

## **complaint**

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

## **background**

British Gas replaced Mr P's central heating boiler under his policy. Mr P complained about the position of the new boiler and generally about the service he'd received. Being unhappy with British Gas' response, he complained to this service.

Our adjudicator thought Mr P's complaint should be upheld.

British Gas 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 to uphold Mr P's complaint and I'll explain why.

British Gas says the new boiler's slightly longer than the previous one. So, to fit it into the existing cupboard, it would need to be moved to a slightly higher position. It says this would involve drilling a new flue hole through a wall made of poured concrete. And this would take almost a whole day's labour. British Gas says it doesn't feel it's reasonable to have to complete between £500 and £600 of further work as part of changing the boiler under the policy. And it doesn't feel its responsibility entails it incurring the cost of several hours' work when there's a reasonable alternative.

I can understand why Mr P wants his new boiler to fit into the existing boiler cupboard in his home. And I don't think it's reasonable to expect him to accept an alternative solution involving fitting a panel where the boiler protrudes from the bottom of the cupboard.

Mr P has obtained a quote for £560 from a private engineer to move the boiler so that it fits into the existing cupboard. I think British Gas should pay Mr P the cost of this work, provided he gives it the receipt from the private engineer. And I think British Gas should pay Mr P £100 for the trouble and upset he's experienced as a result of it not doing this work when it fitted his new boiler.

## **my final decision**

I uphold Mr P's complaint against British Gas Insurance Limited. It must pay Mr P the £560 cost of moving his boiler to fit into the existing boiler cupboard, provided he gives it the receipt from the private engineer for doing this work. It must also pay Mr P £100 for the trouble and upset he's experienced as a result of it not doing this work when it fitted the new boiler.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr P to accept or reject my decision before 18 April 2016.

Robert Collinson  
**ombudsman**