



Date 17 November 2023

Dear resident,

Barton House – Afternoon Update

Following on from our earlier updates, I wanted to recap some key information for you. You may be aware that we are now able to send these updates directly to residents via their email addresses where we have them. Please make sure you have provided your contact details to the Housing team. You can also send your details to barton.house@bristol.gov.uk or call 0800 694 0184.

I know this may be the first time you have seen these daily letters, but I do hope our earlier, printed versions reached you. You can access all the letters we send out, including previous versions, on the Bristol City Council website here: [Barton House evacuation \(bristol.gov.uk\)](https://www.bristol.gov.uk/barton-house-evacuation)

We are working on a full set of frequently asked questions, and we will be publishing these soon. Please make sure that you have provided your contact details by speaking to your Housing Officer, you can do this by emailing 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 but please be reassured that we 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 this as soon as we can.

Reassurance about your home

We were sorry to hear untrue rumours circulating today that officers are removing possessions from flats. We are speaking to three residents about the need to empty their properties to conduct the new surveys on the building structure that we have talked about in our previous updates. **No possessions will be removed from residents' flats without their permission.**

If any further surveys are needed in other flats, we will contact those residents and speak with them about this.

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Weekend staffing

Our teams will continue to be available to help you over the weekend.

- **Barton House:** Staff will be available to provide support and information over the weekend from 9am to 5pm (and caretaking staff from 6am-12noon), though sometimes they may be out supporting residents around the site.
- **Holiday Inn (Bond Street):** There will be occasional staff presence. If you need help and can't locate a member of staff, please call 0800 694 0184.

Meals: A reminder that we ask you not to return to Barton House to cook 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.

- 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.

Home Insurance: We would not expect your normal home insurance to be affected by this incident, but because this is an arrangement between you and your insurer we cannot say for certain. You may wish to speak with your insurance company if you have any questions or concerns. If this raises any issues, please don't hesitate to ask your Housing Officer for further advice.

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: As you may have heard, any resident staying in a hotel is exempt from CAZ charges. Please make sure you've provided your vehicle details to the Housing team. We are trying to make sure no penalties are issued for the early period following the evacuation. In the unlikely event that you receive a CAZ penalty notice, please let us know and it will be cancelled.

We continue to offer 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.

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For regular visits such as school travel, please pre-book in advance. If you need to book a free taxi outside normal 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 and please be assured that our teams will do all they can to help you.

Yours sincerely,



John Smith

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