

Investing in your gas supply

Giffnock, Berryhill Drive area



SGN
Your gas. Our network.



We're investing £382,000 to upgrade our gas network in the Berryhill Drive area of Giffnock in Glasgow.

This essential work needs to go ahead now to ensure your local community continues to receive a safe and reliable gas supply for many years to come.

In agreement with East Renfrewshire Council, our project will start on Monday 20 November 2023 and will last approximately 14 weeks. It will involve traffic restrictions including the use of temporary traffic lights.

You'll find further details, such as where we'll be working, overleaf.

We're committed to upgrading our network to ensure we continue to keep homes and businesses safe and warm long into the future. We're 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 project manager Jason Hargreaves on **07443 753 716** during office hours (8am to 4.30pm, Monday to Friday).



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sgn.co.uk



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Customer service
0800 912 1700



Where is the work taking place?

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.



Key

- Phase one work area
- Phase two work area
- Phase three work area
- Phase four work area
- Phase five work area



Smell gas?
0800 111 999



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

Phase one - approximately five weeks

On Monday 20 November, we'll begin working in Berryhill Drive, Arden Drive and Stratton Drive. We may need to use two- or three-way temporary traffic lights to carry out this work safely.

Phase two - approximately five weeks

From Monday 27 November, we'll start working in Hathaway Drive. Due to the location of our gas main, we may need to use temporary traffic lights in Hathaway Drive.

Phase three - approximately five weeks

From Monday 4 December, we'll be working in Maryville Avenue between its junctions with Berryhill Drive and Maryville Gardens. We'll need to use two- and three-way temporary traffic lights during this phase for the safety of our engineers.

Phase four - approximately five weeks

From Monday 11 December, we'll be working in Waterford Road, Park Court and Park Road. The walkway between Waterford Road and Park Court may need to be closed for a short period during this phase. We'll take extra care during our work in this phase to ensure the safety of and limit the disruption to Hanover House residents.

Phase five - approximately five weeks

From Monday 18 December, we'll be working in Rowand Avenue, between Park Court and Orchard Drive. We may need to use two- or three-way temporary traffic lights to carry out this work safely.

Throughout all phases, we may need to divert pedestrians onto the carriageway and use give and take traffic management.

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'll 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'll 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'll restore any areas we've disturbed as quickly as possible after the project is finished. We'll 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 8am to 4.15pm with occasional weekend work as and when required. 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'll do our best to keep customers informed. After all, the work we are planning is for your safety. We'll 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

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're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll 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 or call our Careline on **0800 975 1818**.