

Services and Fees



I'm Carrie, the architect behind Hampshire Architect in Netley Abbey. I help people across southern Hampshire decide whether to move or improve, creating beautiful practical spaces that work for real family life.

As a mum of two myself, I know homes need to work well and not just look good on social media. My passion for designing and improving homes started when I was just fifteen, so I have over 35 years of experience in the field and am ARB registered and RIBA chartered (Architects Registration Board and Royal Institute of British Architects). I like nothing more than to do most of my work with my customers around their kitchen tables with sketch paper, coffee and lots of honest conversations. As with anything in life, getting expert advice at the start, from someone you can easily work with, can save a costly mistake down the line and always pays for itself.

A lot of the people I work with know something doesn't work in their home anymore, maybe they need more usable space, better flow, more light or better connection with the garden. Perhaps a previous owner's alterations have made things worse. I can help see what's possible and even compare it to a house you may be considering buying. I also offer accompanied estate agent viewings and often work with people who have just moved into a new house and want to turn it into their forever home.

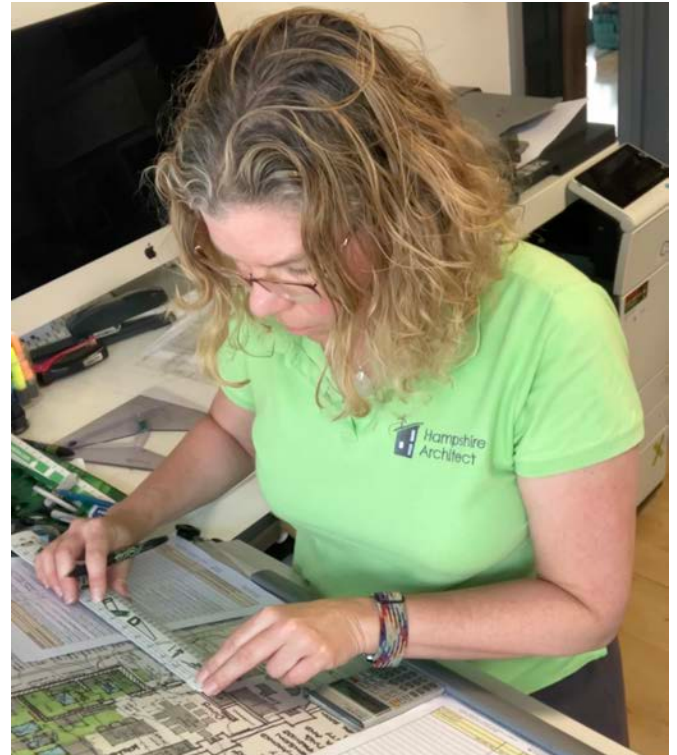
After talking things through with a free discovery call, I send out a comprehensive information pack ahead of your initial consultation, which includes guidance on budget, planning and reputable local contacts. Once I arrive, we can explore options and develop solutions within any constraints such as planning, building regulations, budget, drainage and party wall issues. I can usually resolve the issues cost-effectively and often without the need to extend. Sometimes the answer is that it's better to move house or not to do a project at all. That is absolutely ok and a valuable outcome in itself.

In booking an appointment, you are only signing up to Stage 1, which is an initial design and budget consultation. You can decide on the day whether you wish to proceed further after discussing design ideas, feasibility and budget. Please get in touch if you have any queries and I look forward to helping you with your home.

Carrie Lowe

Carolyn Lowe Mum of Two, BA(Hons) DipArch ARB RIBA, Certified Carbon Literate





What does Hampshire Architect do differently?

Free Friendly Discovery Call: Most projects begin with a free discovery call, after which customers book an in-person design, budget, and sustainability consultation.

Comprehensive Information Pack in Advance: Once booked, I send a comprehensive information pack by post so you are fully prepared, then I get to work using the time to research your property online.

Design, Budget & Sustainability Consultations: Morning and afternoon consultations are available on weekdays, with evening and weekend appointments available for a small extra charge. If you think you may wish to proceed from consultation to measuring and sketching, it is worth booking a morning slot to get more covered on the first day. I start the consultation before I arrive, assessing how the house sits amongst its neighbours, its orientation, kerb appeal, and access. I am partial to a black coffee and enjoy starting with a friendly chat in the kitchen. Learning about your morning routine provides useful insight into your daily life and what matters most in your home.

Collaborative Troubleshooting: Every consultation begins with a "walk and talk" around your home, both inside and out. Where applicable, it is ideal if both partners can be present. One casual comment naturally leads to another, often sparking brand new ideas or revealing shared property goals you might not have realised before. Having this dedicated time to analyse how your home functions, guided by a fresh, expert pair of eyes, is precisely where the real value is added. I'm often complimented on my relationship counselling skills!

Transparent Pay-as-you-go Fees: Once we have discussed initial ideas, sometimes using masking tape to indicate a wall or using garden furniture to model an extension, it is time to decide whether you would like a straightforward fee proposal to progress onto the measuring and sketching stage. Example fees are clearly listed on my website and in the information pack, ensuring there are no surprise charges. They are transparent and pay-as-you-go, meaning many clients choose to progress the very same day. If you are not quite ready, it is simply a case of 'thank you for the coffee, and you know where to find me if you ever require a return visit or guidance looking at alternative properties'.

Sketching with You at Your Table: Once fees are agreed, I use my clipboard and laser to start measuring. You can get on with your day or stay and chat as I work. If it is a single-storey project, we can sometimes begin the sketch plans before lunchtime. For a larger, two-storey house, I will bring a packed lunch to eat with you. Once measured, we move to the exciting, creative part. We sit down with another coffee to develop sketch plans and test layouts while physically in the space. Before long, you will be fully immersed and suggesting ideas on the page. Trust me, paper is the best place to try out adventurous ideas, definitely not the building site! Your input is just as valuable as mine; two or three heads are always better than one.

Sketch Floor Plans, Budget Costing, Colour Elevations and Artist's Impressions:

Once the design is on paper, I return to the office to complete the sketch floor plans, an itemised budget costing and, if required, colour elevations or artist's impressions. I send these digitally and also provide two physical A3 copies. It is then time for you to settle my invoice for my time (never a percentage fee) and review my next-steps email. If you choose to proceed with the project, I will arrange a quote from my reputable technician for formal planning, building regulations, and construction, always remaining on hand to answer queries throughout the project.

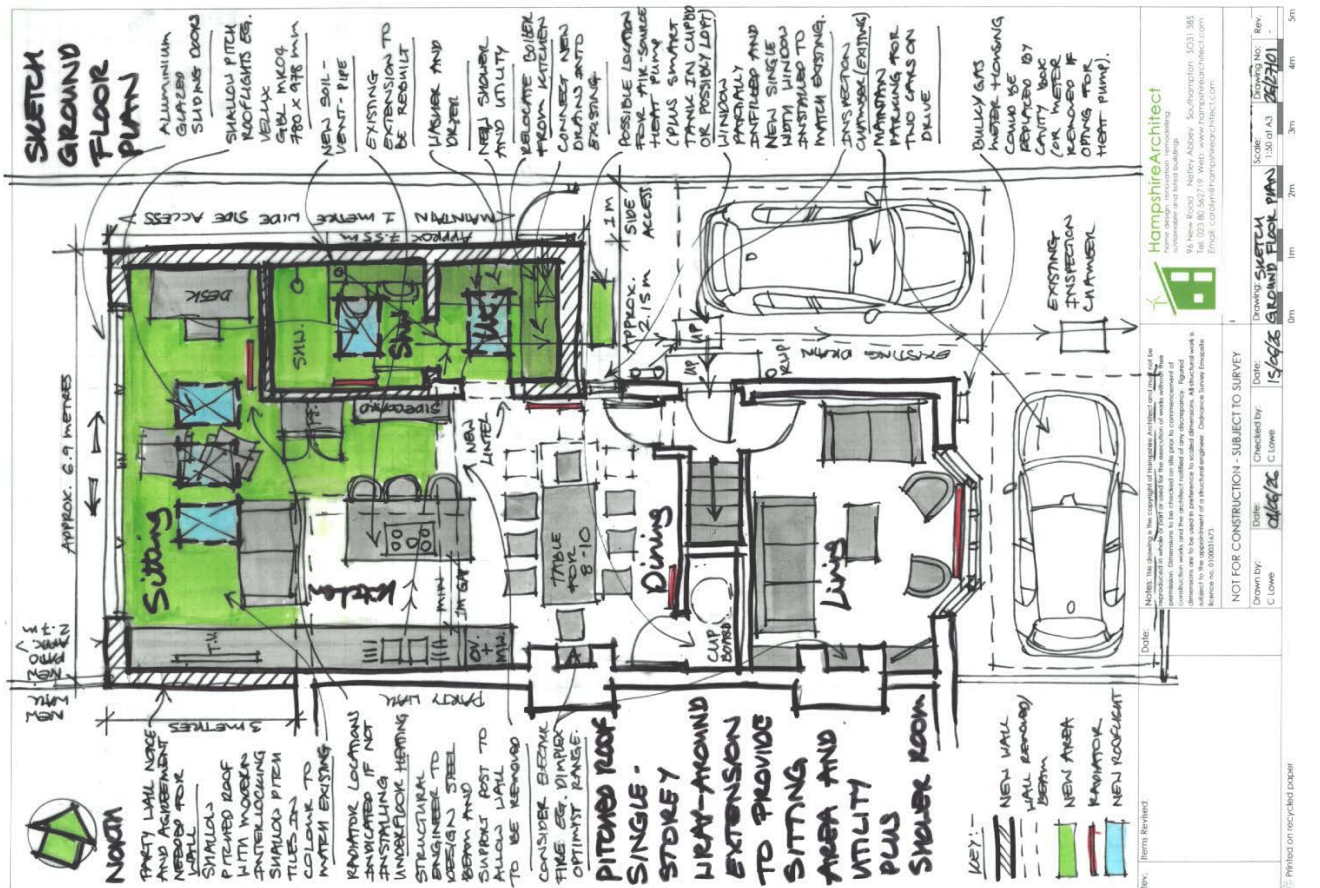
Firm Friendships and Great Reviews: My absolute favourite part involves a coffee with delighted clients, and often their children or pets. I love photographing these beautifully completed, practical spaces and hearing firsthand how pleased people are with the finished result. It is incredibly rewarding to run into past customers locally and hear how their improved homes have genuinely transformed their daily lives in ways they could never have imagined. Over the years, these collaborations have sparked strong, lasting friendships. Consequently, many clients enthusiastically recommend my services to family and friends, while others return as repeat customers when they move house or embark on a new phase of their property journey.



Example Sketch Elevation



Example Sketch Floor Plan



Example Fees

My rate is £120 per hour. I never use unfair percentage-based fees. The table below outlines example costs; smaller houses or simpler projects sit at the lower end, and larger houses or more complicated projects at the upper. I provide a tailored written quote after initial consultation, which you can sign if you wish to proceed.

Invoices are sent once the work is done, with receipts issued upon payment.
VAT is not payable at this time. Should this change in future, I will let you know.

SERVICE (BY STAGE) PAY-AS-YOU-GO	EXAMPLE 1 Internal remodelling project on one storey	EXAMPLE 2 Internal remodelling project on two storeys	EXAMPLE 3 Extension and internal remodelling on one storey	EXAMPLE 4 Extension and remodelling or loft conversion on two to three storeys
0) INFO PACK & PROPERTY RESEARCH: 30 minutes of property research and a comprehensive information pack by post in advance.	£60 up-front	£60 up-front	£60 up-front	£60 up-front
1) CONSULTATION: looking at the house to problem solve, explore options and develop solutions within constraints such as planning, building regulations, budget, drainage and party wall issues. Design solutions, layout, materials and costs considered.	£180 fixed fee for 1-2 hours at the house	£180 fixed fee for 1-2 hours at the house	£180 fixed fee for 1-2 hours at the house	£180 fixed fee for 1-2 hours at the house
SUB TOTAL FOR STAGE 1 +£3.60/ mile over a 30-mile return journey +£60 evening or weekend premium	£240	£240	£240	£240
2a) MEASURING: basic measured survey of existing house, to be used for sketch plans and by technician for later CAD drawings.	1.5 to 2.0 hours £180 - £240	3.0 to 4.0 hours £360 - £480	1.5 to 2.0 hours £180 - £240	3.0 to 5.0 hours £360 - £600
2b) SKETCHING: get the most from the space, maximise the daylight and get the right flow by sitting down together to plan out the design, right down to the furniture. I will begin the sketch plans with you at the property, add the finer details afterwards, then send pdfs by email and hard copies by post.	2.0 to 3.0 hours £240 - £360 One A3 sketch floor plan of storey affected.	4.0 to 5.0 hours £480 - £600 Two A3 sketch floor plans, one of each storey.	3.0 to 5.0 hours £360 - £600 One A3 sketch floor plan of plus one A3 colour sketch elevation of key façade affected.	5.0 to 10.0 hours £600 - £1200 Two A3 sketch floor plans plus colour sketch elevation of key façade plus cross section if required.
2c) BUDGET COSTING: a written budget costing to give you a ball-park price for the project, including pre-construction fees and costs, build cost, fittings, lighting, heating, contingency, and VAT.	1.0 hour £120	1.5 hours £180	1.5 hours £180	2.0 hours £240
SUB TOTAL FOR STAGES 1 TO 2c +£3.60/ mile over a 30-mile return journey +£60 evening or weekend premium	£840 - £1020	£1320 - £1560	£1020 - £1320	£1500 - £2340
2d) OPTIONAL EXTRAS: additional A3 sketches such as elevations, cross sections or additional floor plans or alternative options. Colour moodboards with two 3D artist's impressions and an indication of materials are available to help visualise complicated projects.	(eg. 5.0 hours for colour moodboard with artist's impressions £600)	(eg. 5.0 hours for colour moodboard with artist's impressions £600)	(eg. 5.0 hours for colour moodboard with artist's impressions £600)	(eg. 5.0 hours for colour moodboard with artist's impressions £600)

Next Steps and Additional Services by Others

Planning Application and Drawings: I use my expertise to design a scheme that is highly likely to achieve planning approval, though a successful outcome can never be guaranteed. Once we've established a clear design and budget, the next step involves creating detailed CAD drawings for your planning application (or certificate of lawful development application in the case of permitted development projects). Having offered this service for years, I no longer offer the technical drafting personally as it is not cost-effective for you. Instead, I hand over to an experienced, independent local architectural technician, Alex Carr of AC Design in Southampton, having pre-empted any issues by developing the design and budget. Alex operates independently from Hampshire Architect, and I receive no referral fee for this introduction. He quotes and sets terms independently, offering a highly competitive, fixed price for your planning and building regulations packages, including handling submissions. I maintain an excellent working relationship with him to ensure you get the best of both worlds. He incorporates developments into the drawings as the project evolves. I remain on hand to answer your questions and speak to Alex frequently. You are equally free to move forward with another architect or technician of your choice.

Building Regulations Application and Drawings: Building regulations approval is more straightforward to achieve than planning approval and is usually handled by your technician. By appointing a reputable builder who will work to the technical drawings, ask questions when necessary and involve the building inspector.

Builders' Quotes and Building Contract: Bear in mind that quotes from early design sketches are sometimes optimistic and often don't include fittings or VAT. Pre-construction fees and a workable contingency will be in addition. It is always best to sign a contract with the builder.

CDM Regulations (Construction, Design & Management): You will need to appoint a Principal Designer and a Principal Contractor under the CDM Regulations and the Building Regulations. The Principal Designer role is usually undertaken by the professional who carries out the detailed design for the planning, building regulations and construction stages.

Party Wall Act: If it applies, you may choose to submit any necessary party wall notices yourself or instruct a party wall surveyor. I will guide you with this.

Other Fees: These include local authority planning application fees, building regulations fees (for the authority or an approved inspector), and structural engineer design fees. Sometimes other assessments are required, such as bat surveys, tree reports, or heat-loss calculations. I can help you engage the right professionals.

Mortgage, Insurance and Construction: Before building work commences, you must seek formal permission from your mortgage provider, if applicable, and notify your home insurer. Like many residential professionals, I find that full contract administration or project management during construction is rarely cost-effective for homeowners. It is far better to select a reputable builder carefully, sign a standard recognised contract, and maintain a communicative relationship, with your technician and me available to answer queries when required.

Real Homes, Real Five Star Reviews: My approach is consistently borne out by my many happy customers who have become firm friends, and by the excellent reviews you can find on Google and Facebook.



Terms & Conditions

Health and Safety: Please inform me if you or anyone at the property is particularly vulnerable to infection so that we can decide how best to proceed. If there are any unusual health and safety risks at the property, please let me know before I visit.

The Scope of My Work: The aim of my design and budget consultation service is to determine the feasibility and approximate cost of your project so that you can make informed decisions about how to proceed. My hand drawn design sketches are intended to illustrate the ideas and design discussed during the design and budget consultation. They will not in themselves be suitable for planning or building regulations submissions, or for construction and do not include dimensions or technical information.

My Fee: My fee for the design and budget consultation and any further work in the office will be as set out in my 'Services and Fees' document and as per our email conversations and fee agreement.

Sketches and Timing: If you choose to go on to the sketch plans stage, I aim to send your sketches to you within two weeks of the consultation (in PDF format by email and A3 size paper format by post).

Expenses: My fee includes my expenses, printing, postage and travel by car up to a 30 mile return journey. My charge for every additional mile over a 30 mile return journey, to cover my fuel and time on the road, will be as set out in my services and fees document. It is unlikely that I will need to incur any other expenses; if I do this will be agreed with you in advance, for example an electronic Ordnance Survey Map of the property.

Payment: I will submit an invoice for the fees and any expenses due after the consultation and any further survey or sketches, along with my bank details for ease of payment by bank-to-bank transfer. VAT is not chargeable on my accounts as I am not VAT registered. Payment is to be made within 14 days of the date of issue of my invoice. Please note that if payment of all sums due is not made within 14 days of the date of issue of my invoice, simple interest at 8% per year over the dealing rate of the Bank of England rate current at the date that payment becomes overdue, together with reasonable debt recovery costs, will become payable. This may include the services of a debt recovery company.

Legislation and Other Professionals: During the consultation, I will advise you on compliance with statutory legislation and the appointment of other professionals. Please note that it is your responsibility to check your deeds for any restrictive covenants. Advice given during the consultation and any design sketches will be subject to an additional measured survey, drainage survey, party wall agreement (if applicable), building regulations approval, notification of your buildings insurer of the work, notification of your mortgage provider (if applicable), planning permission (or confirmation that the work falls within your permitted development rights). You will have a role as the client under the building regulations and the construction, design and management regulations 2015 and should read the information on the following government website: <https://www.hse.gov.uk/construction/cdm/2015/>.

Planning Permission and Building Regulations: I will use my experience and expertise to design a scheme that is as likely to achieve planning permission as possible, but please note that it is not possible to guarantee that planning permission will be achieved. This is entirely at your risk and you should consider this if purchasing a property to extend or remodel. Building regulations approval is different to planning approval in that it is a matter of following a set of rules and providing the right information and calculations, rather than a yes or no answer. It is an ongoing process with the architect / technician, the builder and the local authority or independent building inspector.

My Insurance: I have appropriate professional indemnity and public liability insurance cover, as required by the Architect's Registration Board. I would be pleased to provide documentary evidence of this, if required.

Copyright: I own the copyright of my sketches and the right to publish them online (without any personal details or the property address). On payment of my fee you have a right to use them for your project.

Privacy Policy: Please read my privacy policy and note the few select partner professionals I may share your sketch designs and property information with, including photographs of the inside and outside of the property that I take as part of the measured survey.

Cancellation: Both parties have a right to cancel this contract, by giving notice in writing (by email or letter). The up-front payment made at booking becomes non-refundable fourteen days after booking and once you have received the information pack.

Disputes: I aim to provide a professional standard of service, but if at any time you are not satisfied, please bring the issue to my attention as soon as possible and we can discuss how to resolve it. I have a written complaint handling procedure, which is available on request. I am registered with the Architects Registration Board (ARB) and subject to its Code. I am also a member of the Royal Institute of British Architects (RIBA) and Hampshire Architect is an RIBA Chartered Practice.

Privacy Policy

This privacy policy sets out how Hampshire Architect uses and protects any information that you give us when you use the website, enquire with us or go on to work with us. Hampshire Architect is owned and run by Carolyn Lowe of 96 New Road, Netley Abbey, SO31 5BS. It provides architectural services to property owners in Hampshire and the surrounding area.

Hampshire Architect complies with the General Data Protection Regulations 2018 and is registered with the Information Commissioner's Office. Carolyn Lowe is the Data Manager for Hampshire Architect. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website, then you can be assured that it will only be used in accordance with this privacy statement. Personal Data you give us about you and your project via our website contact form, by email, during telephone conversations and face to face, is kept securely and used only to help us answer your enquiry, provide relevant information about our service and carry out the service. We will only contact you in response to your enquiry and do not send marketing emails or newsletters.

Hampshire Architect may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective the date in the footer.

Information you may voluntarily give us via our online contact form or by emailing or telephoning us:

- your name,
- your email address,
- your contact telephone number(s),
- your address and postcode,
- the address and postcode of the project property,
- other information relevant to your project requirements and your budget.

Other information we may collect: If you telephone us, our system may automatically collect your telephone number, which we may use to return your call.

What we do with the information you give us: We have a legitimate interest in helping you with your project and will use this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- to provide information relevant to your project and our service in relation to it,
- to improve our products and services,
- for internal record keeping.

We may also use the information to customise our website according to your comments.

If we go on to enter into a contractual relationship with you, we may also:

- use your information to carry out a basic online search on the property prior to a consultation visit,
- contact you for market research purposes by email, phone, or mail,
- share your name, address and invoice details with our bookkeeper Paper Trail Bookkeeping Ltd in Southampton, our accountancy software provider Xero (UK) Ltd, Milton Keynes and with Royal Mail Group Ltd (to deliver correspondence and drawings to you if required),
- in certain circumstances, share any sketches, plans, photos and information about your property with other construction professionals to progress your project including but not limited to AC Design (Southampton), RJ Watkinson Consulting Engineers (Lyndhurst), FastCalc Structural Engineers (Portsmouth) and any others you agree may work on your project with us,
- in certain circumstances, share your name, address and correspondence with our professional indemnity insurance company (Marsh Commercial),
- in certain circumstances, share your name, address and correspondence with our legal representatives,
- store our email conversations, invoices, drawings and other project information on our in-house and online computer systems using Microsoft OneDrive, Apple iCloud and our Website and Email provider; these are all password protected,
- provide unique password-protected access for you to your sketches and project information using Microsoft OneDrive.

How long we will retain the information we hold about you: We will retain your enquiry information for two years after any enquiry that does not result in a contractual relationship. If we have entered into a contractual relationship with you, we will retain the project information for the life of the project plus seven years.

Security: We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures and passwords to safeguard and secure the information we collect online.

How we use cookies: A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites: Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information: You may refuse or withdraw consent for us to store the information you have given us at any time without detriment simply by emailing or telephoning us. You have the right to request a copy of the information we hold about you without charge, or for your information to be erased at any time. If you would like a copy of the information held on you please write to us at 96 New Road, Netley Abbey, Southampton, SO31 5BS.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Other than as stated above, we will not sell, distribute or lease your personal information to third parties unless we have your permission, or are required to do so by law.

**Fee Agreement**

This document is to be read in conjunction with my 'Services & Fees', 'Terms & Conditions' and 'Privacy Policy' documents, as sent to you by email and in your printed information pack. Once completed, this document forms our fee agreement. Items / time may be added by mutual agreement later by email.

Project Address: **EXAMPLE PROJECT**Project Number: **EG01**Date: **2025***(Scope and fees as per Example 1 on Services & Fees Schedule)*

SERVICE (BY STAGE) – PAY-AS-YOU-GO £120 per hour (VAT is not payable at this time, if this changes, I will let you know) plus £3.60 for every mile over a 30-mile return journey	CALCULATION	AGREED FEE (£)
0) INFO PACK & PROPERTY RESEARCH: 30 minutes of property research and a comprehensive information pack by post in advance.	<i>0.5 hours</i>	<i>60.00</i>
1) CONSULTATION: looking at the house to problem solve, explore options and develop solutions within constraints such as planning, building regulations, budget, drainage and party wall issues. Design solutions, layout, materials and costs considered.	<i>1.0 hour</i>	<i>120.00</i>
2a) MEASURING: basic measured survey of the house as it stands, to be used as basis for sketch plans and by technician for later CAD drawings.	<i>1.0 hour</i>	<i>120.00</i>
2b) SKETCHING: get the most from the space, maximise the daylight and get the right flow by sitting down together to plan out the design, right down to the furniture. I will begin the sketch plans with you at the property, add the finer details afterwards, then send pdfs by email and hard copies by post.	<i>2.0 hours</i>	<i>240.00</i>
2c) BUDGET COSTING: a written budget costing to give you a ball-park price for the project, including pre-construction fees and costs, build cost, fittings, lighting, heating, contingency, and VAT.	<i>1.0 hour</i>	<i>120.00</i>
2d) OPTIONAL EXTRAS: additional A3 sketches such as elevations, cross sections or additional floor plans or alternative options. Colour mood-boards with two 3D artist's impressions and an indication of materials are available to help visualise complicated projects.	<i>1.5 hours</i>	<i>180.00</i>
EXPENSES & EXTRAS: £3.60/ mile over a 30-mile return journey, £60 evening or weekend premium	<i>-</i>	<i>-</i>
SUB TOTAL:	<i>7 hours</i>	<i>840.00</i>
DEDUCT AMOUNTS PREVIOUSLY PAID (received with thanks):		<i>- 60.00</i>
GRAND TOTAL:		<i>780.00</i>

Other Pre-Construction Costs and Considerations: Please see my 'Services & Fees' document and my 'Guide to a Successful Home Extension Project' for more information.

Stages 3 & 4) Computer Aided Design (CAD) Drawings for Planning, Building Regulations and Construction: Please see my 'Services & Fees' document for this service by others.

☒ I consent to my details being passed to Alex Carr of AC Design to provide a no obligation quote for stages 3 & 4.

Signed: **Homeowner** Date: **2025**Customer Name & Address: **Example**.....

.....

Signed: **Architect** Date: **2025****Carolyn Lowe, Hampshire Architect**

Invoice with BACS details to be issued after consultation, with payment terms being 14 days (receipt will be sent).