



London Borough of Sutton
Civic Offices, St Nicholas Way,
Sutton SM1 1EA
Tel: 020 8770 5000

Date: 01 July 2025

Dear Resident,

Carshalton Road Closure

A burst water main and a gas leak have caused the part closure of the A232 Carshalton Road, opposite the BP garage.

This part of the road is likely to remain closed for a number of days.

The Council is supporting Transport for London, who is responsible for this road, as well as the emergency services and the utility companies (SGN and SES Water) who are on-site working to fix the issues and make the area safe.

What this means for you

The emergency services have informed the Council that a small number of homes have been evacuated while the gas leak and burst water main are fixed.

Access to homes

If you are unable to return to your home, we appreciate that you are likely to be making your own arrangements to stay somewhere else while the incident is resolved. Please contact your home insurance provider or landlord who will be able to assist with providing alternative accommodation.

If you need help or support from the Council, please call 020 8770 5000.

SGN gas services

SGN customer service can be contacted on 0800 912 1700. They will be able to answer any queries you may have.

For the latest updates on the incident, SGN will continue to keep their website updated <https://www.sgn.co.uk/our-gas-works/roadworks-your-area>

Westcroft Leisure Centre

The Council has set up a rest centre at the Westcroft Leisure Centre, Westcroft Rd, Carshalton SM5 2TG, where residents who have been affected can use the showers and cafe, as well as speak to someone from the Council who can help answer any questions. The leisure centre will close at 10:30pm and re-open at 6:30am.

Medication

If you are not able to access your home and therefore not able to access your medication, please call the NHS 111 telephone service. They will contact the local GP practice (or out of hours service) as required.

We apologise for the inconvenience this has caused.