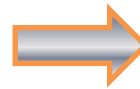


# SUNROCK BALCONIES CASE STUDY

Introduction by John Walters, Managing Partner, Sunrock Balconies



We asked one of our recent customers, Ceri Evans (and family) from Snowdonia in North Wales, to share his experience of working with us on his balcony project. This case study tells his story, in his own words, giving you the 'bird's eye' customer perspective of how we can translate your balcony dreams into reality! Happy reading...



FROM THIS

TO THIS (AFTER)

## **SUNROCK BALCONIES CASE STUDY:**

**By Ceri Evans**

### **BACKGROUND**

After searching the internet for balcony specialists, we came across Sunrock Balconies. From scanning their web site, four key things immediately struck us about them:

1. Their vast experience in bespoke balcony design, production and installation.
2. The emphasis they put on planning a project properly, to make sure they get it 'right first time' for the customer.
3. The massive pride they take in their work; evident in the quality of their workmanship.
4. The range of different balconies they produce and their ability to provide a complete customised product offering, inclusive of balcony gates, steps and decking options.



**Balcony from the Upper Garden**

A subsequent discussion with the Managing Partner, soon confirmed that our initial positive impressions, was not just the result of a carefully crafted set of words and accompanying pictures on their web site, but instead something far more tangible, something we hoped would be delivered in the project.

## OUR BALCONY PROJECT

Having a split-level detached house, with a mature and colourful garden, set on 2 levels, we were keen to install a balcony that would enable us to view the upper and lower garden at the same time, whilst framing the naturally beauty of the Snowdonia landscape in the background.

Our aim was to build a new access point from the balcony to our lower garden to replace the eyesore which was our existing concrete steps, and most importantly, to child-proof everything by incorporating a gate from the balcony to the new steps. With one young child, and another on the way, the addition of a gate was not an option, but an absolute necessity!

Whilst we had a clear vision of what we wanted to achieve with our balcony project, the brutally honest truth of the matter is that we didn't have a clue how to accomplish this goal in reality. Fortunately for us, one of Sunrock's professional designers, came in at this stage and took this weight off our shoulders!



**Balcony view from inside house**

## BALCONY PLANNING

Rather than provide advice remotely, Sunrock undertook a full site survey. They meticulously measured everything out to provide us with well thought out recommendations.

Within half an hour, it became clear that our initial ideas were not as far-fetched as we thought, but instead something that could realistically be implemented. They took us through various options for our balcony, as well as the gate and steps, and showed us the transparent glass balustrades which would ensure that our existing view from our lounge and conservatory would not be compromised in any way.

A couple of days later we received a set of computer aided design illustrations (8 in total!), which gave a very clear visual representation of what could be achieved. The 3D images were particularly powerful, giving us the confidence that what we were investing our money in, would not only look good, but also add value to our house.

Soon after receiving these proposals, we spoke again to Sunrock to get final confirmation of what they were offering us. Our queries centered around the finer details of their total product offering, and on each occasion we had a reassuring response. Their company philosophy is clearly about creating quality products and this was evident in them confirming they do not cut costs at the customer's expense. For example, they use hot dipped galvanised steel; stainless steel screws and tanalised timber joists as standard, to create something built to last, and which can withstand the unforgiving nature of the British climate! It goes without saying that we were impressed, and we felt good about the fact that in giving them the green light to proceed, we were not so much taking a leap of faith, but instead we felt we were committing ourselves to a safe pair of hands.

Having agreed the budget, we used the drawings provided to achieve planning permission. We were then given the go ahead by our local Council and our dream was well and truly on course.

***“Their strength lies in the fact they are a team of specialists, with no weak link in the chain – specialist project managers; designers; estimators; steel fabricators, installers and more!”***

## BALCONY IMPLEMENTATION

Within 2 weeks of getting planning approval, Sunrock were already commencing installation! By this point, they were not being guided by chance, but by what they call 'Final Drawings', which we approved and 'signed-off'. They used these as a basis to construct and install the scheme. It is this attention to detail and customer-driven ethos that is the cornerstone of the Sunrock approach.

We were delighted with the way the installation proceeded; not only did Sunrock keep us fully informed and consulted throughout each implementation phase, but their professional installers went the extra mile to ensure we were happy, even providing last minute flexibility to accommodate bespoke requests. They are a committed and enthusiastic team, and we understand this mentality is replicated across the country in their southern and south-west operations, as well as in their main factory in Bolton.

## THE END RESULT!

From project inception through to completion, we can only praise Sunrock's ethos and approach. We selected them because they were the only specialist balcony company who proved they were able to genuinely deliver a customer-driven solution and they have delivered exactly what we asked of them and more! Their strength lies in the fact they are a team of specialists with no weak link in the chain – specialist project managers; designers; estimators; steel fabricators, and installers. Their emphasis on planning; good communication; and in adopting a consultative approach with the customer is also inevitably central to their success.

We now have a balcony that complements the modern look of our house and which at the same time maximises our enjoyment of our outdoor space and the outstanding countryside views. By bringing together our upper and lower garden, and simultaneously taking advantage of the split-level nature of the house, the balcony, in our view, very much completes our property. Thankfully our concrete steps are also now gone, and replaced with something far more sleek. Indeed, we are thrilled that the steps leading off the balcony blend in so well, and that the addition of the matching gate, makes the whole thing thoroughly thing child-proof.

What's more, the balcony will help give us the wow factor if we decide to sell the property in future!

With the Building Regulations approval we have, together with the guarantees that we received as standard from Sunrock on completion, we are more than confident that selling the house won't prove to be an issue for us. But that's for another day, and for now, our focus is firmly on living in the moment and enjoying it for ourselves!

