

complaint

British Gas Insurance Limited caused damage at Mrs R's property while carrying out repairs to her boiler.

background

In 2014, British Gas attended Mrs R's property to carry out a service on the boiler. The engineer found that the heat exchanger needed to be replaced and arranged to come back the next day to replace it. However, while he was repairing it he caused a leak which damaged some rooms.

British Gas accepts it is responsible for the damage and has paid for repairs to be carried out. It also offered the sum of £100 compensation for the inconvenience caused. It subsequently increased this offer to £200.

Mrs R remained unhappy as she wanted a full breakdown of what work had been carried out, a 10 year guarantee on the work and a higher inconvenience award. She brought a complaint to us.

Our adjudicator obtained a breakdown of the works carried out, but thought the one year guarantee offered was enough, as was the £200 award for inconvenience. Mrs R was not happy and has asked for an ombudsman's review.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

There are clearly some unfortunate circumstances here as Mrs R's husband is very seriously ill and the scale of the inconvenience was very much related to his particular issues. With all those issues in mind I felt that the award here should be increased to £500 in total. Our adjudicator put this to British Gas and I am pleased to say they have agreed this award without argument.

I realise the award is not quite as much as Mrs R asked for, but in my opinion it does reflect the nature of the issues she and her husband have had to deal with.

Concerning the guarantee period I think one year is sufficient as that might be the usual guarantee a workman would give for independent work, and I don't think British Gas need increase that.

my final decision

I award Mrs R an inconvenience payment of £500 in total against British Gas Insurance Limited.

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs R to accept or reject my decision before 15 June 2015.

Christopher Tilson
ombudsman