



**Date** 17 November 2023

Dear resident,

### **Barton House – Morning Update**

Following on from our earlier updates, I wanted to recap some key information for you. For the first time today we are able to send these updates directly to resident email addresses, so I am conscious it may be the first time you have seen these daily letters, though I do hope our earlier printed versions reached you.

We are working on a full set of frequently asked questions, and we will be publishing these soon. To be the first to know, please make sure that you have provided your contact details by speaking to your Housing Officer, emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk) or calling 0800 694 0184 free of charge.

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:** 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:** We ask that residents do not return to Barton House to cook their meals.

Those who are staying in hotels can access free meals. Breakfast is available at all hotel locations, 7am to 10am.

Lunch and dinner are served only at the Holiday Inn, but residents staying at the Clayton Hotel and the Leonardo can also get these free meals by coming to the Holiday Inn at mealtimes.

**Growth and  
Regeneration**  
Executive Office (CH)  
PO Box 3399  
Bristol  
BS1 9NE

**John Smith**  
Executive  
Director

**Website**

[www.bristol.gov.uk](http://www.bristol.gov.uk)



- Lunch - 2pm to 5pm
- Dinner - 7pm to 9pm

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.

There is information below on how to book a free taxi to the Holiday Inn when needed.

**Text and email alerts:** For those residents who have provided phone numbers and email addresses to housing officers, we will be providing regular updates. If residents have not managed to speak with a Bristol City Council Housing Officer and provided their contact details, make sure the council have these so that we can make contact directly. You can send your details to [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk) or call 0800 694 0184.

**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. We understand there was some confusion this morning due to the automated message on this emergency line. Please wait for the message and press 1 to speak to an operator, they will be there.

You can also get more information on [bristol.gov.uk/barton-house](http://bristol.gov.uk/barton-house), and you can email us with any further questions on [barton.house@bristol.gov.uk](mailto: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**

**Interim Executive Director, Growth and Regeneration**

**Growth and  
Regeneration**  
Executive Office (CH)  
PO Box 3399  
Bristol  
BS1 9NE

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Director

**Website**

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