

# CONSUMER FACT SHEET \_ Neighbour Chimney/Flue Disputes

Date: November 2020



## Introduction

### What is a neighbour chimney/flue dispute?

Occasionally a dispute results from a neighbour having a new gas boiler installed with its chimney/flue discharging a visual 'plume' when in operation, in close proximity to another property.

### What should you do if a flue discharge from your neighbour's flue is entering your property?

- If it is safe to do so you should raise your concern with the appliance owner and suggest that they contact Gas Safe Register directly and raise a concern for safety, Gas Safe can then arrange a free of charge gas inspection for the property owner.
- Although discharge from a correctly installed and maintained gas appliance should not be harmful, you should consider installing a carbon monoxide alarm where you believe any discharge is entering your property.
- If you believe that the circumstances constitute an immediate gas safety concern you should contact the National Gas Emergency service immediately by calling 0800 111 999.

### Is there legislation governing the position of a chimney/flue in relation to a boundary?

Yes. This is covered primarily as part of relevant Building Regulations/Standards and; the Gas Safety (Installation & Use) Regulations.

It is a legal requirement that any business carrying out gas installation work is Gas Safe registered.

Gas Safe Register will not be able to determine the actual boundary of your property.

### What other standards apply?

Gas appliance manufacturer's instructions and relevant industry standards provide the person installing the appliance with guidance on the minimum flue/chimney discharge separation distances required for their equipment from building features such as windows and boundaries etc. These distances, in the main reflect similar requirements specified in the Building Regulations/Standards.

If you have any technical queries regarding flue termination positions etc. please call our Technical Helpline on 0800 408 5577 option 1.

### Who enforces the legislation that determine how a chimney/flue is positioned?

The enforcement body that regulates and enforces Building Regulations/Standards is your Local Authority.

Gas Safe Register has a remit to investigate gas safety concerns raised by property owners who have had gas work carried out in their properties.

Our policy is not to investigate gas safety concerns raised by anyone other than the property owner or someone acting on behalf of a vulnerable person living in the property such as an elderly relative. Gas Safe Register has no rights of entry concerning gas work carried out in your neighbours' property, unless we are requested to investigate concerns raised directly by them. Where your neighbour raises a concern for safety with us, an inspection will be carried out and a report will be produced for the owner of the property. We will be unable to share a copy of this report with you, without permission of your neighbour.