

Questions & Answers

Bristol Gardens

Essential work is taking place to upgrade the gas distribution pipes beneath the road at Bristol Gardens, W9.

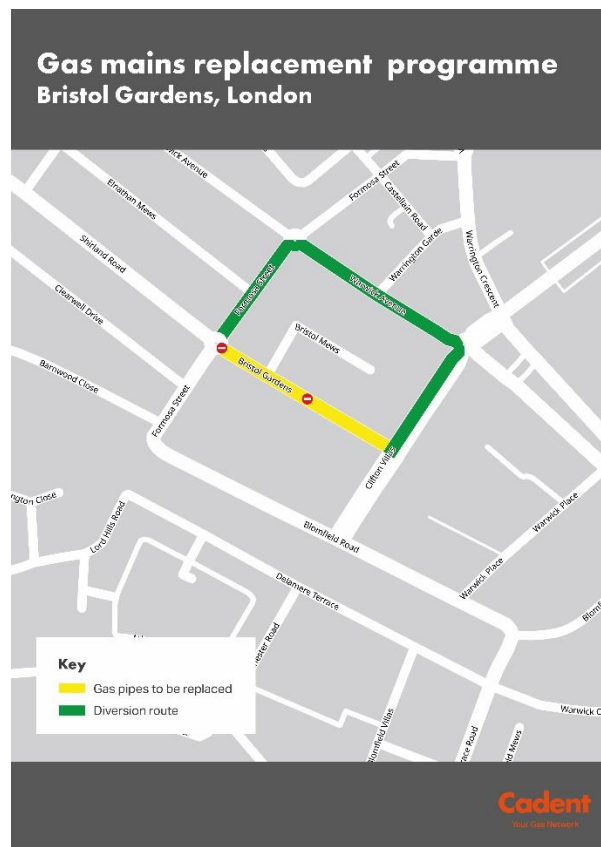
Upgrading the pipeline to tough, durable, long-lasting plastic means an end to that unplanned, disruptive work – and, just as importantly, ensures the network is safely carrying gas to heat your homes, provide hot water and cook your food.

When is work happening at Bristol Gardens?

It will take place over 16 weeks, starting Monday 24 July 2023. There are two phases.

Phase 1 starts on **24 July** and should last approximately 6 weeks. This will require a road closure from the junction of Bristol Gardens and Formosa Street to the turning for Bristol Mews. We will need to work at the roundabout, but there will be temporary traffic lights in place to maintain traffic flow. The team will work with residents to maintain access to driveways and for emergency vehicles. Diversions will be signposted for other traffic.

Phase 2 begins immediately after the end of Phase 1 and will require a road closure at the other end of the road from the junction of Bristol Gardens and Clifton Villas to the turning for Bristol Mews. This will be in place for 10 weeks.



Phase 1 of the work has been scheduled in for the school summer holiday period to minimise disruption to the local community and amenities.

Emergency contact numbers will be posted at the worksite, should there be any issues out of hours.

Will I have the opportunity to speak to the Cadent project team directly?

We will be holding a community drop-in session on 10 July at St Saviour's C of E Primary School, this will take place from 5:30pm.

For those living within the road closure area, our dedicated customer officers will be knocking on doors before this to talk to every resident. By doing this, we can determine the needs of customers in this area as they will be the most impacted by this project; this means they will have the opportunity for a longer, one-to-one conversation.

Will my gas supply be affected?

For those residents living within the road closure area at Bristol Gardens, yes. The works we are completing mean we will need to turn your gas supply off and will require access to your property for a short amount of time.

In the majority of cases, where we turn off gas supplies, this will be for less than one day, starting from approx. 7.30-8.30am until approximately 8pm at night. Most people are back on gas again by 7.00pm. We do appreciate this is still a long time, so before we turn off the gas supply, our team will provide fan heaters and appliances for cooking to households where a person or people are registered on the Priority Services Register (PSR) or is identified as vulnerable by the customer team during the door knock prior to the project beginning.

How will residents be updated on progress or delays?

If you have any questions, you can call our customer care centre on 0800 085 4478. We are open from 8.00am to 8.00pm Monday to Friday, and from 9.00am to 4.00pm on Saturday. You can also email us any time at CustomerCareLondon@cadentgas.com.

When will the team be working on site?

Our onsite team will be working between 8am to 6pm seven days a week.

I can't see anyone on site – what does this mean?

There may be times where the team is not at site during the allotted hours. Although it may appear that no one is working at the site itself, it doesn't mean that work has been completed. We need to be able to work at different locations to insert pipes, make connections and to carry out testing, as well as allow for concrete curing. It is only once we are satisfied that the new pipe is safely supplying gas to customers that we can fill in the excavation and clear up the site.

Are you able to complete the works faster?

Our work to replace ageing gas mains is a major engineering project and we are working hard to complete it as soon as we can. Where possible we try to reduce the duration of our works and their impact. The project has been carefully planned with the local authority and your local ward councillors, so it is carried out as efficiently as possible. We use innovative methods and technology to minimise disruption and reduce the time taken to do this work.

How much space do you require to carry out these works safely?

The amount of road space taken up will vary throughout the project and will be minimised wherever possible. The scale and extent of this project and the size of the pipes mean we need to use heavy machinery and equipment so to allow us room to manoeuvre this equipment, and to maintain site safety, we need this amount of space. We also have to take account of the position of the existing gas mains.

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National Gas Emergency Service

0800 111 9999* (24hrs)
*Calls will be recorded and may be monitored

How will you be ensuring that refuse collections continue as normal?

This is a common question we encounter, and we always work to ensure collection take place as normal on the dedicated day each week. We will be contacting the refuse companies to advise them of the work and see how they can assist and will work with the residents to inform them of the arrangements.

Will emergency vehicles be able to get to properties within the closure if needed?

We made the decision to split the road closure into two weekly sections of just over 100 meters. This will ensure a reduced work site and allow more road space for emergency vehicles to access properties, should the need arise.

Will I be able to access parking throughout the project?

Sections of the road will be closed during the different phases, so we can ask residents to park in the other section of the road which isn't closed, or on the surrounding side roads. We will maintain access for parking on Bristol Mews.

Will you reinstate the roads once the project is complete?

Once the work is complete, we will reinstate all excavations and trenches to nationally approved highways standards. We match the colour and texture to the existing surfaces as closely as we can.

What is being done to minimise the impact of the traffic management?

As phase 1 is taking place during the school holidays, we hope this will reduce the impact as traffic around the school at the roundabout is reduced.

A diversion route will be place and fully signposted ahead of work beginning.

Who is doing the work?

All work is being carried out on our behalf by Morrison Energy Services.

Thank you in advance for your patience while we complete our work. We're sorry for any inconvenience that this will cause.