

CONSUMER FACT SHEET _ Neighbour Chimney/Flue Disputes Date: July 2024



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.
- Alternatively, you can raise a concern with us on your neighbour's behalf for us to send communication offering the free of charge inspection. You will not be made aware of any details regarding the outcome.
- If you have a concern that the discharge of flue products are entering your property and constitute an immediate gas safety concern you should contact the National Gas Emergency service immediately by calling 0800 111 999.
- You should also consider installing a carbon monoxide alarm where you believe any discharge is entering your property.

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 these distances are met, but the termination plume is causing a nuisance, staining or damage to property, this could be reported to your local Environmental Health department as a "statutory nuisance".

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

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.

Gas Safe Register has no right of entry concerning gas work carried out in your neighbours' property, unless we are requested to investigate concerns raised directly by the property owner. We will contact your neighbour regarding the matter raised to offer an inspection. Where your neighbour accepts our offer to inspect the concern for safety, regarding their installation with us, we will investigate and where required a report will be produced for the owner of the property. We are unable to share a copy of this report with you or offer any further updates without the permission of your neighbour.

In situations like these it is possible that other organisations such as the relevant Local Authority Environmental Health, Building Control or Citizens Advice may be able to offer services or advice.