

complaint

Mr B complains about the service he received from British Gas Insurance Limited under his home emergency insurance policy.

background

British Gas visited Mr B's property and said his boiler was unsafe.

Mr B was unhappy with British Gas' response to his complaint, so he complained to this service.

Our adjudicator thought Mr B's complaint shouldn't be upheld.

Mr B disagreed with the adjudicator's conclusions, so the matter's been referred to me to make a final decision.

my findings

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

I've decided not to uphold Mr B's complaint and I'll explain why.

Mr B says British Gas told him his boiler was safe in March. But in May his tenant was evacuated from the property after British Gas said the boiler wasn't safe. He says he's lost rent and had to replace the boiler because of British Gas' assessment. And he wants compensation.

Mr B also says British Gas should've told him to change his boiler in 2011 when a new regulation came out. He says if it wasn't necessary then, it isn't necessary now.

British Gas says from a visit to Mr B's property in December 2011 up to the visit in May 2016, his boiler was considered by its engineers as being 'not to current standards' or 'at risk'.

I see from the file British Gas has given us that its engineers issued safety notices about the boiler on 11 occasions and recommended that it be replaced, following visits between 2011 and 2016. And in May 2016 the engineer who attended to carry out the annual gas safety inspection concluded it was unsafe.

I see British Gas later offered to re-assess the boiler. I think this was reasonable. But Mr B had already replaced it by then and I appreciate he needed to resolve the situation.

I don't know why the boiler wasn't considered unsafe by the engineer who visited in March 2016. Or what changed between March and May. But British Gas had recommended replacement of the boiler following each of its visits between December 2011 and March 2016. And the professional opinion of the engineer who attended in May 2016 was that it was then unsafe. And I haven't seen anything which would lead me to question the reasonableness of that opinion. So, I can't uphold Mr B's complaint.

my final decision

I don't uphold Mr B's complaint against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 12 October 2016.

Robert Collinson
ombudsman