Gas Safe Register Visit Information for Consumers

This policy covers information relating to how Gas Safe Register will conduct visits to consumer premises. Gas Safe Register is the official list of gas businesses and gas engineers who are registered to work safely and legally on gas. We carry out inspections of businesses on the Register to ensure they are applying gas competence.

1. What will happen at a visit or inspection?

Where practical, and with your permission, our Inspector will carry out:

- A check for damage on or around the gas appliances and/or pipework. We 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 has been requested for inspection, to check compliance with the Gas Safety Regulations 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 Regulation specifications e.g. heating system time and temperature control design.
- A visual check against relevant Regulations where Gas Safe Register has issued a Building Regulations compliance certificate on behalf of the installing business in England, Wales, Guernsey, IoM, and Jersey. (Our Inspector can only inspect gas safety and Building Regulation issues where relevant to the gas/heating appliance/pipework and energy efficiency requirements.

Our Inspector will not inspect parts of your installation that are not accessible or may result in damage to your property if accessed, or that pose an unacceptable assessed risk. Examples: being on a roof, in a loft without suitable access, or pipework concealed in walls, or under floors.

2. What do you need to do?

- Check ID card, physical or digital.
- Make sure that an appropriate adult is present. This must be somebody over the age of eighteen and could be a relative, friend, health, or social care professional.
- Ensure all documentation left by the business is available.

- Make sure that you have the appliance manufacturers' instructions available. Where this information is not available the Inspector can only inspect the appliance visually to check that relevant industry standards have been complied with. They may not be able to perform any operational checks or tests.
- Keep any pets away from the work areas and our staff.
- Ensure vulnerable people such as, children are supervised by a responsible person.

3. What happens if a gas safety fault is identified?

Where we find gas safety faults, they will be classified and dealt with in accordance with the current edition IGEM/G/11 the Gas Industry Unsafe Situation Procedure (GIUSP). Our Inspector will explain what this means, and more information can be found on the Gas Safe Register website at:www.gassaferegister.co.uk

You will also be sent a report after our visit.

We expect the registered business to rectify any faults they are responsible for and for this to be done within a timescale specified by Gas Safe Register if you do not want these faults corrected by the original business, you will need to agree with the registered business concerned that it would engage with a suitably qualified and registered business to correct the issues, or you will need to employ and pay for another registered business to do the work. Where this is the case, we will continue to take steps to monitor the registered business and manage improvements and compliance with the Rules of Registration.

Where a business is no longer trading or registered (an archived registration) or the installation is over six years old, we cannot request that the business rectifies the faults, although we are able to issue a report of our findings to help support you. You will need to employ another registered business at your own expense to do any necessary remedial work, unless a valid insurance backed warranty was included within the contract for the original work.

4. Installation defect guide for consumers

We will check for correct installation in accordance with the manufacturer installation instructions and relevant industry technical standards.

Where an installation defect is found that can be attributed to a Gas Safe registered

business, a defect notice will be issued. This defect notice requires the registered business to correct the defect(s) to the correct standard(s) within a specified timescale.

Our reports will only reference sections within manufacturer installation instructions and industry technical standards that relate to the installation/service/maintenance of a gas appliance, chimney/flue, gas pipework, or gas fitting. Please see the inspection criteria table below for further information.

Installation defects relating to Building Regulations Non-Compliance (BRNC) will only be issued if related to the installation of a gas fuelled heat producing appliance and the heating and/or hot water system and controls it serves.

5. What we do

We:

- Operate the official UK list of gas businesses and qualified gas engineers that work for those businesses, as required by law, to ensure only those qualified engineers are licensed to legally work on gas.
- Undertake monitoring inspections of businesses on the Gas Safe Register to ensure they are applying gas competence.
- Investigate gas safety concerns following gas work carried out by registered businesses/engineers for compliance with relevant legislation.
- Apply a sanctions policy where instances of unsafe work or breaches of rules of registration are identified.
- Investigate reports of illegal gas work carried out by un-registered businesses or gas fitters and report our findings to the appropriate Health and Safety Executive (HSE) for the geographical region in their capacity as the enforcers of gas safety legislation. To view these prosecutions please visit the respective HSE website.
- Undertake consumer campaigns to raise the awareness of gas safety issues such as carbon monoxide (CO) and the dangers of using illegal engineers not on the Gas Safe Register. We also co-ordinate the annual industry wide Gas Safety Week.
- Provide a facility for registered businesses to self-certify (notify) that the installations of heat producing gas appliances and the hot water and heating systems they serve are compliant with the Building Regulations in England, Wales, Isle of Man, Guernsey, and Jersey.

6. What we do not do

We do not:

- Have the authority or ability to recommend one registered business/engineer over another one.
- Employ the Gas Safe registered businesses or engineers on the Gas Safe Register.
- Investigate, inspect, or deal with matters which fall outside our remit, such as financial, contractual, or commercial disputes.
- Enforce the completion of gas defects by a business or engineer on the Gas Safe Register where a consumer will not allow the registered business/engineer back into the property to undertake the remedial work(s).
- Apply sanctions or defects against registered businesses or engineers disproportionately or without sufficient validated evidence.
- Undertake checks on registered engineers outside of the normal work monitoring inspections, other than those relating directly to prosecutions or convictions (pending or suspended) related to gas safety matters.
- Check public liability and indemnity insurances for registered businesses/engineers.
- Undertake criminal record checks on registered engineers.
- Arbitrate on disputes between registered businesses and their customers.
- Determine or establish that a Statutory Nuisance exists in relation to the discharge of products of combustion from gas appliance flue outlets.

Further information can be found at
https://www.gassaferegister.co.uk/who-we-are/what-is-gas-safe-register/

The following tables provide guidance to the specific checks that may be carried out during a site visit and if the item inspected falls within our remit. The list should not be considered exhaustive.

We cannot supervise the rectification of work that a registered business carries out following the issuing of a defect notice.

Key for Tables:

** Only where unmistakable evidence exists that a Gas Safe registered business is responsible.

Gas Inspections

Item inspected (subject to access and limitations on site) - Gas supply Gas meters / Liquid Petroleum Gas (LPG) cylinders & vessels.

Checks (where applicable & not limited to)	Within GSR remit?	Issue Installation defect **	Guidance Notes
Location - suitable siting and stability	✓	✓	
Orientation of the Emergency Control Valve (ECV) handle	✓	✓	
Appropriate labelling of the gas meter and ECV	✓	✓	
Earth bonding (Earth cable back to the consumer unit)	✓	x	Expectation that the homeowner has been informed by the registered business.
Condition of inlet pipework (Signs of corrosion, damage)	✓	✓	If the pipework is newly installed and can be attributed to a Gas Safe registered business.
Gas meter box, compound, cupboard	✓	✓	Where there is evidence available that the Gas Safe registered business has damaged it.
Regulator condition and operation	✓	✓	Where there is evidence available that the Gas Safe registered business has damaged it.
Gas leakage/escape	✓	✓	Where there is evidence available that the Gas Safe registered business is responsible.

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Item inspected (subject to access and limitations on site) - Component failure through poor installation practice, wear and tear or premature failure, aesthetics.

Checks (where applicable & not limited to)	Within GSR remit?	Issue Installation defect **	Guidance Notes
N/A	x	x	

Item Inspected (subject to access and limitations on site) - Gas pipework.

Checks (where applicable & not limited to)	Within GSR remit?	Issue Installation defect **
Condition of pipework, jointing, location, support, protection, and damage	✓	✓
Correct gas pipe sizing	✓	✓
Gas pipework sleeving and sealing	✓	✓

Item Inspected (subject to access and limitations on site) – Gas fed appliances such as, central heating / hot water boiler, water heater, fire, warm air unit, range cooker, swimming pool boiler, hob, cookers, non-domestic boilers, commercial cooking appliances.

Checks (where applicable & not limited to)	Within GSR Remit?	Issue Installation defect **
Location - suitable siting and stability of the appliance etc	✓	✓
Correct combustion and/or flame picture	✓	✓
Ventilation	✓	✓
Chimney/flue termination, condition, performance	✓	✓
Gas consumption	✓	✓
Condensate discharge pipe, support, size, termination	✓	✓

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Checks (where applicable & not limited to)	Within GSR Remit?	Issue Installation defect **
Pressure Relief termination	✓	✓
Safety Devices FSD	✓	✓

Item Inspected (subject to access and limitations on site) – Gas Fire

Checks (where applicable & not limited to)	Within GSR Remit?	Issue Installation defect **
Correct notification plate has been installed and certificate / record left	✓	✓

7. Building Regulations

The Building Regulations in England, Wales, Guernsey, Isle of Man, and Jersey (only), in addition to installing appliances, systems and services in compliance with the relevant Building Regulations Approved Documents also 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 through the** Gas Safe Register who provide 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 the Register are not rectified by the business, we will require the registered business to carry out the required remedial work within a specified timescale. Failure of the registered business to do so will result in sanctions being applied in accordance with the Sanctions Policy.

8. Building Regulations - Heat Producing Appliances

This criteria table relates to Building Regulation requirements in domestic premises in England and Wales. Similar requirements exist for other parts of the United Kingdom.

Item inspected **(subject to access and limitation on site)	**Checks (where applicable & not limited to)**	**Within GSR remit?**	**New boiler and heating system****	**New boiler installation (existing heating ** system)**
Heat producing appliance efficiency	Boiler/cooker meets the current efficiency requirements	✓	✓	✓
Combination boiler replacement	Additional energy efficiency measures have been installed for combination boilers	✓	✓	✓
System circulation	Check for correct zoning, pump, bypass, correct controls, room thermostat, and thermostatic radiator valves (TRV's)	✓	✓	✓
Boiler interlock	Check that the boiler and pump turn off when there is no demand	✓	✓	✓
Hot water storage	Check the hot water cylinder meets the requirements for heat loss	✓	✓	✓
Insulation	Check the circulation pipes have been insulated where required	✓	✓	✓
Commissioning	We will ask for confirmation from the installing business that the system has been commissioned in accordance with the requirements of the manufacturers	✓	✓	✓
User manuals	Check that the user manuals have been left with the consumer	✓	✓	✓

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Item inspected **(subject to access and limitation on site)	Checks (where applicable & not limited to)	Within GSR remit?	New boiler and heating system**	New boiler installation (existing heating ** system)
Notification	Check if the work is required to be notified to Building Control	✓	✓	✓

9. Building Regulations - Vented and Unvented Hot Water Cylinders

This criteria table relates to a system supplied by a gas fired heat producing appliance (not oil-fired appliances or cylinders that are only electric fed).

Note: Gas Safe Register will not inspect these if not connected to a gas appliance.

Item inspected (subject to access and limitation on site)	Checks (where applicable & not limited to)	Within GSR remit?	New boiler and heating system**	New boiler installation (existing heating system)**
Installation of vented and unvented hot water cylinders	Location, stability, energy cut out device, discharge pipes, discharge termination	✓	✓	✓
Notification	Check if the work is required to be notified to Building Control	✓	✓	✓

10. 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. Once investigated and where appropriate, we will provide a report to the appropriate Health and Safety authority for the geographical region. In their capacity as the enforcers of gas safety legislation, it is for them to take whatever action they deem necessary against the unregistered person(s). If appropriate we may also inform other enforcement agencies such as Trading Standards. 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.

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11. 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 need to share this information with relevant Gas Safe registered businesses (irrespective of registration status) or other parties such as landlords, because 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.

12. Emergency contact numbers

If you smell gas, or have a gas emergency, contact the Gas Emergency Helpline for your area. Other useful contact numbers can be found by visiting our website https://www.gassaferegister.co.uk/useful-contacts/.

Natural Gas Great Britain - 0800 111 999

Northern Ireland - 0800 002 001

Isle of Man - 0808 1624 444

Guernsey - 01481 749000

Jersey - 01534 755555

Main LPG Suppliers in Great Britain

Calor - 03457 444 999

Flogas - 0800 574 574

Avanti Gas - 0808 208 000

Matters outside of Gas Safe's Remit

As indicated previously we are unable to comment or intervene in disputes between you and your gas engineer relating to contractual or financial issues, damage to property or the engineer's behaviour. If you have a concern of this nature, you should contact the business responsible for the work directly or contact the relevant consumer organisation who will be able to assist with non-gas safety related matters.

Please see below a list of consumer organisations that may be able to help:

Citizens Advice Consumer Services

08454 04 05 06

www.citizensadvice.org.uk

Guernsey Trading Standards

01481 220379 or 01481 233583

www.gov.gg

Guernsey Citizens Advice Bureau

01481 242 266

www.cabguernsey.org

Isle of Man contact the Office of Fair Trading

01624 686504

www.gov.im/oft

Jersey Trading Standards

01534 448160

https://www.gov.je/Pages/default.aspx

Northern Ireland contact Consumer Line

0300 123 6262

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