

Happiness Check for Small Works Contracts

If your client is a consumer, this quiz can help check whether you have agreed all relevant aspects with your client to avoid friction from money issues.

PRICE CERTAINTY AT THE START ☹️ 😐 😊	
1. Original Price of the Works [Chapter 11] Does your client know the price of the works (including any tax) – assuming no changes during the project? <i>Tip: UK consumer contracts must be priced to include any VAT</i>	No ☹️
	Roughly 😐
	Yes 😊
2. Scope of the Works [Chapters 9 and 12] Does your contract describe the scope and quality your client wants; will she know when you have finished and what will be extras? <i>Tip: Ask questions to check what your client understands</i>	No ☹️
	I think so 😐
	Yes 😊
CERTAINTY OVER THE PAYMENT PROCESS	
3. Payments on Account [Chapter 17] Have you agreed how often you can ask your client for payments before completion (called payments on account or instalments)? <i>Tip: Your schedule can be based on time periods or stages of the build</i>	No ☹️
	I'm not sure 😐
	Yes – it is clear 😊
4. Time to Pay [Chapter 17] Have you agreed how long you client has to pay your invoice after she receives it – whether by cash or electronic funds transfer? <i>Tip: If nothing is agreed, then it would be a reasonable time (7 days)</i>	No ☹️
	I think so 😐
	Yes – both are clear 😊
5. Getting Payments [Chapter 20] Have you checked how long it will take your client to get cleared funds (from savings or her lender) so she can pay you? <i>Tip: Make sure your client has enough time to get the money to pay</i>	No ☹️
	Not yet 😐
	Yes 😊
6. Processing Payments [Chapter 20] Is the time to get cleared funds (answer to Q5) less than the time your contract says she has to pay you (answer to Q4)? <i>Tip: Late payment causes friction; it can end in court proceedings</i>	No, more ☹️
	The same time 😐
	Yes, less 😊
7. Sharing Information [Chapter 20] Have you agreed what information you will provide to substantiate the costs on your invoices for both the original scope and extras? <i>Tip: Agree the information your client wants/needs before works start</i>	No ☹️
	Not sure 😐
	Yes (or not needed) 😊
EXTRAS – PRICE CERTAINTY AS THE PROJECT CONTINUES	
8. Agreeing Extras [Chapter 14] Have you agreed to tell your client about the impact of any extras (on the price payable and the completion date) <u>before</u> carrying them out? <i>Tip: Your client should say yes/no before you implement any extras</i>	No ☹️
	I think so 😐
	Yes 😊
9. Costing Extras [Chapter 14] Have you agreed that you will provide a quote for and agree the extra costs for any extra works <u>before</u> carrying them out? <i>Tip: If your client won't agree costs, you can charge a reasonable sum</i>	No ☹️
	I think so 😐
	Yes 😊
10. Final Cost of the Works [Chapter 20] Have you agreed that you will provide regular updates on the total price of the works? <i>Tip: Surprises on completion can prevent your client enjoying the works</i>	No ☹️
	I think so 😐
	Yes 😊