

[Your logo here]

Considering Timber Flooring Work?

What to Expect

Installation, sanding and coating, repairs and insurance work

Planning flooring work in your home? This guide explains our services, how booking works and what to allow for before, during and after the job. Your quotation confirms the scope, inclusions and payment arrangements for your project.

New floor installation

We will discuss the flooring, work areas and preparation needed for your property. Installation commonly takes 2–5 working days, depending on the area, flooring system and site conditions. Material delivery, any acclimatisation, subfloor preparation and site-applied finishing may require additional time.

Sanding and coating

We sand and finish suitable existing timber floors, with the preparation and coating system agreed for your project. Work commonly takes 1–3 working days, plus the time needed before the floor can be used again. Existing wear, stains and previous coatings can affect the result; discuss any particular concerns with us before booking.

Repairs

Repair timing depends on the damage, access and availability of matching materials. Tell us about leaks, suspected moisture damage, previous repairs and coatings. Replacement timber and repaired areas may differ in colour or grain from the surrounding floor; we will discuss the likely finish and any wider sanding needed.

Insurance work

If your insurer, builder or booking company is coordinating the job, confirm the approved scope and your contact person. Furniture removal, protection and other arrangements depend on your claim and must be confirmed with that coordinator. Remove personal valuables and ensure we can access the agreed work areas.

[Optional project photography]

Booking and getting ready

How far ahead should I book?

Contact us as early as possible. Allow at least 2–3 weeks where you can, although busy periods may be booked up to two months ahead. Dates depend on availability, job location, duration and materials. If your job is urgent, contact us to discuss the options.

How is my booking confirmed?

After you accept the quotation, we send an order confirmation and contact you to discuss scheduling. An accepted quotation does not by itself confirm a start date. We will advise an expected week, then confirm the planned date, arrival time and access arrangements in the 48 hours before the job. If you have not heard from us, please call.

Arrival times and changes to the schedule

Our usual start time is around 7 am, subject to site requirements and the progress of earlier work. Weather, material availability or unexpected site conditions may affect the schedule. If a change is needed, we will let you know and discuss an alternative date. Please tell us promptly if your property will not be ready.

Access, parking and utilities

Provide clear pathways and access to every work area, a nearby parking space for our van and equipment, working standard power outlets and running water. Tell us about stairs, lifts, loading restrictions, narrow access, gates or building rules in advance. If you will be away, agree a secure key or lockbox arrangement with us.

Furniture and appliances

For direct bookings, clear furniture, rugs, valuables and loose items from the work areas. Remove white goods if work is required beneath them. Arrange appropriate trades for any appliance disconnection and reconnection. Remove or protect curtains, artwork, electronics and delicate items. If you need help with heavy items, contact us in advance to agree availability, scope and any cost.

Can I remain at home?

This depends on the work areas, safe access routes and coating system. Noise, dust, odour and restricted access may make temporary alternative arrangements necessary. Discuss this before work starts, particularly if bedrooms, kitchens or your only exit will be affected. Keep children and pets out of the work zone and follow our guidance on re-entry and ventilation.

Finishing, payment and common questions

Will the work be dust free?

We use dust-reducing equipment, but sanding and preparation can still produce fine dust. Some dust may settle outside the immediate work area. Remove or protect sensitive belongings and allow for a light clean afterwards. Coatings can produce odour; follow the ventilation and re-entry instructions for the product used.

When can I walk on the floor or move furniture back?

Exact walk-on, furniture return and full cure times depend on the coating or adhesive system used and site conditions, including temperature, humidity and ventilation. A surface that feels dry may still be curing. Follow the job-specific advice we provide rather than a fixed next-day or seven-day rule.

Before using the floor, confirm when light foot traffic is allowed, whether socks are required, and when furniture, rugs and routine cleaning can resume. Keep pets off until advised. When furniture can return, lift it into place, fit suitable protective pads and avoid dragging. Do not cover a curing floor unless we have approved the covering and timing.

When do I pay?

For installations, timber and materials are paid for at order where applicable. Labour and finishing are invoiced on completion unless your quotation says otherwise. Sanding, coating and repair work are invoiced on completion unless different terms are set out in your quotation. Follow the due date and payment details on your invoice.

For insurance work, confirm who is responsible for payment, including any excess or work outside the approved claim, with your insurer or coordinator before work starts.

How can I pay and what if the scope changes?

Payment options include bank transfer, credit card and cash; confirm your preferred method with us and use the instructions supplied with your invoice. If you request extra work or we uncover an issue that changes the agreed scope, we will discuss the work and any price or timing changes with you before proceeding.

How should I care for the finished floor?

Ask us for the care and maintenance guidance for your floor and coating. Use suitable cleaning products and follow the advised timing for the first clean. Report any concerns promptly so we can discuss them with you.

Talk to our team

Phil 0408 632 922 | Duncan 0457 086 566

Country & Heritage Timber Floors • Canberra & surrounding areas