

# Company Guide

A brief introduction  
to North Hill Gardens

Team  
Services  
Processes  
Finances  
FAQ



North Hill Gardens

EST. 2008

# Our Companies

Formed of three separate companies, North Hill Gardens has the skills, knowledge and resources to serve your gardens every need



## North Hill Gardens

EST. 2008



### Garden Design

Any considerable changes within your garden will require an element of design. Our highly skilled landscape architects have a combination of both the creative and technical skills needed to create the best solution.

**NORTH HILL GARDENS LTD.**  
Company number: SC573703  
Sort Code: 83-52-00  
Acc. No: 17602531



### Garden Construction

Once the design for your garden is complete, this team will bring your design to life! Our qualified teams of builders and landscapers supervised by the architects and project managers will deliver the best quality of construction work.

**NORTH HILL GARDEN DESIGN LTD.**  
Company number: SC481233  
Sort Code: 83-52-00  
Acc. No: 1119421



### Garden Maintenance

All of our gardens look beautiful when they are complete. However, to keep them in the best condition, a helping hand is often required! To provide even higher level of garden care, we launched our new brand - Grassgo - a step into the future of sustainable garden maintenance.

**GRASSGO LTD.**  
Company number: SC512723  
Sort Code: 83-52-00  
Acc. No: 16284358

formerly known as



# The Team



**Michael Dumanski**  
**Director, Principal Landscape Architect**  
Owner and founder, Michael helps steer the creative direction of North Hill, working on bigger picture of the business



**Anna Cwiklinska**  
**Finance & HR Manager**  
For all matters of money, Anna is your first call. She has been a part of the North Hill team for over four years.



**Melanie Chiswell**  
**Administrative and Visual Content Assistant**  
The first point of contact within the company, Melanie is at hand to help with your every need throughout your project.



**Arek Zakrzewski**  
**Senior Landscape Architect**  
As well as creating his own designs, Arek oversees the running of our design studio and team of landscape architects.



**Charlotte Cocking**  
**Landscape Architect**  
Coming from an architectural background, Charlotte enjoys looking at new and interesting materials and techniques.



**Angie Padden**  
**Landscape Architect**  
With a rich and varied experience within interior architecture, horticulture and garden design, Angie is a valued designer!



**Aaron Harwood**  
**Landscape Architect**  
With experience in architecture from here and abroad, Aaron provides a fresh perspective.



**Bob Claypole**  
**Junior Garden Designer**  
Passionate about technology, Bob is a link between the design studio and our builders, providing CAD documentation.



**Aurelijus Leisys**  
**Senior Landscaper**  
Leader of our North Hill's construction team, Aurelijus has no fear of new on-site challenges.



**Ewan Brannan**  
**Junior Project Manager**  
Managing the landscaping department, Ewan will be your first contact when your garden is already under construction.



**Jordan Wilson**  
**Senior Horticulturist**  
Real plant freak, Jordan is supervising our team of gardeners and always happy to give you a professional advice about maintaining your garden.



**Abigail Nelson**  
**Junior Project Manager**  
Managing our sister company - Grassgo, Abigail, together with Jordan, is responsible for providing best customer experience for our garden maintenance clients.

# Set your budget first

## What is the budget?

Your budget is a net sum of money which you want to spend on the construction of your garden.

Understanding your budget, we are able to create a design that meets your financial expectations. Your construction budget is also strictly connected to the scale of the design fee we charge.

## How much should it be?

You can roughly estimate your budget by square meter. As a general rule, we would recommend a minimum of £100 per square metre for a landscaped garden.

A lot of factors can influence your budget. The more hard landscaping and structures (e.g. patios or pergolas) involved, the more costs will creep up. It also depends on the overall quality, including the choice of the materials, standard of execution and finish.

Also consider the condition of the site (a wet garden will cost more) and its access (which might prevent builders using particular time saving machinery).

## Quality factor

Low end

>£200/m<sup>2</sup>

Medium

~£300/m<sup>2</sup>

High end

<£400/m<sup>2</sup>

## Additional factors

### Site conditions



Location



Access



Slopes



Dampness



Rubble

### Design requirements



Proportion of hard surfaces



Retaining walls



Special features

Therefore, if you have a medium size garden (150m<sup>2</sup>), it's good to have a budget of at least £30,000 to get some simple landscaping works done.

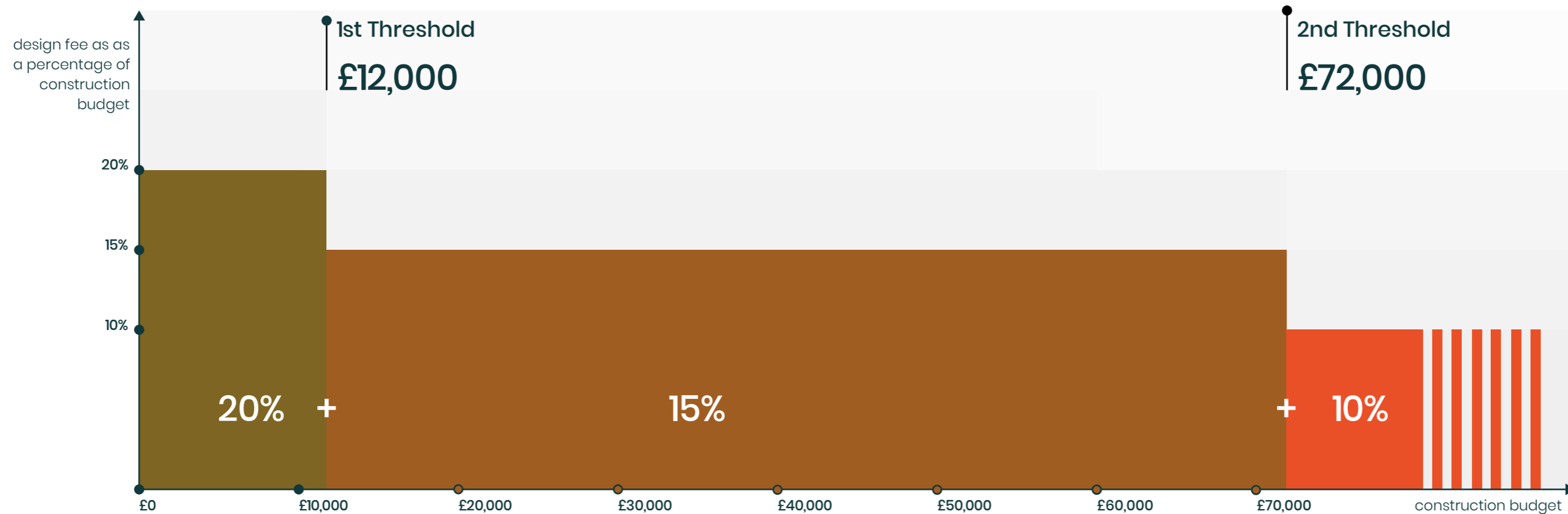
# Design Fee

## Financial Guide

Now that you have a rough idea of your construction budget for the whole project, we can define an estimate of the design fee in relation to this.

For small projects, up to £12,000 (£10,000+vat), the cost of the design fee will represent around 20% of your budget. Whereas, for medium project, up to £72,000 (£60,000+vat) it can be estimated for 15%. This will drop to 10% for larger projects. Remember: the design fee should be offset against the cost savings the finished garden can provide as well as the additional value added to your home!

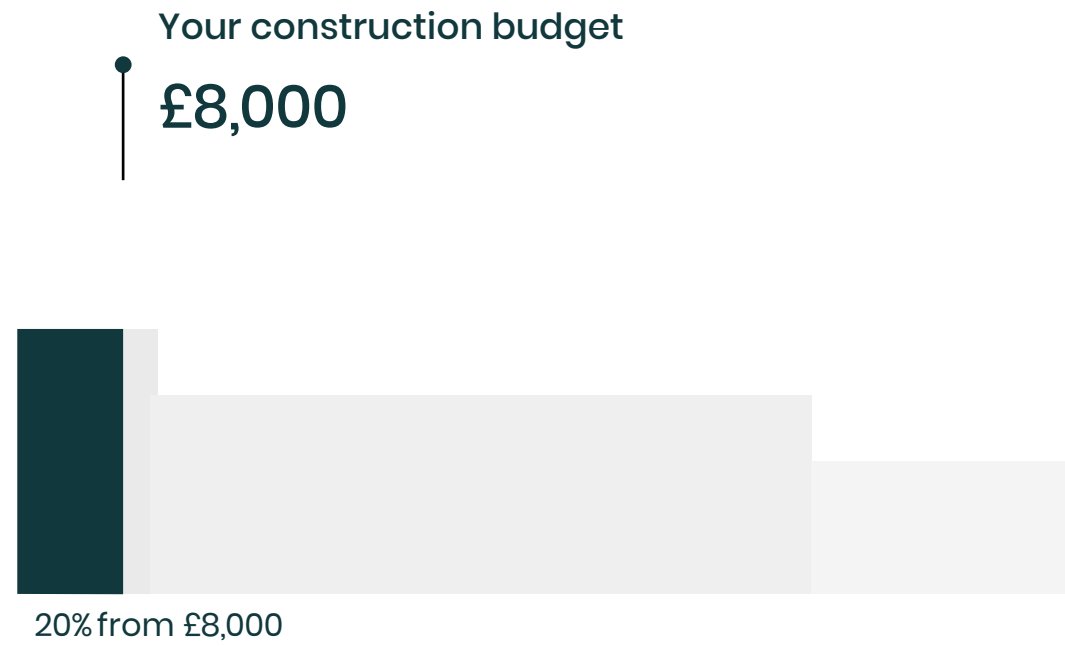
### Regressive Design Fee Calculation



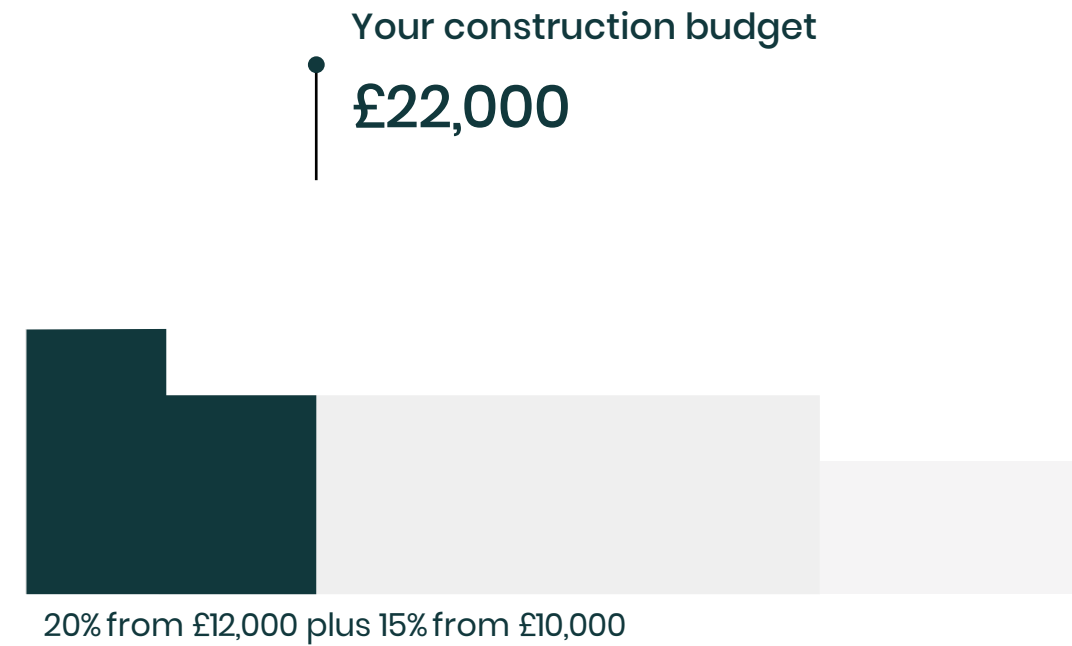
all prices include VAT

Sounds complicated? Check the examples on the next page!

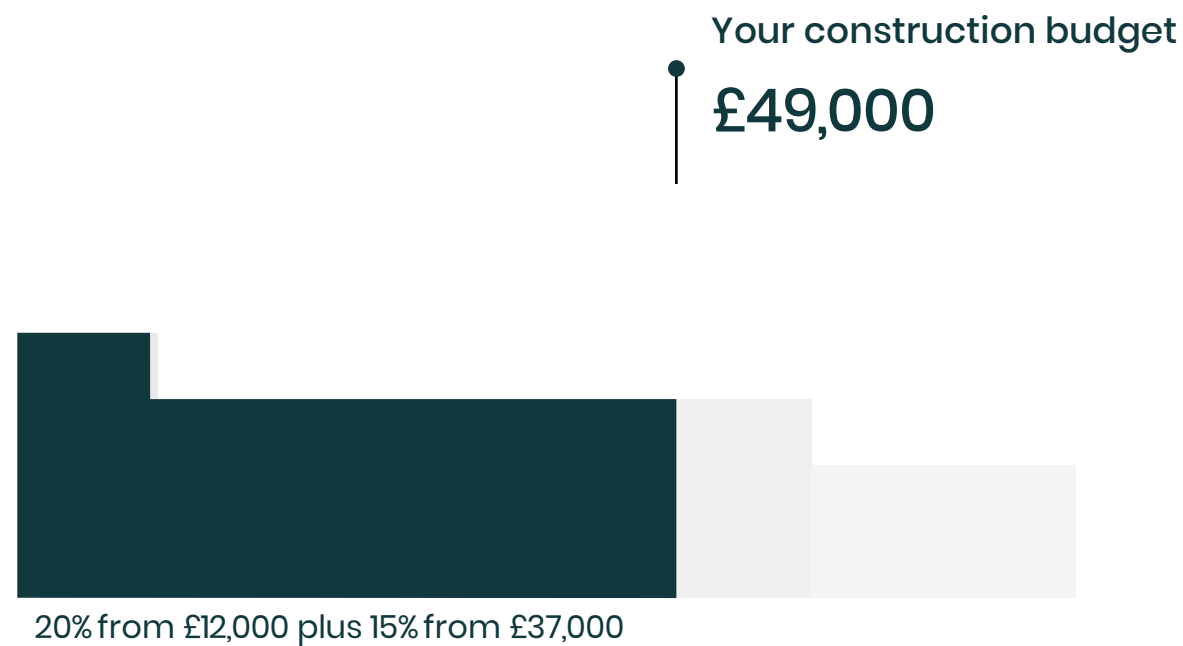
# Design Fee - Examples



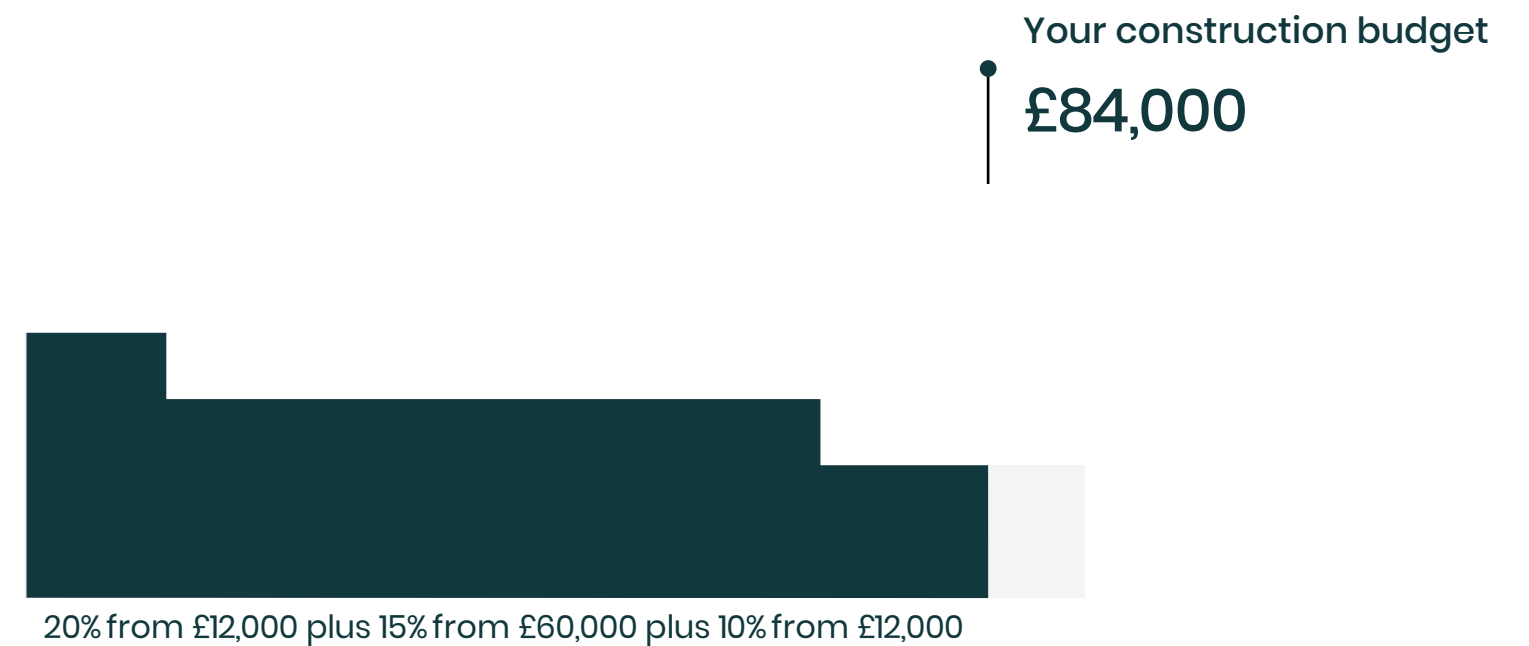
Design fee  
**£1,600**



Design fee  
**£3,900**



Design fee  
**£7,950**



Design fee  
**£12,600**


1



**Design**


**£600**

2



**Design**

+



**Construction**

**£1,800**

3



**Design**

+



**Construction**

+



**Maintenance**

**£2,400**

## What are the deposit bundles for?

At North Hill, we are experiencing bigger and bigger demand for our services. To allow our clients to book each of our three services in advance, we created three bundle packages. By paying the deposit for a bundle in advance, we can reserve your slot - fast tracking the entire process.

**1st Bundle** covers only the booking of your design slot. If you wish to build the garden after receiving the design, you will need to pay a booking fee of £1000+vat to allocate you in the construction queue. This involves another waiting time before your new garden is built.

**2nd Bundle** allocates you in both our design and construction queues. The advance booking of the construction has the added benefit of giving you peace of mind of knowing when your new garden will be both designed and created.

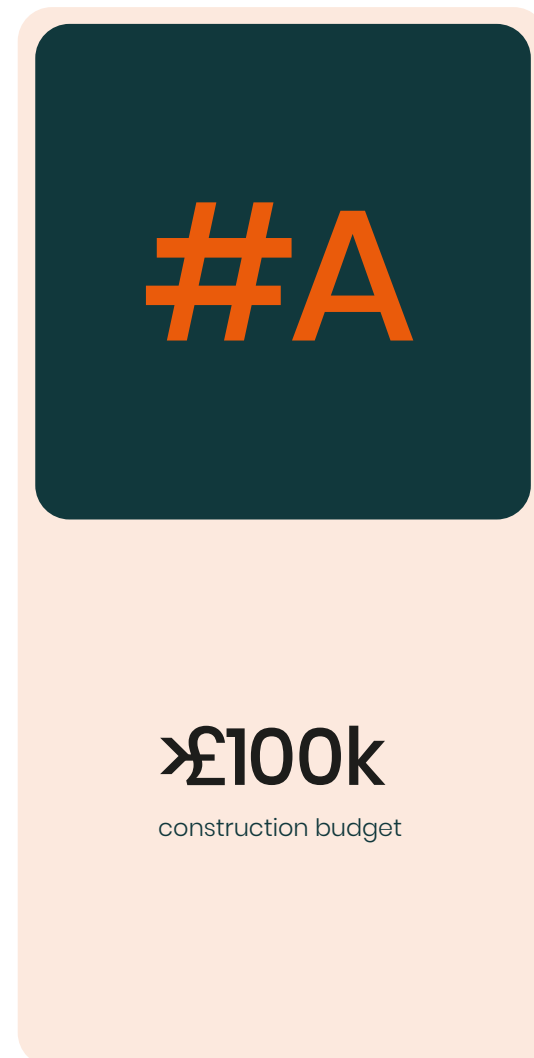
**3rd Bundle** This bundle allows us to book in for the maintenance of your new garden in advance, ensuring that your garden continues to look brand new. By choosing this option we can guarantee the health of all new plants and the lawn for the duration of the maintenance program.

## Our Departments

Every esteemed architectural studio is divided into a few teams of architects, so is ours.

Each department takes care of a different type of project depending on their scale and budget. This also means that there is a separate design queue for every category of projects.

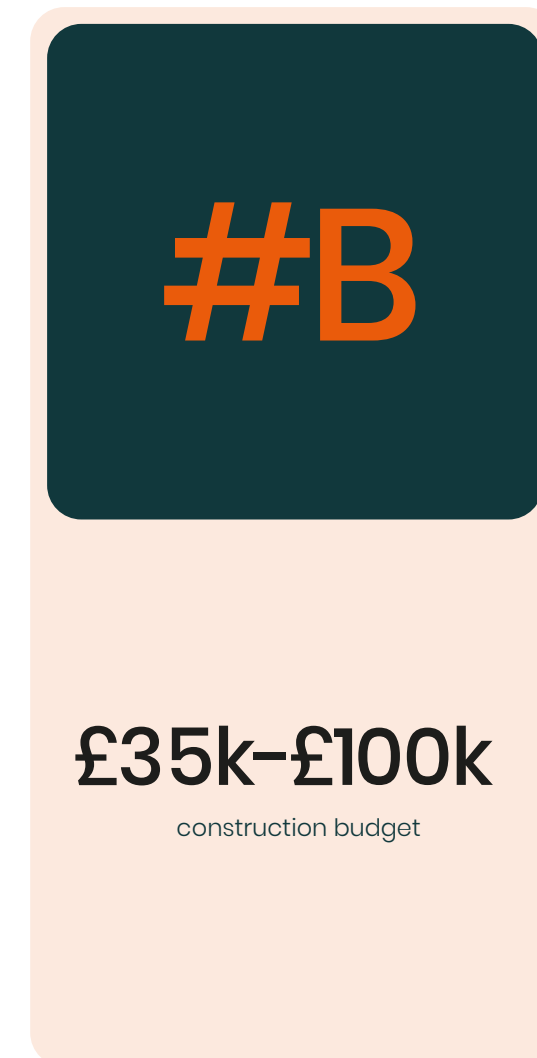
Therefore, your design slot allocation might depend on your declared construction budget.

A vertical card with a dark teal top half containing the orange hashtag "#A" and a light peach bottom half containing the text "£100k" and "construction budget".

#A

£100k  
construction budget

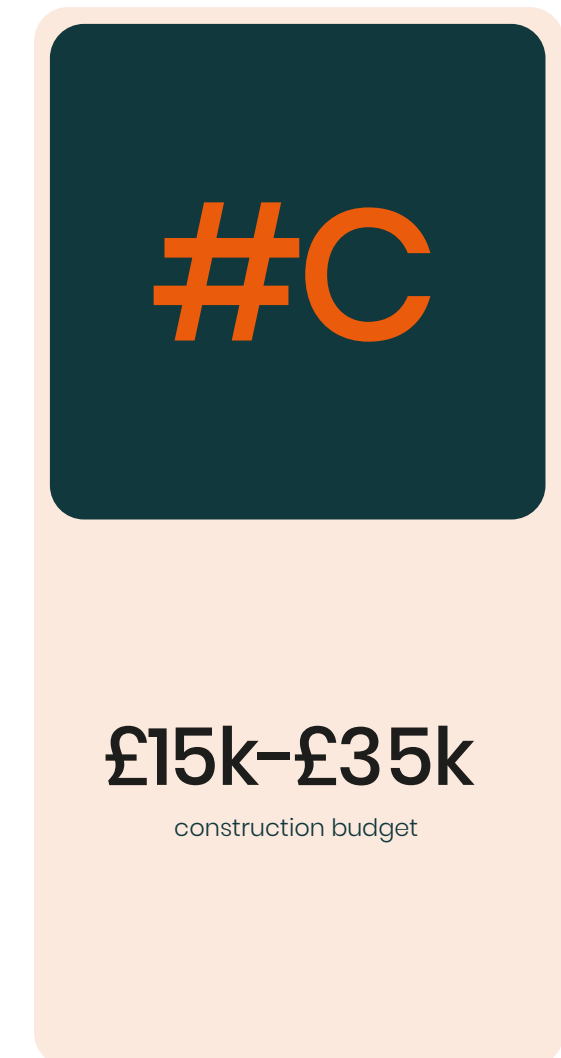
Large Domestic,  
Commercial,  
Public

A vertical card with a dark teal top half containing the orange hashtag "#B" and a light peach bottom half containing the text "£35k-£100k" and "construction budget".

#B

£35k-£100k  
construction budget

Medium  
Domestic

A vertical card with a dark teal top half containing the orange hashtag "#C" and a light peach bottom half containing the text "£15k-£35k" and "construction budget".

#C

£15k-£35k  
construction budget

Small Domestic

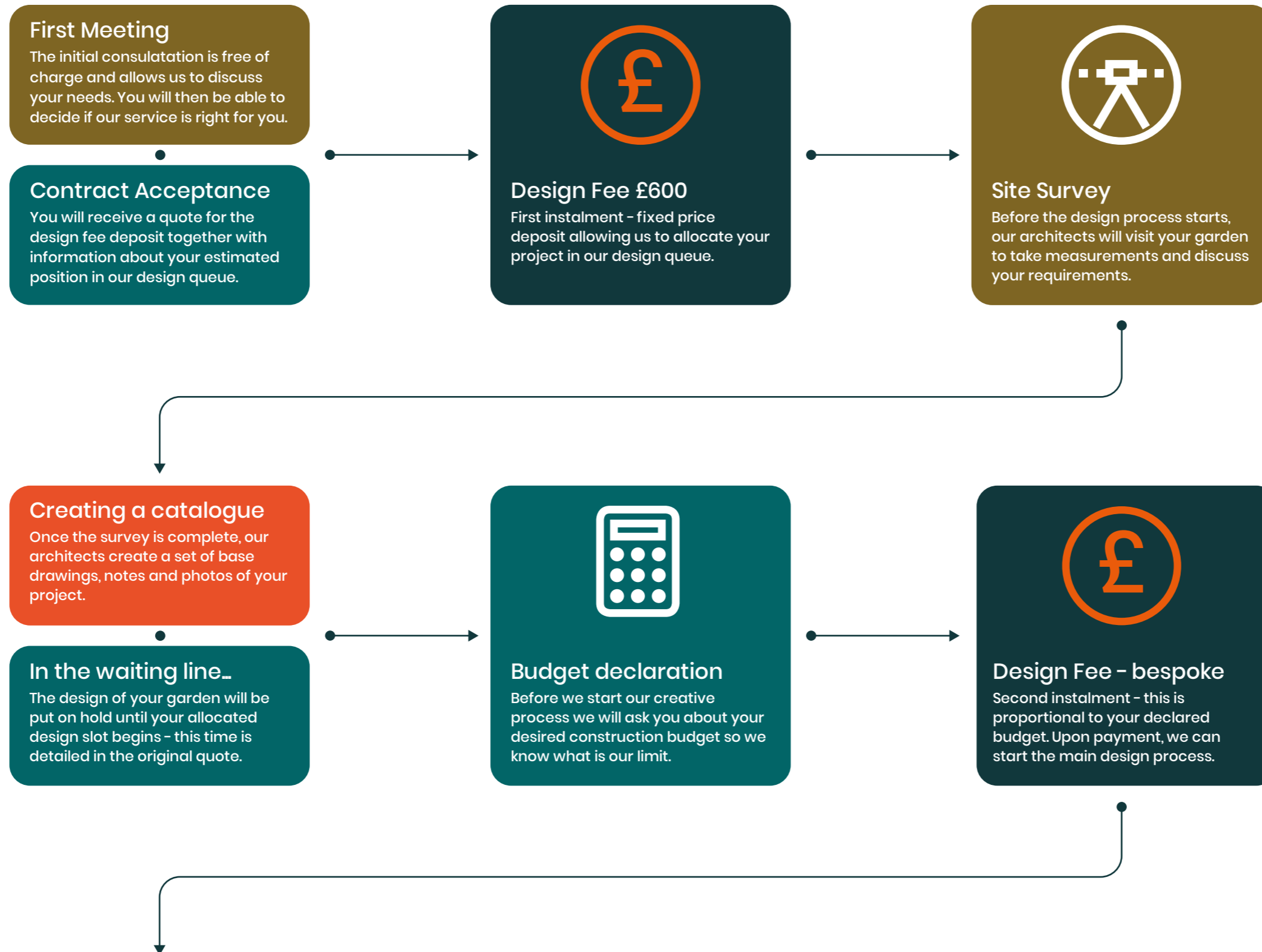
Every department  
has its own design queue

You need to choose a department  
to work on your project  
while booking your design slot



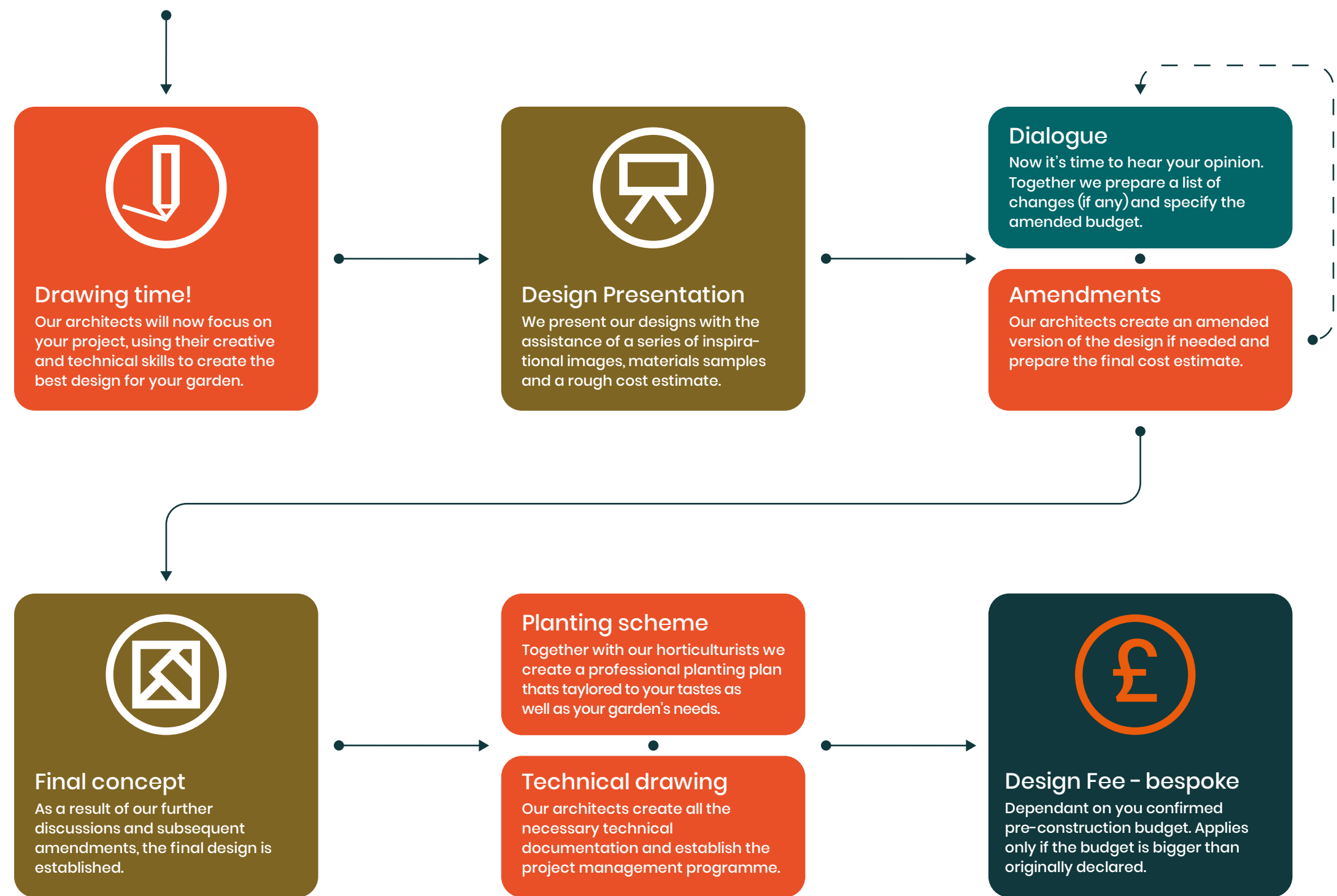
# Design Process

## Step 1 – Predesign



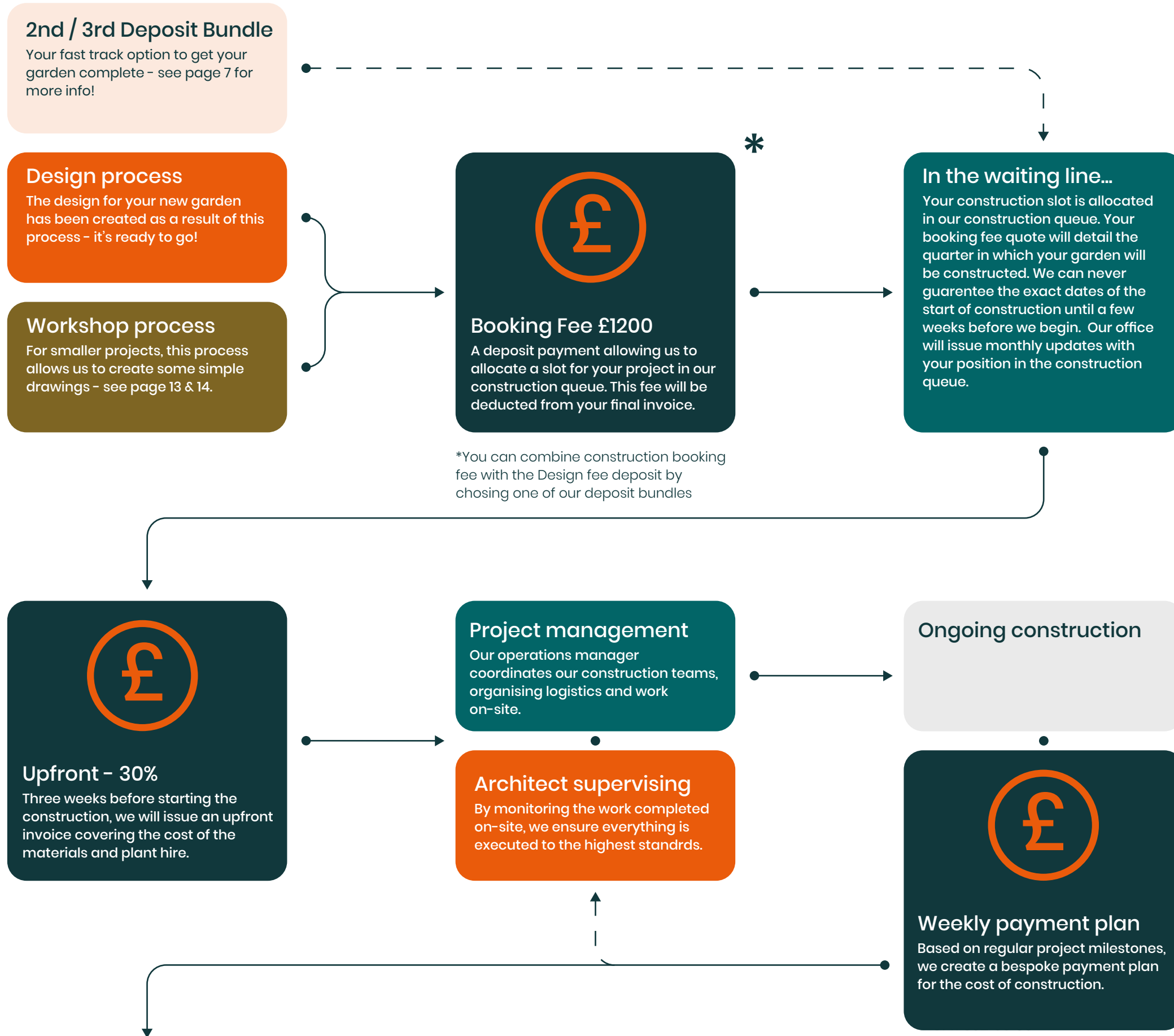
# Design Process

## Step 2 – Actual Design



# Construction Process

## Part 1



# Construction Process

## Part 2

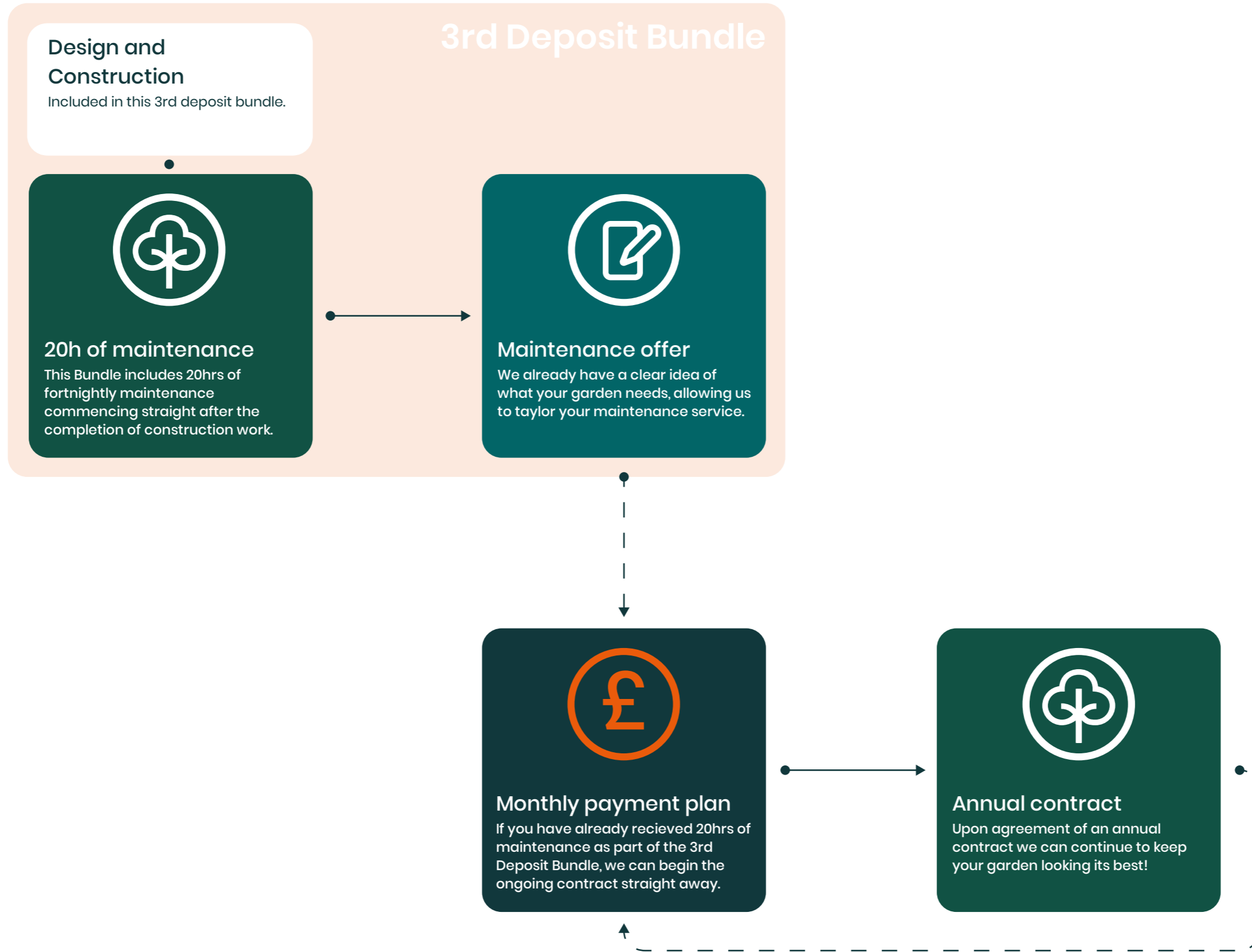


\*The fourth instalment of the design fee is being paid at the end of the construction process only if the post-construction budget increased comparing to the pre-construction budget.

\*\*Any planting completed as part of the project can be guaranteed under our third deposit bundle. For more details, see page 7.



# Garden Maintenance Process



# It doesn't have to be a full design

## Alternative options

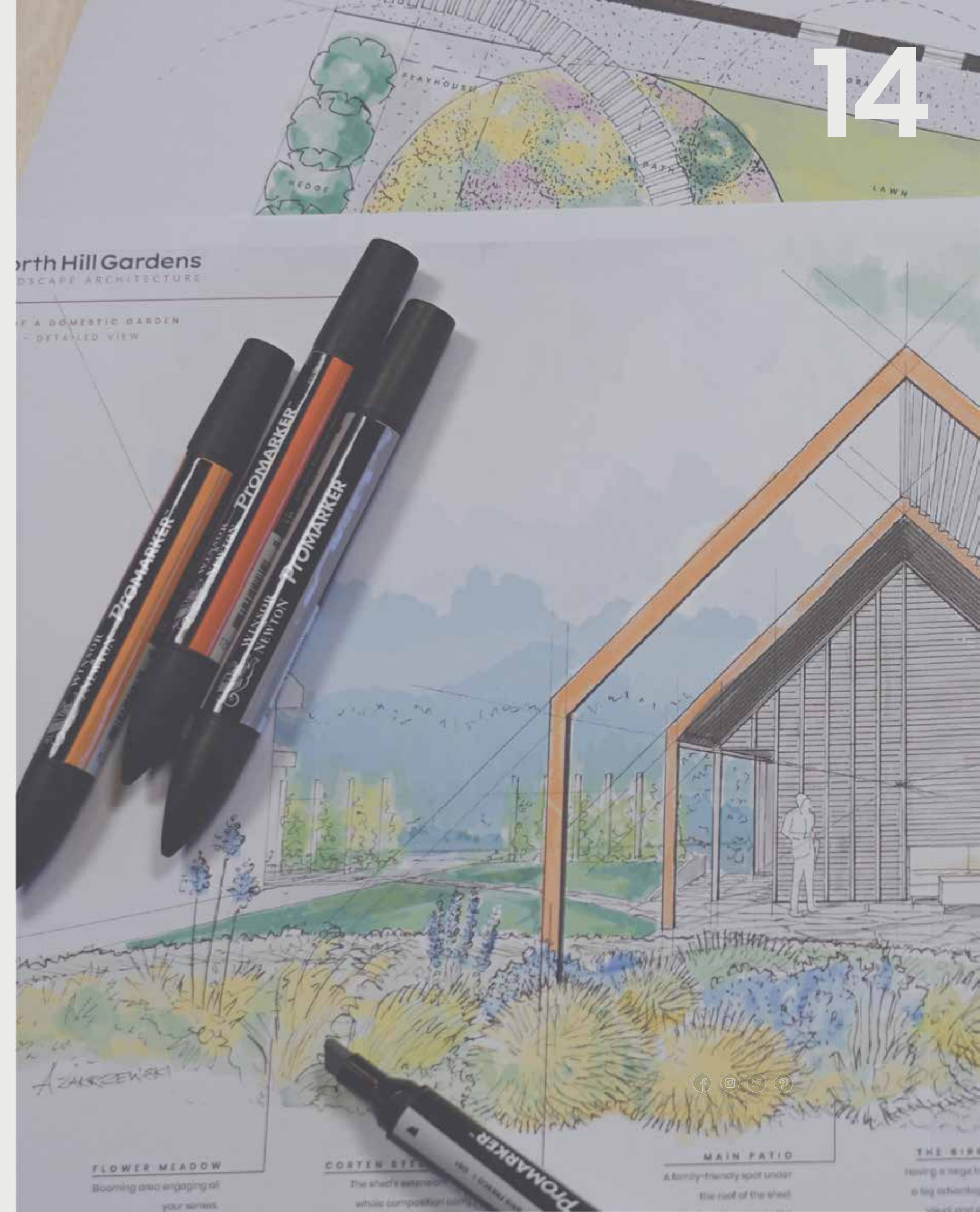
At North Hill, we offer an alternative selection of services for those gardens which need help within a particular area of expertise. For example, this could include creating a plant plan for a new area of beds, giving some advice on design or creating an informal plan for the design of your garden. Each of these services has the ability to be adapted to cater for your garden's specific requirements, so please feel free to get in touch to discuss your requirements further. As a baseline for all additional services, we can offer the following:

## Design Workshop

These short, informal meetings allow us to visit your garden and work with you to create/advice on the best course of action for your garden. These consultations can cover a wide range of topics and offer the opportunity for you to get some advice, ideas and sketches within a relatively short period of time. We would advise using this service for any landscaping project valued at £15,000 or less.

## Plant Advice and Plan

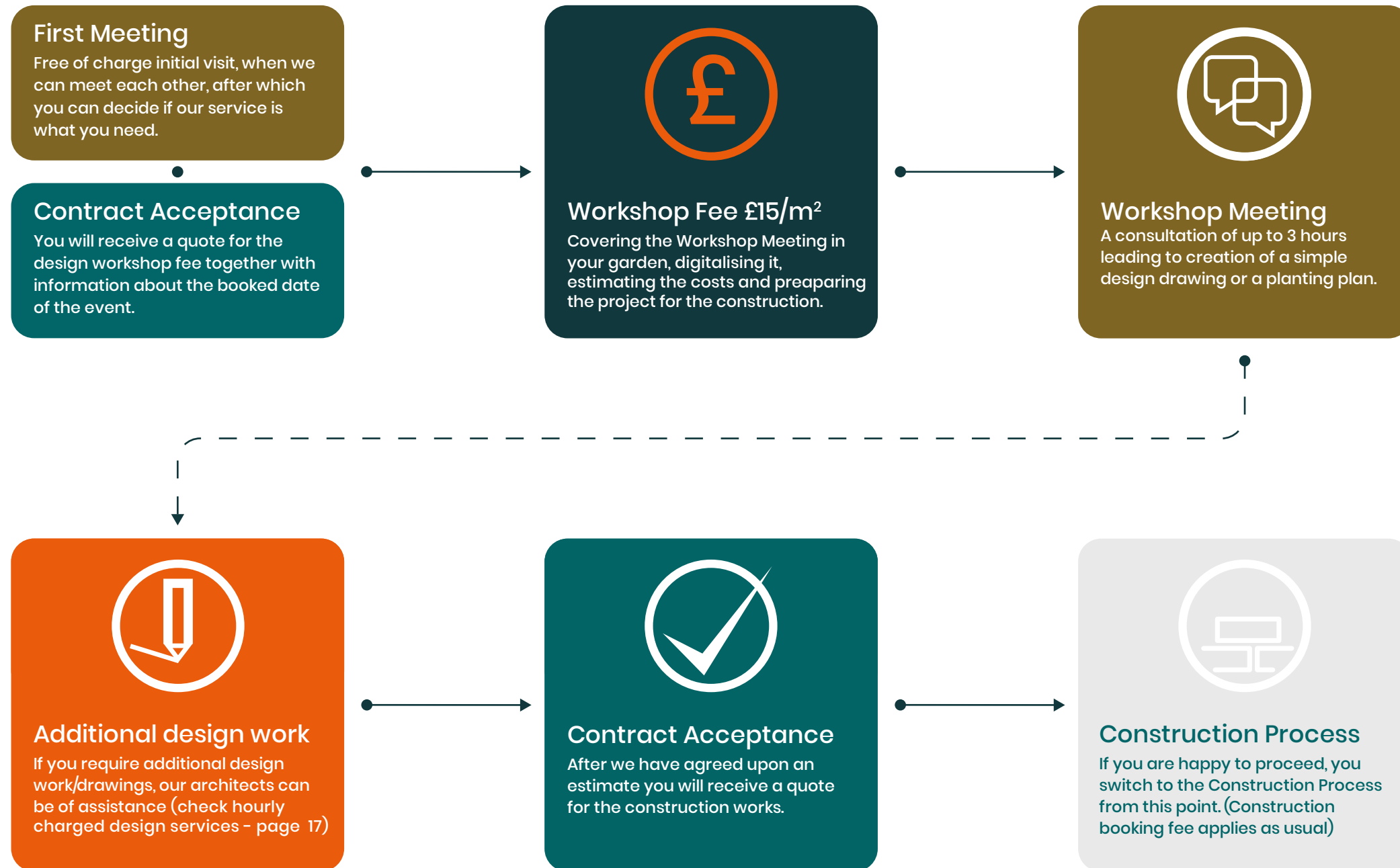
No garden is complete without plants, they make every garden feel complete. We can assist with a wide variety of plant care, advice and planning. This could include advising on plant health or creating a plant plan for a new border. Our team of landscape architects and horticulturalists work collaboratively and are highly trained in all aspects of both planting design and care.



# The Workshop Process

Applies to both Design Workshops and Planting Advice/Plans

The cost of the service depends on the area the designer has to cover.



## What does the design include?

North Hill Gardens provides a variety of design services depending on the project's size and budget.

Here is what is a guaranteed outcome for every design product:

Construction Budget	Design product classification	Guaranteed Minimal Content
<£15k	workshop	<ul style="list-style-type: none"> <li>Simple 2D CAD Floor Plan</li> <li>Cost Estimate</li> </ul>
£15k–£25k	#C	<ul style="list-style-type: none"> <li>Detailed 2D CAD technical drawings</li> <li>Simple Visualisation - 3D contour model</li> <li>Plants Plan</li> <li>Cost Estimate</li> </ul>
£25k–£35k	#C	<ul style="list-style-type: none"> <li>Detailed 2D CAD technical drawings</li> <li>Fully Rendered Visualisations</li> <li>Plants Plan</li> <li>Cost Estimate</li> </ul>
>£35k	#A and #B	<ul style="list-style-type: none"> <li>Detailed 2D CAD technical drawings</li> <li>Fully Rendered Visualisations</li> <li>Virtual Reality Experience and/or Video Walkthrough</li> <li>Plants Plan</li> <li>Cost Estimate</li> </ul>



# Hourly Charged Design Service

If you are unable to name your budget or simply do not want to pay a fixed price for our services, we offer hourly charged design service. You will be informed weekly how much time our team members on each position have spent on your design and project supervision. We advise using this method for long-term large domestic and commercial projects.

Position	Description	Cost per hour
Junior Architect / CAD Technician	• Technical Drawings and minor design tasks	• £36
Architect	• Main design process, customer service, regular site visits, estimating costs	• £48
Senior Architect	• Supervising the designers, moderating the design process	• £66
Director	• Meetings with the client, team briefings, acting in emergency situations, general supervision	• £120
Mileage	• Site surveys, meetings, site management visits	• £1.48 per mile

# Frequently Asked Questions

## What is a full garden design?

By choosing us to design your garden, we cover and oversee the creation of your new garden from the beginning to the very end! The process begins with a consultation and full survey of your garden to discuss your every requirement. We then begin the design process during which our architects produce a floor plan and/or perspective view of your newly design garden. This is presented to you along with a series of inspirational images and associated costs. After the presentation any amendments to your design will be made to make sure you are completely satisfied with the design. We then work with our in-house construction team to project manage the construction of your new garden. This ensures that everything is built in accordance with the design, to our highest standards

## Who will be designing my garden?

Our design studio consists of a team of Landscape Architects. Each one of our architects are extremely talented, educated and has a wide range of experience and qualifications with different areas of garden design. By working collaboratively and combining each of our skill sets, we are able to design and create the best solution in every garden we design. Our architects are with you at every step of the way. We are passionate about making each garden unique, individual and best suited to your requirements. As a studio, we aspire to always be at the cutting edge of contemporary garden design. By using new materials, ideas and techniques, we are always striving to make each of our gardens distinct, original and exciting.

## What services are included within a full garden design?

Each individual garden we design has been expertly tailored to cater to the exact requirements of our client. Therefore, the exact services we provide for each garden can differ. As a baseline for all designs, we include:

- A full survey of the garden
- A meeting with you to discuss all of your requirements
- A rendered (detailed, illustrative) perspective view of the new design, showing you how it will look in real life
- A floorplan or secondary rendered (detailed, illustrative) view of the whole garden, allowing you to see the entire garden from multiple perspectives
- A set of estimates, including a set of core costs along with the cost of any potential upgrades of any materials/features
- A set of inspirational images of particular materials/features used in the design
- Amendments to the final design to ensure your every requirement is fulfilled
- Management of the project during construction (applies only when NHG is a contractor)

Additionally, we can also provide these services if the design requires them:

- A planting plan for any borders, beds and pots
- A drainage plan, if required
- A lighting plan, if lights are to be installed in the garden

## How am I involved in the whole design process?

As our client, we seek every opportunity for you to have your say on your new garden. Once your design deposit is paid and you're allocated within our design queue, our architects will meet with you to discuss your every requirement. During this meeting we like to discuss your practical needs as well as your aesthetic tastes and preferences. We also strongly encourage you to share any Pinterest boards/images of materials, spaces or other gardens you like. Shortly before the main design process begins, we will again check in with you to confirm all of the information we have gathered so far and to see if you have had any further thoughts. Our architects will then need a period of time to complete the design, this is normally a minimum of 2 weeks but can last over a month depending on your garden. During this time, we tend to not to need any more contact with you. If there is anything they need to check, they will contact you. Once they have completed the design for your garden, we will then arrange to meet with you and discuss the design. Through our in-depth discussions with you during/after this presentation, we can then make any changes if necessary, so that you can be sure you are happy with the design.

## Will you provide us with a full set of technical drawings after the design process is complete?

Once the design is complete, we only produce technical drawings for our own construction teams to use. These drawings are completed shortly before and also during the build itself. The drawings we produce give a scale representation of how everything will look in your garden allowing you to see the shape and size of each of the spaces.

# Frequently Asked Questions

## How long does a full garden design take?

Designing gardens is not an exact science, hence why we can never give specific time periods for a design. There are also a number of factors which affect the design we produce, this can include:

- The size of the garden
- The complexity of the design
- The number of features in the garden
- The number of different levels in the garden
- The quality of finish
- The budget
- The number/size of hard surfaces

As a general rule, we like to allow for a minimum of 2-3 weeks for any project. However, this can be up to 2 months for more complex designs.

## What happens while I wait for my design/construction slot to begin?

During these wait times our office will be in contact each month to update you on your projects progress within the queue. We can't be specific with exact dates as there are many factors which influence our time frames (material shortages, lockdowns e.c.t.), however we will let you know how many projects we need to complete before we can start on yours, we can also specify which quarter we expect to begin with the work.

## Should I book my construction at the same time as my design (2nd bundle)?

Simply, if you want to get your garden finished quicker, then yes! By booking in for the construction in advance we allocate your construction slot in advance. In terms of money, the extra £1200 you pay as part of the 2nd bundle will be deducted from your final construction invoice, so you will be spending this money either way.

## I want to have my garden designed, but I would like to build it myself, what service should I choose?

If you are handy with a drill, crafty with concrete or you are a green fingered gardener, you may decide to make changes to your garden yourself. However, if you would still like some help with the overall design, we can still help. In most circumstances, our Garden Design Workshop will be best suited to you. Get in contact with us today to discuss how we can help with some advice, drawings or planning.

## I've paid my deposit and I'm in the design queue... when is my survey going to be?

The survey for your garden will be arranged by us at any time between you paying the design fee deposit and us starting your garden design. It generally makes more sense for us to wait a while before doing the survey as there is often a long wait between you paying the deposit and us starting the design. If we do the survey straight away, by the time we start the design our memory of your garden and our discussions with you aren't as fresh!

## How long will it take to build my new garden?

As you would expect, the time it takes for a garden to be constructed varies dramatically. As a general rule, the very minimum time construction takes is a week, however, most gardens take at least 4 weeks to be fully constructed. For larger, more complex or higher quality gardens, the construction period can last several months. During this time, its generally best to make sure your garden is not used by yourself, children or animals as there are often significant safety hazards. We cannot monitor the hazards created during the construction process and so it's best to avoid using your garden during this time! Also, immediately after your garden is complete, any fresh turf will need time to root sufficiently, this means no feet, paws or furniture!

# Frequently Asked Questions

# 20

## What parts of my new garden are guaranteed after work is complete?

Upon completion of your new garden, we can guarantee all of the features we create for one year. For example, this includes any patios, decking areas, pergolas, water features, fences, walls or structures. Please note that anything which we did not build cannot be guaranteed. Unless our third bundle package has been purchased, we also cannot guarantee any plants or lawns. Due to the fact that plants are living organisms, we need to provide on-going care to ensure they thrive. As part of our third bundle, we can provide this care as part of our 20 hours of fortnightly maintenance. Alternatively, if you already have a regular maintenance contract with us, we can also provide the guarantee for the plants.

## What's the difference between a full garden design and a design workshop?

There are a number of differences between a full garden design and a design workshop. Mainly, full garden designs are for any garden where significant changes are being made and some creative solutions are needed. Design workshops are created for smaller projects where only some simple sketches or some advice is needed. The time involved in the two processes also differs significantly, a design consultation can be arranged, booked and completed within the space of a month. However, a full garden design is a longer process which is spread over the course of several months.

## What's the difference between the design fees and construction fees?

The fee we charge for a garden design covers the cost of us creating the design only. If you wish for us to construct any design we create, we will charge for the construction too. The design and construction are two separate products and are charged accordingly.

## Which fees are refundable?

For any garden we design, the design fee is not free or refundable as this is a service which has to be paid for. However, if you wish to pre-book the construction of your garden in advance (£1200) we will deduct this fee from the final invoice after the garden is built.

## I want to have my garden designed, what do I do now?

The first step in creating your dream garden is complete! By looking through this guide, you now have a clear idea of how we can help. The next step is to organise for one of our architects to visit your garden and discuss all your requirements, just give us a call or drop an email to get the process underway!