

# How to Proceed: Step-by-Step

Town & Country's award winning projects result from a dedicated commitment to thorough planning and building practices. It is our philosophy that each conservatory should blend seamlessly with the existing architecture of the structure or grounds for which it is built. Thirty years of experience comes with each of our projects, whether a small roof lantern or an elaborate garden house.



## **STEP I. Tell us about your project.**

Call us at 773.281.1212 or e-mail [inquiries@TownandCountryUS.com](mailto:inquiries@TownandCountryUS.com). In this initial conversation you can ask us questions about our design/construction process and discuss your ideas.

We also recommend that you start with a few basic questions to help us formulate a vision for the project, for example:

- What size do you have in mind?
- How do you intend to use the space?
- Do you have any photos or drawings you can send to discuss with us?
- What is your budget?

Do not worry about answering all the questions. We are here to help.

## **What does the Owner provide for the project?**

Your part of the project will require you to prepare the base for the conservatory and do the interior finish work, such as the floor and heating and air-conditioning. You will need an architect or skilled design/build contractor to prepare the base and interior finish for you and to obtain permits. We provide shop drawings for the pre-fabricated structure, but not architectural drawings. You will not need an engineer for the conservatory, because we can provide stamped and sealed engineering and manufacturing drawings for the conservatory in any state or Canada.

## **STEP II. Understand how we work:**

Clients often ask how Town & Country has been able to complete installations across the United States and beyond. We have a thoughtful, streamlined process, production and installation that allows us to work with any client, regardless of location. We have built conservatories as far away as Saudi Arabia.

A Town & Country conservatory is distinctly different than a typical room addition because it is pre-built in our workshops. The pre-fabrication of the conservatory and manufacturing drawings, approved in advance, eliminate guesswork, parts delays and other uncertainties of typical construction. Town & Country provides your contractor with the exact dimensions necessary to ensure that the conservatory will attach precisely to the foundation or knee and house wall. Our shop drawings are exceptionally detailed.

### **STEP III. Talk about cost**

While photographs of conservatories can give the impression that they are all similar, the quality of materials and installation services vary widely. A custom conservatory is not a commodity that can be easily compared over the phone. A photograph will not tell you that our Sapele hardwood or laminated frames are stronger than another company's; or that we use acetylated wood for exterior moldings, sills and pilasters; or that our frame posts, rafters, glazing patterns and the proportions of each are specific to your project.

We can give you a range of cost, but it will ultimately be determined by the final configuration and style.

### **STEP IV. Pricing**

Because of the unique characteristics of most homes, we strongly encourage an individual building, tailored to your home or grounds. We use the experience of over 1000 projects to achieve our philosophy **that the conservatory look as though it was always part of the original home or grounds.**

There are three ways to create and price a project:

- A) We start with photographs and basic dimensions provided by you. For a \$3,500 fee, which can be applied toward the project, we conceive a conservatory, orangery, pool or garden house from a library of hundreds of profiles and extrusions. See the following examples. (Section V.)
- B) If you have an architect or designer involved, and they have provided basic dimensions or preliminary concepts, we can estimate with what they have drawn or collaborate with them.
- C) We can visit you to discuss the project in person for a fee of \$3,500 plus the cost of travel. In addition to discussing your project, we will take photos of the intended area of construction and take all the site dimensions.

For Pool Enclosures or unusually large or complex projects, our fee will be \$4,500-5,000. We provide a concept with floor plans, elevations and a three dimensional rendering. The fee is applicable toward the project if you go forward.

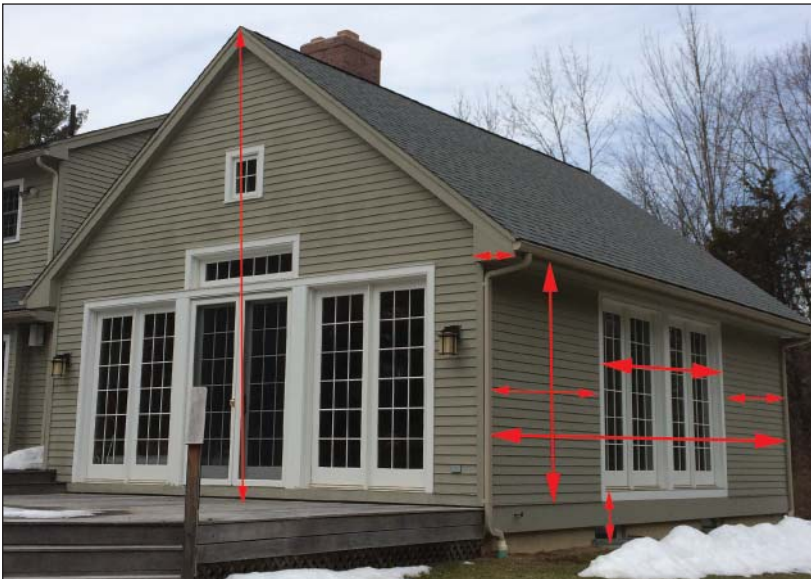
## STEP V. The Process

A) Please provide clear photos of all sides of your home so we can get an idea of the architectural style.



B) If you are certain of the conservatory or orangery location, please provide a photo that shows that elevation completely.

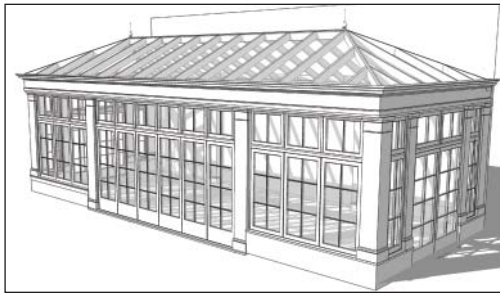
C) Please provide basic dimensions. We can also send back your photos illustrated with the dimensions that we need. All dimensions will be confirmed, so do not be concerned about extreme accuracy for the initial part of the process.



Important dimensions at the conservatory location are height and width of the attaching wall, eave overhang and openings on the wall such as windows and doors. Finished floor level of adjoining room relative to the ground or patio level is very helpful.



Before



Design



Complete

### **STEP VI. Contract & Drawing Package**

With an agreed concept we can give you a firm price. Our contract is clear, detailed and in plain language. We set out the time lines, the scope of our services and provide a list of Owner responsibilities to give to your contractor. Once the contract is signed we prepare detailed shop drawings showing the specifics of the manufacturing and the exact dimensions of the conservatory, attaching details, and base wall placement dimensions. We manufacture to local code requirements, and we can provide stamped structural engineering drawings of the structure, if required by your city.

Our fabrication (shop) drawings are one of the most important parts of the process. Once completed we review them with you, your architect and/or contractor to verify the details, the site dimensions and any special features or changes that you might want. We also discuss site coordination with your architect and/or contractor. We do not begin manufacture of the conservatory until the shop drawings are approved by you.

### **STEP VII. Manufacture and Shipping**

Once you have approved the drawings workshop fabrication begins. Each wood conservatory is hand-manufactured in the United Kingdom. Aluminum conservatories are manufactured in North America. Each conservatory is pre-assembled for accuracy, numbered and then disassembled for shipment.

Manufacturing time ranges between 8 and 15 weeks from approval of the shop drawings, depending on the current volume of our orders and the complexity and size of the project. Shipping time ranges from 2 weeks to the East Coast and Midwest and 3-4 weeks for the South and West Coasts. Aluminum conservatories can be shipped to arrive within one week of factory completion.



## **STEP VIII. Installation**

Your contractor can prepare the base while the conservatory is being fabricated or before. We arrive on site to meet the delivery and begin assembly immediately.

Once we begin, construction proceeds uninterrupted until the installation of your conservatory is complete. Our Construction Supervisors are experienced carpenters, working with other skilled carpenters and tradesmen. We usually send 1-2 experienced installers, depending on the size of the project and assistance from your builder. We ensure that all site workers are familiar with our construction details, sealants, tools and climate conditions. We supervise the assembly from the base up. For most conservatories installation takes one to three weeks, however, larger projects take longer. Erection time is short due to the fact that the structure has been pre-fabricated.

## **Service and Warranty**

Our conservatories have a structural warranty and a 15-20 year insulated glass warranty. We also guarantee the workmanship and watertightness of our installation for a year after the installation. After completion, we provide you with a maintenance memo outlining steps to preserve the beauty of the building. We maintain back-up glass records at our main office in the event of breakage (rare because glass is tempered as a standard). We also offer annual maintenance service in all parts of North America.

## **Summary**

Successful projects are dependent on our thorough planning and installation procedures coupled with the quality of manufacture. We have conservatory, greenhouse, pool enclosure and roof lantern (skylight) projects in virtually every part of North America. We have been in business in North America since 1994 and, combined with our UK manufacturer, have manufactured over 1,000 projects during the last 30 years.

You can see more of our work online at: [www.TownandCountryUS.com](http://www.TownandCountryUS.com)

# More Measurement Examples

When you provide photos of your desired location, we will ask you to provide key dimensions that start the process. The examples below show that with a few simple measurements, we can quickly conceive an idea for your project. We can create pricing drawings or collaborate with your design professional.

