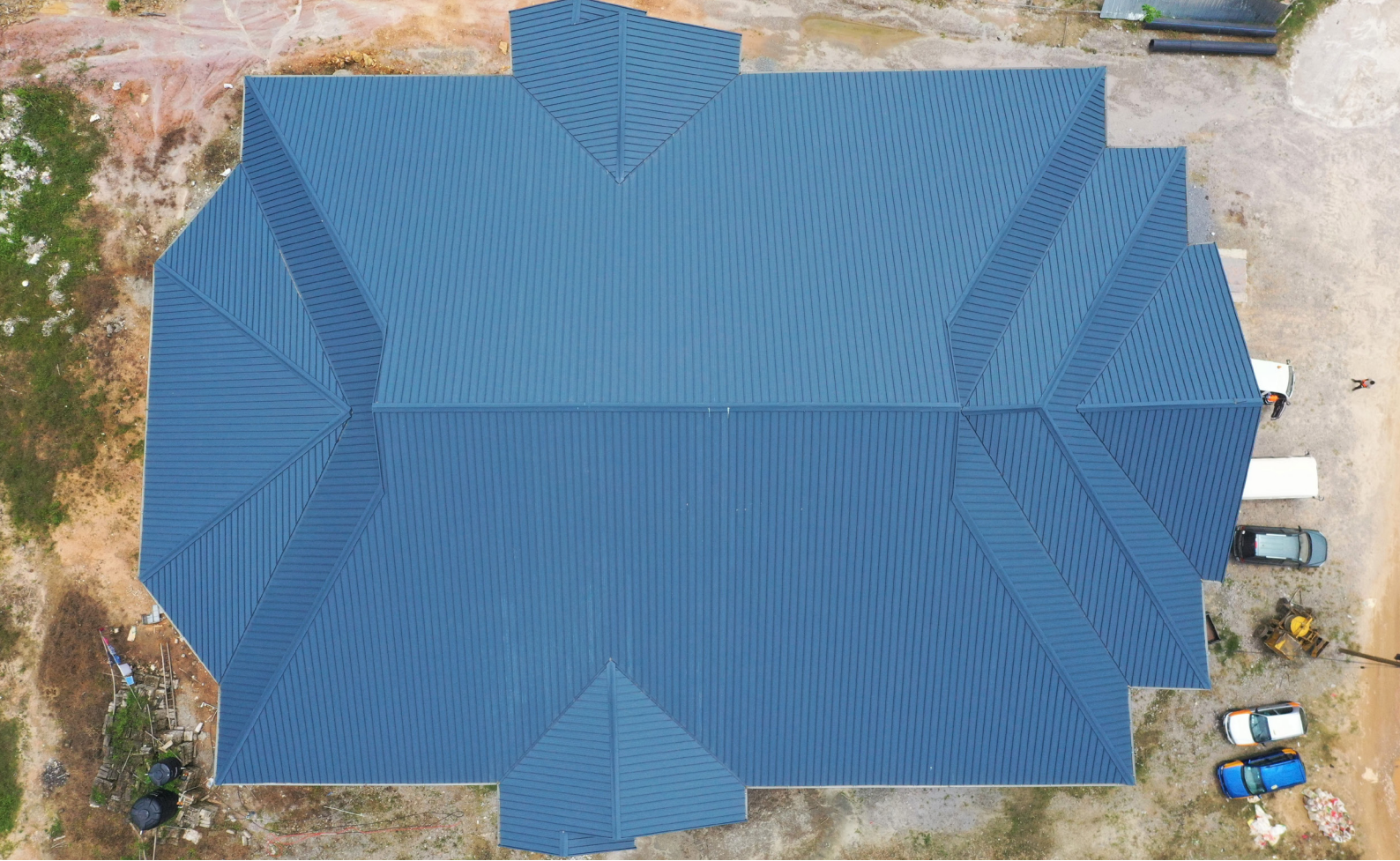


FOR GHANAIAN HOMEOWNERS

10 THINGS TO GET IN WRITING BEFORE YOU PAY FOR A NEW ROOF



What every Ghanaian homeowner should have clearly documented



THE REALITY OF ROOFING DISPUTES

In Ghana, most roofing problems begin with a conversation that was never written down.

You agree something verbally. They understand it differently. By the time you are standing on a half-finished roof arguing about what was included, it is too late. Verbal agreements do not protect you. Written ones do.

This guide tells you exactly what to insist on having documented before any money leaves your hands - not just to protect yourself if something goes wrong, but because a company that refuses to put things in writing is telling you something important.

THE 10 THINGS

1

The full material specification

Not just the product name - the complete specification including coating type, base metal thickness, and brand. This matters enormously. AM150 and a budget-grade coating can look identical in a quote but perform very differently over the next 20 years. If it is not written down, you have no basis for complaint later.

2

The exact colour selection - not just a general description

Red is not a colour specification. Rustic Red from a specific COLORBOND range is. Colours vary significantly between manufacturers and even between production batches. The exact colour code should be confirmed in writing before any material is ordered.

3

The warranty - in full, not just the headline number

A 25-year warranty is only meaningful if you know what it covers. Get the full terms in writing: what is covered, for how long, and under what circumstances the warranty becomes void. Ask specifically about colour retention and corrosion - these are the areas most likely to cause problems.

4

The complete scope of installation

What exactly is included? Roofing sheets, trusses, ridge caps, gutters, fasteners, sealants - each of these should be explicitly listed. If an item is not in the scope, you should know that before you sign, not after the installation crew arrives.

5

The project timeline with start and completion dates

Delays in roofing affect your entire build. A start date and a realistic completion date should be committed to in writing. This protects your schedule and holds the company accountable if the job drags unnecessarily.

6

The payment structure - what is due, and when

Exactly how much is required upfront, and what triggers each subsequent payment. Stage payments linked to clear milestones protect you. A company asking for full payment before a single sheet is installed is asking you to take all the risk.

7

Who is responsible if something is wrong - and what happens next

If materials arrive damaged, if the installation is defective, if a leak appears within months - who is responsible, and what is the process? This should be stated clearly. 'We will sort it out' is not an answer. A written process is.

8

After-sales service terms

Will the company inspect the roof after installation? Is there a follow-up visit included? What is the process for raising concerns? After-sales support is where many companies disappear. Having this written into the agreement gives you something to hold them to.

9

Confirmation that the specification suits your location

Particularly important for coastal builds, where standard materials corrode faster. If you are

building near the coast, this should be explicitly acknowledged in writing, along with what additional specification has been applied to address it.

10

The legal name of the company - not just an individual

You are entering into an agreement with a business, not a person. Make sure the agreement names the company clearly. This matters if there is ever a dispute. An individual can walk away. A registered company cannot simply disappear.



A Simple Standard

Any professional roofing company should provide all of this without hesitation. If a company resists putting things in writing, treats these requests as difficult, or pressures you to proceed without documentation - walk away. You are building something that will define your home for decades. Protect that investment from the beginning.

BOOK A SITE MEASUREMENT

Raincoat Roofing provides full written specifications, clear warranties, and transparent quotes before any commitment is made. Start the right way.

Call us: **0531024820**