

# INFORMATION ABOUT THE GAS SAFETY INSPECTION PROCESS

Gas Safe Register is the official register of gas businesses and gas engineers who are qualified to work with gas. We carry out inspections to ensure that gas work is undertaken safely and to appropriate industry standards by registered businesses and their engineers.

## What will happen at the inspection?

Our Inspector will show you his identification and where practical and with your permission will carry out:

- A check for damage on or around the gas appliance(s) and/or pipework and will make you aware of any apparent problems before we start the inspection.
- A series of visual and/or operational checks and tests on your gas appliances and/or pipework that you have requested for inspection, to check compliance with the Gas Safety (Installation and Use) Regulations 1998 and other standards in force at the time of installation.
- A visual risk assessment of other installed gas appliances, where applicable
- The inspection may be extended to include compliance with specific Building Regulations where Gas Safe Register has issued a Building Regulations compliance certificate on behalf of the installing business. (Excluding Scotland, Northern Ireland, Isle of Man & Guernsey)

*Our Inspector can only inspect gas safety and Building Regulation issues where relevant to the gas/heating appliance/pipework requirements. Our Inspector will not inspect parts of your installation that are not accessible; may result in damage to your property if accessed or, that pose an unacceptable assessed risk. Examples are; on a roof, in a loft without suitable access or pipework concealed in walls or under floors. We may also highlight issues that are not gas safety related and therefore outside of our remit and beyond our authority but which we believe you should be made aware of e.g. obvious electrical safety concerns.*

## What do you need to do prior to our Inspection?

- Make sure that an appropriate adult will be present. This should be somebody over the age of 18, and could be a carer, relative, friend, health or social care professional.
- Make sure that you have the appliance manufacturer's instructions available. Where this information is not available the Inspector may only be able to inspect the appliance visually to check that relevant industry standards have been complied with but they may not be able to perform any operational checks or tests.

## What happens if a gas safety fault is identified?

Where we find gas safety faults, they will be classified in accordance with the Gas Industry Unsafe Situations Procedure. (More information about the Gas Industry Unsafe Situations Procedures can be found on the GSR website using the following link,

<https://www.gassaferegister.co.uk/help-and-advice/gas-safety-in-the-home/warning-labels/>



Our inspector will explain what this means and provide you with appropriate advice. You will also be sent a report after our visit.

The report will normally detail any supporting information given to our inspector during the time of the visit along with specific details of any defective work or concern found during the inspection. Information as to the nature/type of defect that has been found and the classification /severity of that defect will be clearly stated. Information and guidance on defect classification is explained at the end of each report. Our inspector will normally discuss any issues found during the inspection at the end of his visit.

We expect the registered business to rectify any faults they are responsible for and for this to be done within an agreed time period. If you don't want these faults corrected by the original business you will need to employ another registered business to do the work. This will be at your own expense. Where this is the case we will respect your decision; however, we will continue to take steps to monitor the business and manage improvements and compliance with the Rules of Registration with the original business that did the work.

Where a business is no longer registered or trading, we cannot request that the business rectifies the faults that are attributable to them. However, we can issue a report of our findings and will investigate alternative options to help support you. Any remedial gas work needed to correct defects in these situations must be carried out by a suitably qualified and registered gas business. This will normally be at your own expense.

### **Building Regulations**

The Building Regulations in England and Wales (only), place a legal requirement on the registered business to notify Local Authorities about the new installation of gas boilers, fires and other gas heating equipment. Gas Safe Register provides a facility for registered business to meet this requirement once they have commissioned your appliance. Our Inspector may discuss the status of this notification in relation to your new appliance(s) and bring to your attention any issues he may have found relating to Building Regulation compliance. These findings will also be included in your report.

Where Building Regulation issues within the remit of Gas Safe Register are not rectified by the business, we will contact the business to request that they carry out the required work.

### **What if the business is not Gas Safe Registered?**

If we have identified that an unregistered person or business has carried out gas work, they will not have complied with the law. We will send a report to the Health and Safety Executive (HSE) in their capacity as the legal enforcers of gas safety legislation in Great Britain\*, it is for them to take whatever action they deem necessary. Please let our inspector know if you have any evidence which may assist, for example, a receipt, business card or a copy of the advertisement you responded to.

*\*Note: Each geographical region covered by registration will have their own agency responsible for enforcement of the gas safety legislation.*



## **You and your information**

When you interact with Gas Safe Register:

- We will collect relevant information such as; the property address; your contact details and a brief description of your concerns. This information will normally be included in the report we produce following our inspection.
- We will use this information to help keep you gas safe.
- We may share this information with relevant Gas Safe registered businesses (irrespective of registration status) or other parties such as landlords, as a result of inspection findings or concerns.
- We may share this information with enforcement agencies; primarily where unsafe or illegal gas work is identified.
- If you have concerns or would like to know more about the use of your data please refer to our Privacy Policy and Customer Charter, a copy of which can be viewed on our website <https://www.gassaferegister.co.uk/who-we-are/our-policies/>
- If you require us to make any reasonable adjustments to aid your communication with us or to access our services, where possible please notify us in advance of our visit.

***If you smell gas, or have a gas emergency, contact the Gas Emergency Helpline for your area, as shown below.***

<b>Great Britain</b>	<b>0800 111 999</b>
<b>Guernsey</b>	<b>01481 749000</b>
<b>Isle of Man</b>	<b>0808 1624 444</b>
<b>Jersey</b>	<b>01534 755555</b>
<b>Northern Ireland</b>	<b>0800 002 001</b>

## **LPG users should contact their supplier**

**If our visit relates to a complaint that you have made, please be aware of the following:**

We cannot comment or intervene in disputes including contractual or financial issues between you and your gas engineer/business, or issues such as damage to property or their behaviour. You should contact the business responsible for the work to have these types of issue corrected or the relevant consumer organisation to assist with non-gas safety related matters. The following organisations may be able to help:

### ***Citizens Advice Consumer Services***

08454 04 05 06

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### ***Guernsey Trading Standards***

01481 234567

[www.gov.gg](http://www.gov.gg)



**Guernsey Citizens Advice Bureau**

01481 242 266

[www.cabguernsey.org](http://www.cabguernsey.org)

**Isle of Man, contact the Office of Fair Trading**

01624 686504

[www.gov.im/oft](http://www.gov.im/oft)

**Jersey Trading Standards**

01534 448160

[www.gov.je](http://www.gov.je)

**Northern Ireland, contact Consumer Line**

0300 123 6262

[www.consumerline.org](http://www.consumerline.org)