



EXPANDABLE HOMES

Complete in every detail

1

**Initial
Consultation**

2

**Design
Work**

3

**Delivery &
Handover**

ENHANCED CLIENT WORKFLOW

3-Step Ordering Process

STEP 1 - INITIAL CONSULTATION

Needs Discovery Session

During this consultation, we will map out your intended use, capacity requirements, compliance expectations, and desired inclusions.

Council Approval & Compliance

Following a clear understanding of the use case, you have the option to liaise with your local council or provide us with the planning certificate to explore the feasibility of the project.

(A planning certificate is mandatory to access our partner network for approval support.)

Requirement Gathering

Once feasibility is established, the independent planning consultant will get in touch to provide a quotation and initiate the application, while we continue to collaborate with you on the design throughout the process.

What You'll Receive

- Clarity and understanding of the unit and its intended purpose.
- Immediate answers to technical, design, and regulatory questions.
- Fast-track evaluation of project feasibility and potential risks.

STEP 2 - DESIGN WORK

Tailored Design Assessment

We work closely with you to ensure every detail is tailored to your preferences. Once the final floor plan is confirmed, you will receive an invoice and packing list, carefully prepared to detail pricing, specifications, customisation options, payment schedules, and delivery timelines.

Order Finalization

A 50% deposit is required to confirm your order. Manufacturing and delivery generally take 8–12 weeks, during which you will receive scheduled updates, including photos and videos at key stages of production. You'll also have a dedicated sales manager to oversee the project from production through to final handover.

Finance Option

Our trusted finance partner provides flexible financing solutions to help manage cash flow effectively. We follow a progressive payment structure at key stages of the process, with the final balance payable upon receipt of the shipping company's arrival notice, ensuring clear and predictable financial planning.

What You'll Receive

- Defined scope of work and transparent cost expectations.
- Flexible, business-friendly payment structures.
- Single point of contact for all queries and updates.

STEP 3 - DELIVERY & HANDOVER

Logistics Coordination

Our dedicated logistics team monitors local delivery, freight, and customs clearance, while coordinating delivery schedules, site access, and optional crange services if required. Additionally, we offer a port delivery option, providing flexibility for clients whose logistics teams manage the final stage of delivery.

Installation Guidance

You will be provided with complete installation materials, including detailed written guides, video tutorials, warranties, and an optional maintenance guide. Additionally, our team remains on standby during the installation process, offering remote assistance to address any questions or concerns regarding your expandable home.

Post-Completion Support

Our support team is available to assist with any inquiries regarding quality, relocation, expansion, or maintenance. In the event of quality issues, we will provide repair or replacement solutions through our warranty policy, maintaining a transparent and straightforward claims process.

What You'll Receive

- A seamless transition from construction to usage.
- Access to comprehensive installation resources and prompt support for quick issue resolution.
- Ongoing peace of mind.