

Home Improvement & Loft Conversion Guide

Introduction to Loft Conversion

We understand that if you do not have experience on this field it can be difficult to get to grips with what exactly is possible to do with your home. You need to consider planning, building regulations, freeholders etc. Therefore we have produced this brochure to explain as much as possible in a simple form.



Nearly all houses have a big enough space either under the roof called an attic or loft or to the side of the house called a side return that can be put to good use and converted into a nice living or working environment. It is a perfect opportunity for homeowners to add additional space and expand their home.

However all homes are unique, different homes and buildings will have different types of roofs so we have provided this guide to help understand the various options.

We have also provided a section of the Transform your home guide to highlight the government guidelines and building regulations which will affect your loft conversion or kitchen extension project.

Suitability

Not all lofts or Attics can be converted or at least how you would like to transform them. here is a check list of questions you need to ask before you commence any loft conversion project. With these answers we will be able to tell you with some certainty of a loft conversion is possible for you.

Do you have 240 cm height from the bottom of the ridge board to the top of the ceiling joists?

Which type of loft conversion would you prefer?

Dormer
Velux
Mansard

How far would you like the loft to go?

A full conversion ready to use
Just the structural element Not
Sure

Are you in a conservation area?

Yes
No
Not Sure

Do you live in a house or a flat?

House
Flat

Have other houses or flats in your street had similar conversions?

Yes
No
Not Sure

Are you increasing the volume of your home by more than 15 percent?

Yes
No

Do you have any existing extensions no matter how old?

Yes
No

How many floors are there in your apartment or house including any basement and ground floors?

1
2
3
4 or more

Do you have a combination boiler or a water tank in the loft?

Combination
Water tank

Also consider the following points

Will the space be large enough for the type of room or usage you desire for example a bedroom or office, or maybe just storage!

Is there enough height in your attic for the type of loft conversion you would like for example will you be able to stand up comfortably.

Are there any chimneys or services passing through the loft space that will need moving or which will restrict the usage of the new room?

Is your roof water proof, had the roof had special treatment to ensure heat retention like insula-tion etc.

A specialist loft conversion company should always ask you these questions and more straight-away before quoting you for the work or even suggesting that the loft conversion is possible.

Loft Process - What happens next?

Appointing a specialist loft Conversion Company:

These companies offer a one-stop shop for loft conversions from plans through to completion: If your not being offered this you may wish to consider if they really are a specialist loft conversion company.

A reliable company with experience will have their design department prepare the necessary drawings and obtain the necessary approvals on your behalf and then the build team will trans-late the designs into reality right through to your certificate of completion from the local council.

Using an experienced builder:

Some builders may have loft conversion experience and therefore may well be able to offer you a package similar to some of the loft conversion companies.

Appointment

Is the loft conversion possible? Firstly you will need to have a minimum of 2.1 in between the top of the ceiling joists and the apex or ridge, {the highest point of the roof}. If you do then a normal loft conversion should be possible or at least you have the space for it!

If you do not then there are other options in terms of lowering the ceilings in the rooms below and some other clever ideas that we have built up over the years.

Decisions Time - once you have determined that the loft is possible then its time to select the best company to work with. This may often be the cheapest company but not always. Don't forget you are going to have to work with this company for the next 8 weeks and so it's important to know and to like the person with whom you will be dealing.

The order form and paperwork

If you decided use Space2 at this stage then the next step will be to arrange a meeting to sign the contract and go through the order form which highlights exactly what is and isn't included in the contract so that everyone is very clear. It also has the payment schedule which sets out from the beginning when we need to get each stage payment and at what point the work needs to be at in order for us to achieve this.

Planning permission, party wall agreements and building control.

We will take care of all of this from start to finish. We have architects, engineers and surveyors all with years of experience waiting to put your plans and aspirations into practice and get your extension built exactly as you would like it to be.

Once we have received the deposit and the signed the order then we can organise for one of our architects to visit your home. This should happen within 4-5 days of placing the order and the drawings should be back with you within another 4-5 days (on cad} for you to decide which design works best for you. Once we have agreed the design with you then we are ready to either submit for planning or to start work if under p.d.

Planning generally takes eight weeks from the moment of submission to decision time. We can get a good indication of the decision by week 4 and if necessary amend anything that they

would like to see changed to ensure that you get your permission first time around. Local planners all over London are not averse to allowing loft conversions so as long as we stick within the generally accepted guidelines we can usually obtain permissions without any problems or delays.

If it necessary to resubmit the application for approval we can also help you with this process. We have even helped clients to get permissions at committee stage which is the final possible stage for permission where our company director attended to ensure approval.

Now that you have architectural drawings it is time to arrange the party wall agreements with the neighbours. This is only necessary if you are a semi or terraced house or flat. If you are detached you do not need to obtain permission under the party wall act. This can be done by getting the neighbours to sign a letter allowing you to progress with your loft.

If this is possible it would be a good idea to also do your own schedule of conditions. This basically means taking photographs and doing a small written report stating any existing damage to the walls in the neighbour's property. This will protect both parties in the event that there is any later movement as a result of the installation of the steels and the additional loading on the walls. This is rare but better to be safe than to be sorry.

If the neighbour will not sign the letter then you will need to get in a surveyor. The best case for you in this instance would be to agree to use the same surveyor as this is at your cost (as you are the one doing the work) and they are entitled to employ their own surveyor of any value at your cost. If you agree to a same surveyor the costs are usually much reduced. This process can take up to three months if you have a difficult neighbour right down to an evening if you have friendly neighbours!!

Once you have done this you can apply for full plans building regulations approval or simply build on a building notice. Doing the job on a building notice is perfectly normal and is the way that most people now do lofts. This means that the building inspector will come along and look at the project at each crucial stage of the project to check that everything is up to current building standards.

Starting the Process

A week before the jobs starts you can expect for the scaffolding to be put into place and the banner put into position. Within the first week the roof will be opened up and the steels will go into position. The job will then take 6-8 weeks depending on the size and detail.

The order of works is something like this;

- Scaffolding goes into position and an opening is made in the front of the roof
- The steel is delivered to site and either craned into position or winched into position onto the new padstones (concrete bearing positions).
- New floor structure goes into position with timbers spanning from the new steel
- The rear roof is opened up and the dormer/ mansard structure is built.
- Once the new roof is on and the loft is made weatherproof we can start with the interior including first fix electrics and plumbing
- The loft is insulated and plaster boarded
- The installation of the staircase will happen approximately at week four-five. There will have been little disruption to the house up until this point.
- External windows and doors put into position
- Second fix electrics, plumbing, plastering
- External guttering
- Fitting of the bathroom suite if applicable
- Your loft room is then finished and ready to move into.

We can then quote for the painting of the room and the finish flooring if required.

Finishing the job

We can also help with the finish of your loft. Because we have a lot of experience in working with architects on larger project we can help to put the final touch to your loft whether this will be with architects and designers or just some simple free advice to make the space work well.

This stage is often as important if not more important than the structural stage. After all this is the space that you will live in and it should be exactly as you want it.

What makes Space2 different?

We are smaller than most loft companies in London and this allows us to stay in touch with our customers more closely throughout the project. The person who visits your home and gives you the quotation will also be the main project manager of your loft build - not a salesman. This way you do not have to spend your time explaining all your wishes to the new team that arrive on day one of the build. The same person will be around throughout and to meet you on site usually weekly during the build.



We don't stick rigidly to standard finishes as you would get with other loft companies we can

also fit non standard items and furniture if required. We have our own workshop which allows us to meet all your requirements in terms of bespoke furniture. We can make fitted desks and wardrobes from a variety of finishes such as walnut both solid and or veneered, high gloss or matt factory sprayed finishes.

Although we do not include the tiling {as with all loft companies) we can do this and the flooring and painting of the loft too if required.

We are available on the phone and throughout the day via email to answer any queries that you may have related to the project. One of our project managers will meet with you at least once a week to let you know what is happening next week what is required from you and to make sure you understand the whole process.

We do not subscribe to the method of leaving you with the builders who you will meet for the first time at the start of the job. The person that signs the contract with you will be around throughout the build to make sure that everything is as it should be.

Guarantee

On final payment of your loft and on receipt of your building regulations approval we will give you your company guarantee.

Kitchen Extension Process - What happens next?

Introduction

Appointing a specialist kitchen extension company:

These companies offer a 'one-stop shop' for kitchen extensions: their design department will prepare the necessary drawings and obtain the necessary Approvals and their construction departments will translate the designs into reality.

Using an experienced builder:

Some builders have experience of kitchen extensions and may well be able to offer you a pack-age similar to the loft conversion companies'.

Appointment -

Is the kitchen extension possible? Normally as long as you have some space at the side and/ or rear of property then you can do the extension it's just a case of whether you need to obtain planning or do it under your permitted development rights. The typical extensions is just to the side of the property, however we also do a number of l-shaped or wrap around kitchen extensions giving both additional width and length.



Decisions Time - once you have determined that the kitchen extension is possible then its time to select the best company to work with. This may often be the cheapest company but not always. Don't forget you are going to have to work with this company for the next 8-12 weeks and so it's important to know and to like the person with whom you will be dealing.

The order form and paperwork

If you decided use us at this stage then the next step will be to arrange a meeting to sign the con-tract and go through the order form which highlights exactly what is and isn't included in the contract so that everyone is very clear. It is also has the payment schedule which sets out from the beginning when we need to get each stage payment and at what point the work needs to be at in order for us to achieve this.

Planning permission, party wall agreements and building control.

We will take care of all of this from start to finish. We have architects, engineers and surveyors all with years of experience waiting to put your plans and aspirations into practice and get it built exactly as you would like it to be.

Once we have received the deposit and the signed the order then we can organise for one of our architects to visit your home. This should happen within 4-5 days of placing the order and the drawings should be back with you with another 4-5 on cad for you to decide which design works for you best. Once we have agreed the design with you then we are ready to either submit for planning or to start work if under p.d.

Planning generally takes eight weeks from the moment of submission to decision time. We can get a good indication of the decision by week 4 and if necessary amend anything that they would like to see changed to ensure that you get your permission first time around. The local planners all over London are not averse to allowing kitchen extensions so as long as we stick within the generally accepted guidelines we can usually obtain permissions without any problems or delays.

If it necessary to resubmit the application for approval we can also help you with this process. We have even helped clients to get permissions at committee stage which is the final possible stage for permission where the company director attended to ensure approval.

Starting the job

A week before the jobs starts you can expect for the skip to be put into place and the banner put into position. Within the first week the foundations will be opened up. The job will then take 8-12 weeks depending on the size and detail.



Finishing the job

We can also help with the finish of your kitchen. Because we have a lot of experience in working with architects on larger project we can help to put the final touch to your loft whether this will be with architects and designers or just some simple free advice to make the space work well.

This stage is often as important if not more important than the structural stage. After all this is the space that you will live in and it should be exactly as you want it.

Building Regulations Section

Source: Government Planning portal.

Planning Permission

Planning permission is not normally required. However, permission is required where you extend or alter the roof space and it exceeds specified limits and conditions.

Under new regulations that came into effect from 1 October 2008 a loft conversion for your home is considered to be permitted development, not requiring an application for planning permission, subject to the following limits and conditions:

- A volume allowance of 40 cubic metres for terraced houses
- A volume allowance of 50 cubic metres for detached and semi-detached houses.
- No extension beyond the plane of the existing roof slope of the principal elevation that fronts the highway.
- No extension to be higher than the highest part of the roof.
- Materials to be similar in appearance to the existing house.
- No verandas, balconies or raised platforms.
- Side-facing windows to be obscure-glazed; any opening to be 1.7m above the floor.
- Roof extensions not to be permitted development in designated areas*.
- Roof extensions, apart from hip to gable ones, to be set back, as far as practicable, at least 20cm from the eaves.

*Designated areas include national parks and the Broads, Areas of Outstanding Natural Beauty, conservation areas and World Heritage Sites.

Source: Government Planning portal.

<http://www.planningportal.gov.uk/england/genpub/en/1115315235153.html>

Building Regulations

Loft Conversion

This section provides guidance for making alterations to the loft space of an existing house which is no more than two storeys high. Requirements for alterations to an apartment or other dwellings like maisonettes, or houses over three storeys, will be similar but may be more extensive and possibly extend to other parts of the building.

The regulations will be applied to ensure, for example:

- the structural strength of the new floor is sufficient
- the stability of the structure (including the existing roof) is not endangered
- safe escape from fire
- safely designed stairs to the new floor
- reasonable sound insulation between the conversion and the rooms below.

You may wish to make these alterations to enhance the storage facilities available or to increase the living space of the home. If you plan to make the loft space more accessible or more habitable by, for example, installing a stair to it and improving it by boarding it out and lining the walls

/ rafters etc, more extensive work is likely to be required and the Building Regulations are likely to apply.

It is recommended that you contact Building Control to discuss your proposal and for further advice.

Source: Government Planning portal.

<http://www.planningportal.gov.uk/England/genpub/en/1115315235153.html>

Boarding-out for storage

In most homes, the existing timber joists that form the "floor" of the loft space (i.e. the ceiling of the rooms below) will not have been designed to support a significant weight (known as "load"). The joists tie the pitched members of the roof together to prevent them spreading and support the ceiling lining of the rooms below.

An excessive additional load, for example from storage, it may mean that the joists are loaded beyond their design capacity. If you decide to lay flooring boards over the existing joists in the loft space, then this may require a Building Regulations Application to Building Control. Your

local Building Control body will be able to advise you on this issue.

Creating a livable space

If you decide to create a livable space in an existing loft space of a home it is likely to require a range of alterations. Many of these could have an adverse impact on the building and its occupants if they are not properly thought out, planned and undertaken in accordance with the requirements of the legislation.

Interpretations

Livable space - is where you intend to use the room as a normal part of your house, this includes spare bedrooms which may be used infrequently.

Further Information

The following pages give an indication of some of the elements normally required to satisfy the requirements of the Regulations when converting a loft:

- Existing walls & foundations
- New Dormer
- New internal elements
- Fire safety
- Stairs

Source: Government Planning portal.

<http://www.planningportal.gov.uk/england/genpub/en/1115315235153.html>

Existing walls and foundations

Load bearing walls

With regard to the structural stability of the existing walls when undertaking a conversion of a loft space, consideration will need to be given as to how the new loads will be supported. For example, if new floor joists are provided and they are to be supported by an existing wall, the wall will need to continue all the way down through the house to a foundation or alternatively the wall will need to be provided with an adequate intermediate support.

Existing openings

Some houses have through lounges on the ground floor where the existing load-bearing wall that did take a load down to the foundation has been removed, or it may have originally been built as a through lounge, with a steel/timber beam installed over the opening. This beam should be checked that it is strong enough to carry any new loads from the loft conversion are added.

Existing foundations

Generally the additional load (weight) from construction and use of the new loft room(s) does not mean a significant increase on the load being transferred to the foundations.

However, in some cases, the increase in load could be significant and the adequacy of the exist-ing foundations to carry this extra load will need to be checked. It may be necessary for the capa-bility of the foundations to be increased by underpinning them. A structural engineer or your Building Control Body will be able to advise you.

Source: Government Planning portal.

<http://www.planningportal.gov.uk/england/genpub/en/1115315235153.html>

New Dormer

A dormer is generally constructed from timber. The main parts that form a dormer are the roof, side walls (cheeks) and front wall which faces the garden. The cheeks can be supported in one of two ways:

- The rafters can be doubled and bolted together with the cheeks then constructed off the rafters.
- If the dormer width means the cheeks are at the edges of the roof then the cheeks can be taken down to the floor and supported of the floor joists (which are doubled) or on a beam, or in some cases by the party or external walls.

Dormer Walls

The front wall of the dormer can be supported off the external wall, or if it is to be set back from the external line of the house, it can be supported off the new floor joists, which should

be designed to cater for the extra load of this wall (see also external walls).

The dormer may well need to be constructed so as to give resistance to a fire spreading to or from a neighbouring property - the nature and extent of the construction to give this fire resistance will be dependant on the size of the dormer cheek and its proximity to the boundary.

Removal of rafters

To enable a window, rooflight or dormer to be installed when creating new room(s), it is normally necessary to cut an opening in the existing rafters.

The remaining sections of the cut rafter(s) can be supported by the new dormer or, in the case of a new window/rooflight, will need to be supported by installing new timbers (known as trimmers) across the head (top) or sill of the new opening.

Depending on the size of the new opening, these may need to be two timbers fixed together (double trimmer) so that they can adequately transfer the load to the existing rafters on either side of the new opening.

It generally good practice to strengthen the rafters on both sides of the opening as they are now taking more load. This can be achieved by bolting another rafter of the same size and length to the existing.

Source: Government Planning portal.

<http://www.planningportal.gov.uk/england/genpub/en/1115315235153.html>

Existing walls and foundations

The new elements which help to form the new loft room(s) are

broadly:  Floor & beams

 Walls



Doors

Floor & beams

It is unlikely that the existing ceiling joists will be adequate to support the weight (loads) that arise from the construction, contents and use of a typical habitable room developed in a loft.

To overcome this problem new floor joists would need to be installed to take these new loads. These can normally be placed between the existing ceiling joists and will probably be larger

than the existing joists. If the existing walls are adequate then the new floor joists may be supported on them.

Otherwise additional support - such as steel or timber beams - should be introduced which in turn will be required to be adequately supported and provided with fire resistance.

Walls

New walls will contribute to the perimeter of the new room(s) and will help support the existing and new roofs where existing roof supports have been removed. Such new support for the roof will normally take the form of low level walls towards the eaves of the premises, helping to reduce the span (unsupported length) of the existing rafters. Other walls, typically loadbearing, will separate the new room(s) from other areas of the home. These walls may need to be fire resisting.

Sound Insulation

Sound insulation is required between habitable rooms. With a terraced or semi-detached house, the building control body may also ask for sound insulation between the converted loft and the neighbours loft to be improved. If they think it is necessary the building control body also ask for a test to be carried out, but this will depend on the neighbours allowing access for the testers. The existing party wall will need to be upgraded to provide sound insulation between the properties.

Source: Government Planning portal.

<http://www.planningportal.gov.uk/england/genpub/en/1115315235153.html>

Fire Safety

Loft Conversions

When converting an existing roof space into a room or rooms the provisions for escape need to be considered throughout the full extent of the escape route. This often means that additional fire protection will be necessary in the existing parts of the house.

For example, a typical loft conversion to a two-storey house will result in the need to provide new fire-resisting doors and sometimes partitions to protect the stairway (see Approved

Document Part B Volume I FAQ bullet points}. This is because it is too dangerous to escape via windows from floors above first floor level.

Mains powered, interlinked smoke alarms will also need to be provided within the stairway at each level.

It may also be necessary to upgrade the fire protection to some parts of the structure of the house such as the floors.

You may also wish to consult 'Approved Document B (Fire safety) - Volume I: Dwelling houses (2006 Edition)' .

Stair - Fire & general safety

To ensure adequate fire safety for the dwelling a new stair serving the new room(s) will be needed. Where there is not enough room for a full traditional stair, it may be possible to use a "space saving" stair. Retractable ladders or stairs are not normally acceptable.

For general safety reasons, there are specific criteria that a stair should be designed to.

Opening for new stairs

This would normally be formed by cutting away some of the existing ceiling joists between the existing habitable areas of the home and the loft-space. As these joists support the existing ceiling and restrain the pitched roof from spreading, replacement support should be provided. This would normally take the form of timber "trimmers" around the opening, most likely to be at least two timbers fixed together (double trimmer) to ensure the load is transferred to remaining timbers.

The following common work sections give an indication of several other elements normally required to satisfy the requirements of the Regulations when converting a loft:

Drainage Planning Permission

You do not usually need to apply for planning permission for repairs or maintenance on drain-pipes, drains and sewers.

Occasionally, you may need to apply for planning permission for some of these works because your council has made an Article 4 Direction withdrawing permitted development rights.

Although the work itself may not require planning permission you should clarify ownership and responsibility before modifying or carrying out maintenance. Drains, sewers and manholes may be shared with neighbours or owned by the relevant water authority.

Failure to confirm these details or to comply with relevant standards/legislation could lead to legal and remedial action at your own cost.

If you live in a listed building, you will need listed building consent for any significant works whether internal or external.

Building Regulations

If you wish to repair or replace an existing drainpipe, manhole or associated fitting, approval under building regulations is not normally required if the replacement is like for like.

However, the provision of a new drainpipe, manhole or associated fitting will normally require building regulations approval.

They will apply to new rainwater or foul drains inside as well as outside the building. Building regulations also apply to all non-mains foul sewerage arrangements (such as septic tanks), including their outlets and drainage fields.

Electrics Planning Permission

Planning permission is not generally required for installing or replacing electrical circuits. However, if you live in a listed building you are advised to contact your Local Planning Authority before carrying out any work.

Building Regulations

If you are carrying out electrical work in your home or garden in England and Wales, you will have to follow new rules in the Building Regulations.

You should use an installer who is registered with a competent person scheme to seek approval from a Building Control body. This is true for most work. However, you do not need to tell them about repairs, replacements and maintenance work or extra power points or lighting points or other alterations to existing circuits (except in a kitchen or bathroom, or outdoors).

External Walls Planning Permission

You do not need to apply for planning permission for repairs, maintenance or minor improvements, such as painting your house.

If you live in a listed building, you will need listed building consent for any significant works whether internal or external.

If you live in a Conservation Area, a National Park, an Area of Outstanding Natural Beauty or the Broads, you will need to apply for planning permission before cladding the outside of your house with stone, tiles, artificial stone, plastic or timber.

Building Regulations

If you want to re-render or replace timber cladding to external walls, building regulations may apply depending on the extent of the work.

Where 25 per cent or more of an external wall is re-rendered, re-clad, re-plastered or re-lined internally or where 25 per cent or more of the external leaf of a wall is rebuilt, the regulations would normally apply and the thermal insulation would normally have to be improved.

If you want to insert insulation into a cavity wall the appropriate requirements will be applied to ensure the insulation material is suitable, and that in the case of some foam insulants the risk of formaldehyde gas emission is assessed.

Kitchens and Bathrooms Planning Permission

A planning application for installing a kitchen or bathroom is generally not required unless it is part of a house extension.

However, if your property is a listed building you should consult the Local Planning Authority.

Building Regulations

Work to refit a kitchen or bathroom with new units and fittings does not generally require building regulations approval, although drainage or electrical works that form part of the refit may require approval under the building regulations.

Internal Walls Planning Permission

You should not need to apply for planning permission for internal alterations including building or removing an internal wall.

If you live in a listed building, however, you will need listed building consent for any significant works whether internal or external.

Building Regulations

If you wish to build a new internal wall, building regulations will normally apply.

If you wish to remove an internal wall, or form an opening in an internal wall, building regulations will normally apply. Care should be taken before removing internal walls as these might have a number of functions that could affect the building and the safety of occupants.

Roof Planning Permission

You do not normally need to apply for planning permission to re-roof your house or to insert roof lights or skylights.

New rules apply from 1 October 2008. These allow for roof alterations without the need for planning permission, subject to the following limits and conditions:

- Any alteration to project no more than 150 millimetres from the existing roof plane.
- No alteration to be higher than the highest part of the roof.
- Side facing windows to be obscure-glazed; any opening to be 1.7m above the floor.

Building Regulations

If you want to carry out repairs on or re-cover less than 25 per cent of the area of a pitch or flat roof, you will not normally need to submit a building regulations application. You will need approval, however, if:

- You carry out structural alterations
- The performance of the new covering will be significantly different to that of the existing covering in the event of a fire
- You are replacing/ repairing more than 25 per cent of the roof area, in which case, the roof thermal insulation would normally have to be improved.

There are separate rules for construction of new roofs.

Windows and doors Planning Permission

Planning permission is not normally required for repairing, fitting or replacing doors and windows (including double glazing).

However, if the building is listed or is in a conservation area (or other designated area) you should consult with your local planning authority.

Also, if you are a leaseholder, you may first need to get permission from your landlord or management company.

Building Regulations

Since 1 April 2002 building regulations have applied to all replacement glazing. The regulations apply to thermal performance and other areas such as safety, air supply, means of escape and ventilation.

'Building Work' Disclaimer

This is an introductory guide and is not a definitive source of legal information.

Planning Disclaimer:

If you are in any doubt you should contact your local planning authority before undertaking any work.

Building Regulations Disclaimer:

The Building Regulations content on the Planning Portal provides you with a practical level of guidance to enable you to better understand how the Building Regulations might impact on a building project you are doing or considering.

This is not a definitive interpretation of the Building Regulations. Unless you have a reasonable working knowledge of building construction it would be advisable before any work is started to obtain appropriate professional advice which is relevant to the building work you want to carry out (e.g. from an architect, a structural engineer, a building surveyor, a heating engineer or replacement window specialist) and to choose a registered builder, or a registered installer, to carry out the work.

Planning Portal General Disclaimer

You can read the Planning Portal's disclaimer here

<http://www.planningportal.gov.uk/help/en/1106221474237.html>

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