General Questions

Do I need to check building regulations or get planning permission before installing a fence or deck?

- Fence regulations vary throughout Southwestern Ontario. It's always best to check with the local authorities on by-laws and permit requirements when considering a project.

What type of fencing is usually used to secure a residential or commercial property?

- Wood fencing and chain link fencing are highly recommended fencing styles to secure both residential and commercial properties.

What is the best season to build or install fences on residential properties?

- Installing fences is done during the spring to fall seasons although with good weather work can sometimes be done late into the year.

Why should I select a chain link a fence gate design over other fence styles?

- Chain link fence gates are economical and durable, making them an ideal fencing option for homeowners and business owners.

What are the most common types of fencing material?

- The common types of residential fences are Chain Link, PVC/Vinyl, Pressure Treated wood and Ornamental Iron (coated steel or aluminum).

What factors should I consider when choosing the type of fence?

- What is the main purpose of the fence?
- Is it for your children?
- Is it for protection, privacy or beauty?
- How long do you plan on living where you are now?
- Is it for a swimming pool or hot tub?
- Do you want to keep your dog in the yard? Height and type are factors.
- Is it simply to define a boundary between you and your neighbours?
- Does my neighbourhood have by-law restrictions?

What are my fencing material choices for privacy?

- PVC/Vinyl, Pressure Treated are the best choices for privacy fencing. Other options include Chain Link with privacy slats.

What are the popular choices for swimming pools or hot tubs?

- Chain link or Ornamental Iron although everyone has their own preference and may choose PVC/Vinyl or Wood for more privacy.

Customer service

My order is being installed today. What time will the installation crew arrive?

- Generally, the installers arrive sometime between 7:30am and 9:00am, depending on morning traffic, travel distance, weather, etc. Our office will notify you of any change in schedule.

How many days in total will it take for my order to be completed, once the installers arrive?

- Depending on scope of fencing work, installation times vary significantly. An average residential yard will usually take one full day to dig posts and remove dirt, and one full day to complete panels. Larger properties will require more time.
- Expect 1-2 days between digging and setting posts to allow curing of the concrete.

I received my estimated installation date… and I'm wondering if there's anything you can do to move up my date.

- Almost every customer wants their installation to happen ASAP. We are committed to honouring our lead times, and all of our orders are completed on a "first-in first-done" basis. We do our best to install every order as quickly as we can.
- In some cases, we must coordinate installations with other contractors in same project. For instance, landscapers and pool installation companies.

Do I have to call to have my gas lines/bell/hydro etc. marked out?

- Simpsons Fence is required to contact Ontario One-call for the utility locate service. Post hole construction work is not permitted to start until the utility markings have been done and reports are received. Customers are responsible for marking out private utility lines such as BBQ or pool gas lines, electrical and others within the fence-line area. A reputable private locater company should be used for worker safety and protection of property.

What happens if it's raining the morning my order is supposed to be installed?

- The installation department will contact you if the installer doesn't feel they can install your fence that day due to weather. Until you hear from us, assume nothing has changed and we are still coming.

How do I locate my property line?

- Lot plans from when they purchased their homes. Your lot plan will have measurements which will help you locate your property line and mark it out before we arrive.
- A property survey may also be necessary if lot lines are unknown.

- Customers can mark out the fence line in advanced and this is usually information that will have been discussed between customer and sales representative who will later share with installers.

- Advance information allows neighbours to see the planned installation with notice to avoid problems when the installation crew arrives on site.

Chain Link

What are the main advantages of choosing Chain Link?

- Chain Link is an economical, long lasting and maintenance-free fencing material making it a popular choice for homeowners with children, pets or a pool or hot-tub. Easy to install, Chain Link provides safety and security without breaking the bank.

Is Chain Link available in different colours?

- The most popular choice is Black because it blends in with most surroundings. But other colours include: White, Brown, and Green.

- Framework is powder coated steel, and the mesh is vinyl coated.

Do you also offer privacy slats for the Chain Link?

- We do offer polyethylene privacy slats, but it should be noted that standard residential Chain Link fence systems are not typically designed to hold the snow and wind loads that is incurred when adding privacy slats. Larger posts set deeper with additional concrete may be required to support this fence type. We strongly recommend that people who are looking at Chain Link for privacy because of the attractive price should research alternatives first (i.e., wood or vinyl fences).

Is the Chain Link available in different height and sizes?

- Chain Link is manufactured in many different heights, wire gauges and diamond sizes.

How do I know which gauge and diamond size is best for my home?

- Typically, the size of the framework only changes with the height of the fence – 6' high will require stronger framework than 5' high. There are other factors that may affect requirements such as proximity to public streets and pool by-law regulations.

- Our consultants will guide you through this process.

Wood

What kind of lumber is used for building wood fences:

- Sienna Brown pressure treated wood is most common and cost effective but other woods such as Cedar could be used.

What are the main advantages of choosing wood?

- The main reason can be for privacy.
- Wood is a great option for building a custom looking fence or to match any existing fence.

How long should I expect my wood Fence to last?

- National Research Council has projected that wood posts should be changed between 9-12 years. Properly finished, any of our wood panel products can look great and perform well for more than 20 years, but height off the ground, distance between posts, wind load and snow load are all factors that challenge the total years of service.

Does it matter if a wood fence touches the ground?

- Wood fences are best installed at least 2" above ground level. Wood that is touching the ground will rot at an accelerated rate and may cause the entire fence to heave with frost.

Ornamental Iron

What are the benefits of an ornamental iron fence?

- Iron fences incorporate unique design elements that lend a decorative, highly artistic elegance to any property that is unmatched by other fencing materials.
- Iron and Aluminum fencing material is often selected for the enhanced security level they provide. It is also a highly resilient, strong, and reliable fencing solution that is effective at safeguarding any property.

Is any maintenance required on Iron or Aluminum fence?

- Products have many coatings including Powder Paint Coating.

What type of material is used for ornamental Iron fencing?

- Coated steel or Aluminum is usually used for ornamental fencing.

How many colours are available?

- The most popular colour of iron or aluminum fencing material is Black, but several other colours or finishes are available. Supplier website can be a source to see what is available.

PVC / Vinyl

What is the main advantage of choosing PVC/Vinyl?

- PVC/Vinyl fencing material comes with long term warranty, and they are maintenance free. It is also very simple to service or repair.

How is PVC/Vinyl made and how long will it last?

- PVC/Vinyl crude oil, natural gas and salt are the main raw materials used in the production of Poly Vinyl Chloride (PVC/Vinyl).
- In a typical back yard application, away from road-salt and snow plows, this type of fencing material can look great for many years with very minor maintenance.

What are the most popular PVC/Vinyl fence styles?

- We offer a wide range of styles. Contact a sales representative for information.

Is there anything else used to provide extra strength?

- Bottoms rails are reinforced with galvanized steel channel and post can be reinforced with an aluminum stiffener for added support.

How does the cost of PVC/Vinyl compare to the cost of wood?

- The initial cost of PVC/Vinyl fencing is higher. However, when all the varied cost factors are considered over the life of your fence, vinyl (PVC/Vinyl) becomes the true money saver. Factors such as having to replace the wood fence in 10-20 years, annual maintenance costs (labor, paint, replacement boards, etc.), and the effects on the environment because of chemicals needed to maintain a wood fence show that wood truly isn't as cost effective in the end.

What is the risk of choosing to go with a PVC/Vinyl that is less costly?

- It is very easy to succumb to the lure of a "cheaper" PVC/Vinyl product. Some of the issues homeowners have had to contend with over the years include: excessive product fading, chalking, cracking in colder weather, scratch marks, splitting of surface film, etc.
- Due to the costs involved in setting up to manufacture quality PVC/Vinyl, purchasing PVC/Vinyl resin at a reasonable price (a world oil commodity), and the costs associated with constantly measuring manufacturing tolerances. One of the advantages of the larger manufacturers is that they will be running many extruders at the same time. This allows them the opportunity to have a quality assurance department. One person is constantly taking samples of the product and measuring over different variables.