

GSR's policy

Please see https://www.gassaferegister.co.uk/media/2376/p001_con001-consumer-policy-our-service-explained-v71.pdf and for tenants see 8.2 which says the following:-

'If you are a tenant, we will seek permission from your landlord before undertaking our investigation. However, if you do not wish to engage your landlord, we will only be able to conduct a visual inspection of the installation. Whilst we accept your request this will limit the extent and effectiveness of our investigation into your complaint.

Note: Where we identify gas related safety defects we may be obliged to inform your landlord or their agent, where known.'

See also 8.5

If defective work is identified during a complaint investigation and the complainant decides not to allow the responsible business to carry out remedial work, the complaint will be closed as there is nothing further we can do to assist in terms of any remedial action required to correct the defects. The complainant/responsible person will need to employ, at their own expense, another registered business to carry out any necessary remedial or correction work. However, where there is evidence of gas safety related defects we will engage with the responsible registered business or engineer and our Sanctions Policy will apply.