



Date 16 November 2023

Dear resident,

Following on from our earlier update, I wanted to write to you with further information relating to the evacuation from Barton House on Tuesday and arrangements we have put in place for those who are in temporary accommodation.

We appreciate that this is a stressful time for you and your families and are working to put in place the support you need. We are working as quickly as we can to get more information on the issues with the building's structure. We will update you about that as soon as we can.

Signs: Tomorrow we are putting in some new signs at Barton House and the Holiday Inn to let you know where you can get the latest information and support. We will also have members of staff on hand to give you help and advice if you need it – both at Barton House and at the Holiday Inn.

- **Barton House:** Staff will be available to provide support and information tomorrow from 9.30am to 6pm (and caretaking staff from 6am-6pm), though sometimes they may be out supporting residents around the site.
- **Holiday Inn (Bond Street):** Staff will be available from 2pm to 5pm, and from 7pm to 8pm tomorrow.

Meals: The timings for meals at Holiday Inn have been changed to allow more time for people to get a hot meal and to make sure that children returning from school will be able to eat when they get back. If you are staying at the Clayton Hotel and the Leonardo, you can also get these free meals if you can make your way to the Holiday Inn.



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There is information below on how to book a free taxi to the Holiday Inn when needed. The new times are:

- **Breakfast:** 7am to 10am
- **Lunch:** 2pm to 5pm
- **Dinner:** 7pm to 9pm

Text alerts: For those of you who have provided your phone numbers to housing officers, we are also aiming to provide regular text updates, when necessary, from tonight. If you have not managed to speak with a Bristol City Council Housing Officer and provided your contact details, please make sure the council have these so that we can contact you directly. You can also provide details by emailing barton.house@bristol.gov.uk or calling 0800 694 0184 free of charge.

Parking: For those who are staying at the Holiday Inn, parking is free of charge if you park at the hotel itself. If you park somewhere else, you can get your money back but will need to provide receipts to one of our Housing Officers.

Transport: We are offering a free taxi service to essential locations like school, work, travelling to the Holiday Inn for meals, or visiting Barton House to collect essential items. If you need a taxi, please call our helpline on 0800 694 0184 between 8.30am and 9pm and tell them you need a taxi. If you need to book a free taxi outside these hours, please call 0117 922 2050.

You can also get more information on bristol.gov.uk/barton-house, and you can email us with any further questions on barton.house@bristol.gov.uk.

Thank you for your continued understanding as we work through this difficult situation – please be assured that our teams will do all they can to help you.

Yours sincerely,



John Smith

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