

CUSTOMER INFORMATION PACK

GREENFINGERS LANDSCAPE SERVICES

Professional Survey & Design Guide

Professional garden design built on facts, not assumptions.

How professional surveying, levels and drainage review, engineering input and 3D visualisation lead to better gardens and better-managed budgets.

SECTION 1

Why Every Successful Project Starts with a Professional Survey

A garden is a construction project. Beneath every patio, lawn, wall and planting bed sit questions of levels, drainage, access, ground conditions and structural detail. When these questions are answered before the design is drawn, the project proceeds smoothly. When they are discovered during construction, they become delays, compromises and unplanned costs.

The Professional Measured Survey answers these questions first. It records the facts of your site — accurately and methodically — so that every subsequent decision, from the layout of the design to the final quotation, rests on verified information rather than estimates.

Designing from measured facts produces better results than designing from assumptions. An attractive drawing that cannot be built as drawn, or that ignores how water moves through a site, is not a design — it is a risk.

Designs based on assumptions commonly fail in predictable ways: paving laid without understanding falls and drainage, retaining details underestimated because levels were never measured, and quotations that change once the real conditions of the site emerge. A professional survey is how these risks are removed before they can affect your project.

SECTION 2

The FREE Initial Vision Consultation

Every project begins with a FREE Initial Vision Consultation. There is no charge and no obligation. This is a relaxed conversation with an experienced Greenfingers Design Consultant, during which we will:

- Listen to your ideas and how you want to use your garden
- Discuss your lifestyle requirements and priorities
- Talk openly about likely budgets and what they can achieve
- Offer professional guidance on options and approach
- Explain the next steps, including whether a professional survey is recommended for your project

Consultations are available seven days a week, with evening appointments available by arrangement. The Initial Vision Consultation does not include measured surveys, engineering drawings or 3D design work — these form part of the paid Professional Survey & Design Service described in this guide.

SECTION 3

What the Professional Measured Survey Includes

Where a survey is required, your site is assessed and recorded in detail before any design work begins. The survey allows the design team to accurately establish:

- Dimensions — accurate measurement of the site and its boundaries
- Existing levels — how the ground rises and falls across the garden
- Drainage — how water enters, moves through and leaves the site
- Access — how materials, machinery and spoil can move to and from the working area
- Construction constraints — existing structures, services and site conditions that affect the build
- Engineering requirements — retaining, foundations and structural considerations
- Budget alignment — confirming that the emerging design remains deliverable within the agreed budget

Only once this information has been verified can accurate design work begin.

SECTION 4

Why Levels, Drainage and Engineering Come Before Design

Levels, drainage and engineering are not construction details to be resolved later — they shape what the design can be:

- Levels determine terracing, steps, ramps and retaining structures, all of which carry significant cost implications.
- Drainage determines where hard landscaping can go and how it must be built. Poor drainage planning is one of the most common — and most expensive — causes of landscape failure.
- Engineering determines what is structurally required for walls, raised areas and load-bearing elements, and therefore what the project will genuinely cost.

Resolving these factors before the design is finalised means the design you approve is one that can actually be built, at a price that has been properly informed.

SECTION 5

How the Survey Protects You

The survey is a safeguard for your investment. By establishing the facts before work is priced or drawn, it protects you from:

- Unplanned costs — problems discovered mid-build are the most expensive kind; the survey identifies them in advance
- Quotations that change — pricing based on verified site information is far more dependable than pricing based on a walk-round estimate
- Designs that cannot be built as drawn — every proposal is checked against the realities of your site
- Compromises on site — fewer surprises during construction means the finished garden matches the design you approved

SECTION 6

Designed with Construction in Mind

Unlike a standalone drawing service, Greenfingers brings design and installation knowledge together from the start. Where appropriate, your Design Consultant and installation specialist review the project together before the design is finalised.

This construction input shapes the design as it develops:

- Accurate site information feeds directly into design decisions
- Practical, buildable details are chosen at the drawing stage, not improvised on site
- A clearer route from design to build, because the people who will build it have informed the design

SECTION 7

The Professional Design Package

Following completion of the Professional Measured Survey and Engineering Review, your project may include a professionally prepared design package. Depending on the project, this may include:

- Measured survey
- Existing and proposed levels
- Drainage assessment
- Engineering review
- Scaled, dimensioned layout plan
- Garden elevations
- Construction drawings
- Photorealistic 3D visualisations
- Material specification and selections
- Planting recommendations

The design pack is presented to you alongside a clear quotation for the work, so you can see exactly what is proposed and what it will cost before deciding to proceed.

SECTION 8

Survey Fees and Value

Professional survey and design fees are exclusive of VAT and are based on the estimated project value. Final fees will be agreed before any work commences.

Estimated project value	Survey & design fee
Projects under £5,000	£100 + VAT
Projects £5,000–£9,999	£295 + VAT
Projects £10,000–£49,999	£395 + VAT
Projects £50,000 and above	£595 + VAT

Survey fees are subject to VAT at the prevailing rate. Fees are always agreed in advance — there are no unexpected charges.

The agreed survey fee will be credited against your project when you proceed with Greenfingers Landscape Services, subject to the terms of your written agreement. For clients who proceed, the survey is effectively absorbed into the project itself.

Set against the cost of a landscape project, the survey fee is modest — and it directly informs the design, the engineering and the quotation. It replaces guesswork with verified information at the point in the project where accuracy matters most.

SECTION 9

Your Journey and How to Book

Your project follows four clear stages:

- Stage 1 — FREE Initial Vision Consultation: a relaxed, no-obligation discussion about your ideas, priorities and budget.
- Stage 2 — Professional Survey & Design: where required, a paid measured survey and professional design service, agreed in advance.
- Stage 3 — Design Presentation & Quotation: your design is presented alongside a clear quotation for the work.
- Stage 4 — Greenfingers Installation: your project is built by the experienced Greenfingers installation team.

To book your FREE Initial Vision Consultation, use the booking form on the Greenfingers website and request an appointment. Consultations are available seven days a week, with evening appointments available by arrangement. Appointments are recommended and all bookings remain subject to confirmation.

You can also visit the Greenfingers consultation desk at Dobbies Garden Centre, where our Design Consultant is normally available until 4:00 PM daily.

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