BOILER PROS — GUIDE

How to choose a boiler engineer

Check the person, the permitted work and the written scope before booking.

Updated November 10, 2026

Begin with the job. State whether you need a routine service, fault diagnosis, replacement design or a landlord gas safety check. Describe the symptoms without guessing which part has failed.

Check the person who will attend

For Great Britain, HSE directs householders to the official UK gas register. HSE says the engineer's ID card lists the work they are competent to do. Match the person and the appliance category. A familiar brand logo or trade membership is not the same as that check. [HSE, checked 2026-11-10.]

For a US property, use the relevant state or local authority. Massachusetts has a board for plumbers and gas fitters with a public licence-check link. California has the CSLB contractor lookup. Use the authority's guidance to confirm that the licence covers the planned work. [Massachusetts Board and CSLB, checked 2026-11-10.]

For a BC property, Technical Safety BC has a licensed contractor search for regulated work within its jurisdiction. Use the appropriate provincial or territorial authority elsewhere in Canada. Do not assume the BC search covers all Canadian work. [Technical Safety BC, checked 2026-11-10.]

Ask for a clear scope

Provide the boiler make, model, fuel and accessible photographs. Explain whether heating, hot water or both are affected. Ask what the quoted visit includes and which findings would require a separate repair quote.

A useful written quote identifies the work, equipment, total price, exclusions and approval process for extras. Ask who supplies the parts and who returns if the fault remains. Confirm the appointment and access arrangements.

For a rented home

Say explicitly that you need a landlord gas safety check and record if that is the task. HSE distinguishes the annual check from the duty to maintain covered gas equipment in Great Britain. Ask whether the booking includes both servicing and the safety check. [HSE landlord guidance, checked 2026-11-10.]

Keep the evidence

Save the official register result and the date you checked it. Keep the quote, service report, gas safety record where relevant, invoice and follow-up messages. If a subcontractor arrives, check

their details too.

Boiler Pros lists public business facts. Our ownership badge and paid placements do not certify gas competence. Contact the engineer directly to confirm availability, service area and current terms. Never let urgency replace the official registration check.

Sources

All sources below were fetched on 2026-11-10. This is the date checked, not a claim about the publication date. Recheck current terms before booking.

- HSE, Gas safety for homeowners, checked 2026-11-10.
- Massachusetts, Board of State Examiners of Plumbers and Gas Fitters, checked 2026-11-10.
- California CSLB, Check a license, checked 2026-11-10.
- Technical Safety BC, Find a licensed contractor, checked 2026-11-10.
- HSE, Gas safety for landlords and letting agents, checked 2026-11-10.

Frequently asked questions

Does a directory listing recommend an engineer?

No. Confirm current qualifications, scope and terms independently.