lumin42

Free sample
Trades Vault

One complete playbook from the Vault, free, plus the full list of what's inside. Written for plumbers, electricians, builders and other trades. Doable yourself, no coding, no setup from us.

5 pages

1 full playbook

12 in the full Vault

lumin42.com/store

What's inside the full Vault

12 step-by-step playbooks and 17 copy-paste templates in a members web app. Tick steps off as you go; it remembers your progress on phone or computer.

Section	Playbook	Time
Win the work	**Answer every enquiry, even up a ladder**	45 minutes
Win the work	**A Google Business Profile that gets the calls**	1–2 hours
Win the work	**Quotes that go out the same day**	2 hours to set up
Win the work	**Contracts at the customer's home, done properly**	1 hour
Run the jobs	**A job sheet for every job**	1 hour to set up
Run the jobs	**Extra work agreed in writing** (this sample)	30 minutes
Run the jobs	**Certificates and notifications never forgotten**	1 hour to set up
Run the jobs	**Tidy sites and legal waste**	1 hour
Get paid and grow	**Invoice the same day, get paid sooner**	1–2 hours to set up
Get paid and grow	**Deposits and stage payments for bigger jobs**	1 hour
Get paid and grow	**A review after every happy job**	30 minutes to set up
Get paid and grow	**Repeat work and referrals**	1 hour to set up, 20 minutes a month

Sample playbook: Extra work agreed in writing

When the job grows, the customer agrees the extra work and price in writing before you do it.

Time	Cost	Level
30 minutes	Free	Beginner

Why it matters

Most payment disputes start with 'I didn't agree to that'. A quick written yes before you start the extra work prevents it.

Tools

- Text, WhatsApp or email
- Your job sheet

Steps

1. **Stop and explain**: When you find something extra (rotten joist, failed valve, old wiring), stop, show the customer and explain what it means.
2. **Send a short message**: Describe the extra work, the extra cost or how it will be priced, and any change to the finish date. Attach a photo.
3. **Wait for a yes**: Only start the extra work once you have a written 'yes'. If they want to think about it, finish the original job safely first.

Steps (continued)

4. **Add it to the job sheet**: Record the extra, the price and the customer's reply.
5. **Show it on the invoice**: List extras separately on the invoice so they're easy to check.

Copy-paste templates

> **Extra work message:** Hi [name], while doing [job] I found [problem] (photo attached). To fix it properly I'd need to [extra work], which would cost £[price] [inc/ex VAT] and add about [time]. Please reply 'Yes, go ahead' if you'd like me to do it. [name]

Done when

- [ ] Extra explained in person
- [ ] Written description and price sent
- [ ] Written yes before starting
- [ ] Recorded on the job sheet and invoice

Avoid these

- If something is unsafe, make it safe and explain why, but still get agreement before charging for further work.
- Don't bundle extras into one total at the end.

The 90-day quick start in the full Vault

1. Week 1: Answer every enquiry (voicemail and WhatsApp), then your Google Business Profile.
2. Week 2: The same-day quote template and cancellation wording for jobs agreed at the customer's home.
3. Week 3: Job sheets with photos, and extras agreed in writing.
4. Week 4: Same-day invoicing with reminders, and the review request habit.
5. Month 2: Certificates checklist, tidy-site kit and waste carrier check.
6. Month 3: Stage payments for bigger jobs, and your repeat-work reminder list.

Get the full Trades Vault

All 12 playbooks and 17 templates, £47 one-off, lifetime access, instant access after payment.
See inside: **lumin42.com/trades-vault**

© lumin42. Free to use in your own business. Tools, prices and rules change: check current details before relying on a step. Not legal advice.