

## **The complaint**

Mrs S has complained about works carried out by British Gas Insurance Limited (British Gas) under a home emergency policy.

## **What happened**

British Gas visited Mrs S's home to deal with an issue with the boiler. It fitted a new heat exchanger. Shortly after, Mrs S heard noises coming from the boiler. She reported this to British Gas, which sent a number of engineers to try and identify the problem. The engineers didn't find any issues with the boiler and declared it safe.

Mrs S complained to British Gas because she said she had been left for several months without heating or hot water and that the vibrations from the boiler had caused structural damage to her home. When British Gas replied to the complaint, it said its engineers hadn't found any safety issues with the boiler and it hadn't found evidence to show it was responsible for any damage. However, it offered £100 compensation because of some delays when she reported issues.

When Mrs S complained to this service, our investigator didn't uphold the complaint. He said British Gas' engineers hadn't identified any issues with the boiler. The job sheets also showed the boiler was safe to use. He said this indicated Mrs S could have used the boiler. He said the £100 compensation was reasonable in the circumstances.

As Mrs S didn't agree, the complaint was referred to me.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so, I don't uphold this complaint. I will explain why.

When Mrs S first found an issue with her boiler, British Gas fitted a new heat exchanger. Following this, Mrs S heard noises coming from the boiler. An engineer carried out checks and confirmed the boiler was working but removed some air from the system. British Gas continued to send engineers, including one visit that lasted about two hours. During that visit, the engineer said he didn't hear any noises. British Gas visited again a few months later and didn't find any safety issues. Mrs S also said another company told her the boiler was unsafe. British Gas asked Mrs S to provide an assessment from that company, but she was unable to do so. British Gas also contacted the company directly, but wasn't able to obtain any information. So, based on what I've seen, I think British Gas took reasonable steps to check if there were issues with the boiler and to ensure it was safe.

Mrs S has said she was left without heating and hot water for many months. However, based on British Gas' records, it seemed to carry out checks to ensure the boiler was safe and that it was working. So, I haven't seen anything to show British Gas was responsible if Mrs S felt unable to use her boiler.

Mrs S has also said the vibrations from the boiler caused damage to her home. I've seen photos of damage. However, I haven't seen anything to show that British Gas was likely to be responsible for that damage. Initially, British Gas said Mrs S should provide a structural engineer's report. It also suggested she should contact her home insurer. In the circumstances, I think that was reasonable.

British Gas offered Mrs S £100 compensation. Mrs S said some engineers didn't turn up to appointments. There were also delays in Mrs S receiving responses when she raised issues with British Gas. Looking at what happened, I think the amount offered was reasonable and I don't require British Gas to do anything further.

### **My final decision**

For the reasons I have given, it is my final decision that this complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 1 August 2022.

Louise O'Sullivan  
**Ombudsman**