



SGN

Your gas. Our network.

4 November 2022

Dear Householder

Galpin's Road, Thornton Heath

We are writing to update you on extra gas safety checks, providing further reassurance for the local community.

On return to your home, we are working with Merton Council to give you extra peace of mind and would therefore **need access** for engineers to carry out a safety check on your gas supply and appliances. Please contact us on 0800 912 1717 to arrange an appointment before entry. The gas supplies to all properties will be checked and will be confirmed as safe from a gas perspective. If the engineers do identify a concern on an internal appliance or the internal pipework within your home, our customer careline team will be in touch separately to provide information on the next steps required, given this area is the legal responsibility of the homeowner or landlord.

The safety checks completed by engineers will be carried out in full compliance with gas safety regulations. However, we understand following the explosion in Galpin's Road, there are some residents who remain concerned around using their gas supply and have requested this is an independent safety check at their home.

We have arranged with an independent gas safe registered company, for their gas safe engineers to undertake this reassurance check. The engineers will be asked to carry out a standard safety test on the gas pipework within your home to ensure the gas pressure is at the expected level. In addition, they will also inspect your gas appliances.

The safety check carried out will also be compliant to gas safety regulated standards and will be free of charge to you. Should any work to remediate a safety issue on your internal gas supply or appliances be identified during this visit, the responsibility of repair and associated costs will be at the responsibility of the homeowner or landlord.

If you are registered on the Priority Service Register, we may also be able to offer you extra help, please visit our website at <https://www.sgn.co.uk/extra-help>. Our careline team can also provide you with more information around our support services and partnerships.

If you would like any further information, please send your name, address, and contact number to careline@sgn.co.uk, alternatively please call our careline team on 0800 975 1818 between 9am and 5pm.

Lastly, if at any time you do smell gas, please call the **National Gas Emergency Service** on **0800 111 999** immediately.

Thank you for your patience during this difficult time.

Yours faithfully

Martin Holloway
Director of Southern Operations