



SGN
St Lawrence House
Station Approach
Horley
Surrey
RH6 9HJ

Councillor Ross Garrod
Leader of the Council

Sent by email

6 September 2022

Dear Councillor Garrod,

Thank you for getting in touch. I wanted to take this opportunity to say once more how all at SGN have been desperately saddened by what happened in Galpin's Road. May I offer our condolences once more, particularly to the family of Sahara Salman and of course all the residents who have been directly affected.

I want to reassure you that we are working tirelessly with the Metropolitan Police Service, the Health and Safety Executive and your team at Merton council to find out exactly what happened. It is extremely important to allow the police to conduct their investigation thoroughly.

We want to continue to support local residents at this difficult time and I hope our voluntary contribution to the council to help those directly affected went some way towards that objective.

I know that residents living on Galpin's Road are rightly seeking reassurance that their homes are safe. I must stress that checks which have already been carried out by engineers were in full compliance with the gas safety regulations. However, I note your letter mentions concerns raised by some residents in relation to those checks.

We are taking these concerns seriously and that is why we have agreed to fund an additional, independent gas safety check for those residents who wish to take up that offer to provide an extra level of reassurance. Full details of that offer along with additional support services are contained in a letter that we delivered to Galpin's Road residents on Monday 5 September – that letter is attached here.

You have also raised the point that there will be regular meetings for the residents of Galpin's Road and that those residents would like SGN to be present to provide updates and answer questions. As you know, we offered to attend the public meeting last week, and certainly SGN would want to attend future meetings where it was felt appropriate to do so.



We understand there is a lack of trust but please know that we are committed to support the local community whilst the police carry out their investigation into this tragic incident.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark Wild', is positioned above the printed name and title.

Mark Wild
Chief Executive Officer



Dear Householder

5 September 2022

Galpin's Road, Thornton Heath

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

Prior to returning to your home, we worked with Merton Council to help facilitate access for our engineers to carry out a safety check on your gas supply and appliances. The gas supplies to all properties were checked and were found to be safe from a gas perspective. If our engineers did identify a concern on an internal appliance or the internal pipework within your home, our customer careline team would have been in touch 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 our engineers were carried out in full compliance with the 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 an additional independent safety check at their home.

As a resident of Galpin's Road, if you require a further safety check at your home, this is something we can provide for you as extra reassurance. We have arranged with an independent gas safe registered company, for their gas safe engineers to undertake this reassurance check. If an additional check is something you would like, then this can be arranged. 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 additional 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 to arrange for a further inspection, 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.

You may also be aware of a separate gas escape on Saturday in the Croydon Road area, please be assured the repairs were completed on Saturday evening and we are sorry if this caused you any further upset or inconvenience. 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

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Call 0800 111 999

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