

UNREGISTERED GAS WORK FACTSHEET

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This Fact sheet explains the process of an illegal gas worker/business investigation by Gas Safe Register

Gas Safe Register is the official list of gas engineers who are registered to work safely and legally on gas appliances.

A Gas Safe Register Regional Investigation Officer (RIO) will be visiting your property to inspect your gas installation and investigate the work carried out by the unregistered gas business/individual. The visit will last approximately two – four hours depending on details identified.

What will happen during the inspection?

The Gas Safe Register RIO will:

1. Take supporting information from you about the unregistered gas work that has taken place. In certain circumstances we may also ask permission to take a voluntary witness statement.
2. With your permission (or in the case of tenanted properties, the landlord's) carry out an inspection of the complaint appliance and/or gas installation using tools to carry out basic gas safety tests, which will;
 - Check for any damage on or around the gas appliances.
 - Check there are no gas escapes.
 - Check the chimney/flue for compliance.
 - Check for adequate ventilation.
 - Check for safe operation of the appliance installed by the unregistered person
3. Where unsafe gas work is identified, the RIO will, with your permission make the installation safe.

What do I need to do?

If you smell gas, or have a gas emergency, contact the Gas Emergency Helpline on 0800 111 999. LPG users should contact their supplier.

Please make sure you have the gas appliance manufacturer's installation instructions available if possible. The RIO will use the manufacturer's instructions and other industry guidance documents to check that the installation is safe and correct.

The RIO will need access to all gas appliances and the gas meter within the property.

As it has been identified that an unregistered person may have undertaken gas work at your property, they may have broken the law. We will send a copy of our report to the Health and Safety Executive, the body

responsible for enforcement under the gas regulations, for their consideration. Please let our RIO know if you have any evidence which may assist, for example, a receipt, business card or a copy of the advertisement you responded to.

There is no charge for our visit and on completion the RIO will explain his findings to you. This will be followed up with a formal written report within 10 working days.

What won't be covered in the inspection?

We are unable to inspect parts of your installation that may result in damage to your property, or are not accessible, for example on a roof, under the property floor or a loft without safe access or adequate lighting.

The inspection will be for the purpose of identifying any gas safety defects, and for reporting on any unregistered gas work undertaken at your property. However we will be unable to carry out any corrective work. We will also be unable to issue any documentation such as a landlord's gas safety record, commissioning documentation or Building Regulations Compliance to confirm that the appliances within your property meet current standards or are safe to use – however, a written report will be made available subsequent to our visit.

Unfortunately, disputes which are in respect of standards of workmanship, financial or contractual matters will fall outside of our terms of reference and authority to investigate. However, please see the Useful Contacts section of this factsheet for details of other agencies who may be able to assist.

Useful Contacts:

Citizens Advice consumer service
0845 4040506
CitizensAdvice.org.uk/consumer_service

www.GasSafeRegister.co.uk
0800 408 5500

