

Investing in your gas supply

# Knightswood Glasgow



**SGN**  
Your gas. Our network.



**In September last year, we paused our project to upgrade the gas network in Knightswood, Glasgow. We have now returned to complete this essential work which involves the replacement of old metallic gas mains with modern plastic pipe. This will ensure local homes and businesses continue to receive a safe and reliable gas supply for many years to come.**

In agreement with Glasgow City Council, our project started on Monday 8 January 2024 and will last approximately 12 weeks. We will be able to complete the majority of our work without needing to close roads or put in place temporary traffic lights. However, we will need additional traffic management at the junction of Lincoln Avenue and Archerhill Road in March. We will give you advance notice of any restrictions on our website.

You will find further details, such as where we will be working and how to access information on our website, overleaf.

We are committed to upgrading our network to ensure we continue to keep homes and businesses safe and warm long into the future. We are using the latest technology to minimise disruption as we replace our pipes in your community.

If you have any other enquiries about this project, please call us on **07804 037550** during office hours (9am to 4.30pm, Monday to Friday).

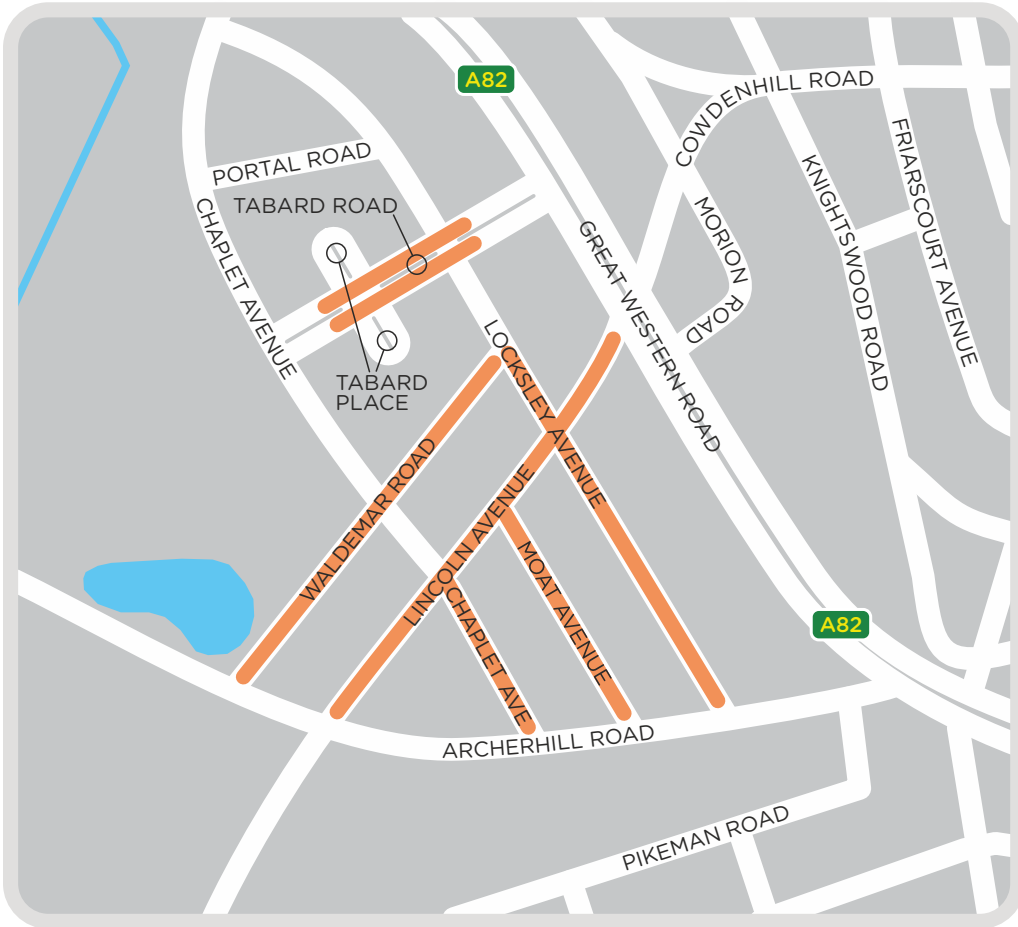




# Where is the work taking place?

## Key

Work area 



We are sorry about any inconvenience our work causes and would like to thank road users for their patience. This is a complex engineering project, however we always aim to minimise disruption whenever possible.

We will be working in the following streets throughout our 12-week project. Most of our work will take place under give and take traffic management as we always work to reduce inconvenience as much as possible.

- Lincoln Avenue - Monday 8 January to Sunday 31 March
- Moat Avenue - Monday 8 January to Sunday 11 February
- Chaplet Avenue - Monday 15 January to Sunday 11 February
- Locksley Avenue - Monday 5 February to Sunday 31 March
- Waldemar Road - Monday 5 February to Sunday 31 March
- Tabard Road - Monday 5 February to Sunday 31 March

Sometimes we may need to implement temporary traffic lights or temporarily close a road. Whenever we do this, we will ensure we maintain access for residents at all times. We will also provide advance notice of any significant traffic management on the project page on our website and on Twitter @SGNgas.

You can scan this QR code to view our project page. We will update this as the project progresses.



**Smell gas?**  
**0800 111 999**



**If you need this leaflet in a different format or language, call 0800 975 1818**

# Your questions answered...

## Q. Why are you doing this work now?

A. We need to replace these old gas mains and while there is no ideal time to carry out the work, the timescales have been agreed with the local council and other interested parties.

## Q. How will it affect my local area and travel?

A. We will always provide advance notification if we need to use temporary traffic lights or close a road. If our work affects local bus services, this will be advertised in advance too.

Some on-street parking in your road may be restricted to ensure certain stages of our work can be completed safely. We will let you know when this is necessary, as your co-operation in keeping sections of the road clear helps keep our work on schedule.

We may need to take up space in the road or on the verge for a site storage area for our equipment. We will restore any areas we have disturbed as quickly as possible after the project is finished. We will also make good all road surfaces, pavements, and driveways.

## Q. When will you be working?

A. Our hours of work are agreed with the local authority. We will be working Monday to Friday, 7.45am to 4.15pm. We may also work on weekends if required from 7.45am to 1.15pm. We are mindful of those people who live in the area and will try to minimise noisy activities where possible.

## Q. How can I find out more about the work and how it might affect me?

A. We will do our best to keep customers informed. After all, the work we are planning is for your safety. We will share project information through our website and social media, as well

as local press and radio, and leaflets such as this one. We would welcome any ideas about other ways we can communicate with you to help raise awareness of what we're doing, such as details of community Facebook pages and independent websites, to which we can supply updates as the work progresses.

## Q. Can I get this leaflet in another language or format?

A. We can provide you with this information in a different language or format, for example large print or Braille, by calling our Careline on **0800 975 1818** or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk)

## Q. How else can you help me?

A. We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our free locking cooker valve, which helps keep people with dementia safe in their own home.
- Advice on how to protect your family from carbon monoxide poisoning.
- Connecting you to our gas network for free or for less through our Help to Heat scheme if you are struggling to afford keeping your home warm.
- Registering you on your energy supplier's Priority Services Register, so you will receive priority support in a gas emergency or power cut.

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](http://sgn.co.uk/extra-help) or call our Careline on **0800 975 1818**.