise the risk of any problems occurring, ensure that all of the windows and doors are treated using an appropriate product. You should make sure that the end grain of each unit is completely covered in treatment. It may be necessary to adjust the screws holding the units in place from time to time.

6. We strongly advise against installing any fixtures that will restrict the movement of the building. Our partition walls are specially designed to allow the log cabin to move naturally. If a unit is fitted to the walls without taking care to allow the log cabin to move, then it will cause large gaps to form between the logs. The only way to rectify this problem if it does occur, is to remove any fixings from the walls and allow the log cabin time to settle back into position.

7. If you do have other problems with your log cabin, which cannot be resolved above, and it is within 12 months of a Merit installation, please put the problem in writing to our Head Office. This can be by letter or email & it is often useful to send photographs. Unfortunately we are unable to deal with any problems if not put in writing to us.

If you would like any further advice on any other matter that is not covered here, please do not hesitate to contact us on 01359 271363. If maintained correctly, your Wessex Log Cabin will give you many years of satisfactory use!

