



Date 15 November 2023

Dear Barton House resident

Barton House Evacuation – Wednesday 15 November update

Yesterday the council made the difficult decision to ask you to evacuate Barton House. This is because recent building surveys have shown us there is a risk of the building collapsing in the event of a serious incident – for example a fire, explosion, or large impact.

While we have no evidence to suggest any immediate risk to life, we sadly cannot be sure of your safety if there were an emergency. Making sure you and your family are safe is the most important thing to us - so as a responsible landlord, this is a risk we cannot take. This approach has been supported by Avon Fire and Rescue service.

We know that this must be a very unsettling and distressing time for you, and we are working as quickly as we can to carry out further investigations and surveys on the building and to outline what next steps we can take. We want to assure you that we have people working around the clock to do all we can to support you. We will also make sure that your home and belongings are kept safe while this evacuation is in place.

If you did not speak with a Housing Officer yesterday and provide your contact details, please make sure we have these so that we can contact you directly. You can speak to any Housing Officer at your temporary accommodation or at Barton House, or you can provide your details by calling 0800 694 0184. Outside of normal working hours, you can call 0117 922 2050.

We know you will have lots of questions and concerns today and we will do our best to keep you informed. We will send you communications like this twice a day whilst the evacuation is in place. Information will also be posted on our website as soon as we have it. There is a link from our homepage or you can go directly to www.bristol.gov.uk/residents/housing/council-tenants/barton-house-evacuation.

What happens now?

You must stay out of your home for the time being. We are arranging further building surveys now, and these will help us understand if and when it is safe to move back into Barton House.

You will need to be away from home for at least the next few days and we are working as quickly as we can to find you the suitable accommodation.

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If you are staying with friends and family, please continue to do this.

If you are staying in a council-provided hotel, please continue to do this. At Holiday Inn, three meals per day will also be provided, as well as packed lunches for children. Other hotels can provide breakfast and we are working to arrange provision of your other meals at these locations.

If you are using a Rest Centre provided by the council, please speak to Housing staff at the Rest Centre and they will help you make arrangements for temporary accommodation.

If you have not left Barton House, please make arrangements to do so. You can speak to Housing Officers on site to arrange other temporary accommodation.

How long will I have temporary accommodation for?

We don't yet know how long we will need you to stay out of your home. However, for those staying in hotels, we are making sure hotel rooms are available until at least Monday 20 November. We are trying to arrange more suitable accommodation where you will be able to live more comfortably and cook.

Whilst hotel rooms will be available, you might need to move hotels during this time. We are trying to avoid this as much as possible. Your Housing Officers will keep you updated about any changes to your own arrangements.

Can I visit my home to collect my belongings?

Yes, you can visit any time to collect any essential items you need for the coming few days, such as medicines, school books etc. You can return at any time to do this, but you must not move back in to your flat. Once you have what you need, please return to your temporary accommodation.

Can you help with transport?

We are making arrangements to offer free taxi services to essential locations, like school, work or visiting Barton House to collect essential items. We will provide more information as soon as possible about using this service. In the meantime, if you need a taxi, please speak to Housing Officers at your temporary accommodation.

Thank you for your patience and understanding during this difficult time. Our teams will do all they can to help you, and we will keep working hard to make things better.

Yours sincerely



John Smith

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