

FREQUENTLY ASKED QUESTIONS

The process from your initial procurement enquiry to installation of your new building may appear a complicated process! ContainerKing has delivered and installed hundreds of buildings over the last ten years, and we are generally asked the same kind of questions from each Customer which we have listed below for your convenience.

1. General questions about us, our services and our buildings

Why should we use ContainerKing? We are a family run independent business with over 70 years combined experience in the portable building industry. We have an enviable reputation so when you decide on your supplier of choice you can be assured Containerking will provide you with a first class product backed by a thoroughly professional first class service.

Where are you located? We are located in Lincolnshire close to M18 Doncaster, M62 and M1 Motorway.

What are your office hours? Our office is open from 8-5 Monday through to Friday, and welcome calls on 01724 858000 at any time, you can also email us at info@portablebuildings.biz.

How many people can fit in a portable building? Typically allow 45 to 60sq foot per person in an office building and 20sq ft per pupil in a classroom building excluding communal areas and toilet/kitchen areas.

Do you stock all types of buildings? ContainerKing keeps many types of buildings and secure storage units on stock however at this early stage in our expansion in to corporate and education markets most units will be built to order.

Will there be a minimum term contract? Generally we can agree a minimum term hire of 4 weeks on any units, to offer you the best deal the longer you can commit to, the better deal we will be able to offer.

Are your buildings insulated, heated, come with electric/plumbing? Yes, all portable buildings we offer comply with building regulations and to the latest part L requirements. You can be assured you and your staff/pupils will be accommodated in a warm, spacious well lit secure and comfortable environment.

Can we have a look at an example building? Yes, of course! Please just call or e-mail us to arrange your visit to ContainerKing where we have a display unit available for your inspection, we can also show you samples of various internal coverings for floors ceilings and walls etc and explain in detail all options available on your desired building.

What Guarantees do you provide on a building? A structural guarantee of 10 years and parts guarantee of 2 years.

What Aftersales care do you provide? In the event of a problem occurring with your building at first instance you should call or e-mail our customer care manager on 01724 870000 joanne@containerking.co.uk who will attend to any problems or requests and provide ongoing support. We will act quickly and ensure any problems are taken care of with the minimum of fuss or hassle.

Can you provide a quick quotation for a building? We offer a range of cabins and buildings varying in size and style. Providing as much detail as you can will of course help us to give you the most accurate quote for the right unit.

Using your website, I can't find exactly what I'm looking for, do you have other options? The images used in the website are purely examples of the buildings we have supplied in the past, our team will be happy to liaise with you to provide suitable options.

2. Delivery of your Building

Do you deliver across the UK? We consider each hire on an individual basis. We have travelled across the country for our customers that require long term hire of marketing suites and multiple units. It would be very difficult for us to be competitive on a long distance short-term or long distance container hire due to the cost of transport, but we would discuss this on a case by case quotation.

What are your delivery lead-times? It all depends on your requirements. If we have a building in stock which suits your purpose then it can be arranged within a matter of a few days, however, if you are ordering a bespoke new building then our build time is generally 4 weeks from order being placed.

Is planning permission required? (Regulations vary by area) If you're building is only needed for temporary use say for 3, 6 or to 12 months then generally you will not need to apply for planning permission. Should you intend to keep the building for longer, or in the event your circumstances change from short term to long term, you can apply for planning permission on a retrospective basis. ContainerKing can assist you with your planning application.

What preparations do I need to make before delivery? On the day of delivery, access to your site needs to be clear of all vehicles and obstructions and suitable foundations or hard standing area must be available where the building is being positioned, we also need to be aware of any carnage restrictions like overhead cables etc. ContainerKing will advise you of all these matters on our initial site visit, and can of course complete any groundwork's required in advance by request.

What type of foundations will my building require? This all depends on the type and size of the building being delivered and your site conditions. Generally single portable buildings on a concrete or tarmac surface will only need shims to level the building up. In some cases where the ground is uneven or sloping, and when modular buildings are being sited, we will recommend simple pad foundations which can be installed quickly and easily at minimal cost and can be built up to the desired height.

How will my building be delivered? We will arrange for your building to be delivered at an exact time to suit you. In the case of single portable buildings and storage units, these will usually be delivered on a rigid lorry with a HIAB Crane (Self Loading). In the case of modular buildings; each bay will arrive on a flat bed lorry and craned in to position with a mobile crane.

Do you provide access ramps/steps? Yes, if the requirement is there we can construct made to measure ramps and steps in wood, concrete or aluminium.

3. Set up & Installation of Buildings

Do you connect the units on delivery? We can provide for all mains service connections, we will discuss all your requirements prior to your order, in some cases it may be as convenient for you to instruct your own plumber or electrician to carry out work? Our delivery drivers do not carry the equipment or tools and do not have the relevant qualifications to carry out any connection work. See "Instillation" section of this site where you will find out about all the services we can provide.

Will ContainerKing set up & install the buildings? Single portable buildings come ready, simply to connect to mains services where external connection points on the unit are provided. We can provide all services as described on the "instillation" part of this web site including drainage and groundwork's, landscaping etc. your building will be fitted out and configured to your desired layout and specification prior to the delivery. In the case of a modular building, once the groundwork's have been completed and as the building sections are delivered we will provide the linking team to assemble and join the links together, seal the roof joints and finish off the internal linings to ceilings walls and floor.

If you wish to discuss anything with us or require a more in depth explanation to the order and delivery procedures, please call us on 01724 858000 or e-mail info@portablebuildings.biz