



Date 19 November 2023

Dear resident,

Barton House – Sunday Update

On Friday night, Mayor Marvin Rees visited many of you to hear about your experience this week and talk about next steps. We have complex building survey work to do at Barton House, and regrettably this means we do not expect that you will be able to return to live at home in the next two to three weeks. What happens after that will depend on the results of our building surveys.

I am sure this will not be a surprise to you, but I am sorry to be confirming it. Our team is working hard to identify more suitable temporary accommodation, and Housing Officers will keep you up to date individually about your own circumstances.

In the meantime, do remember that you can return home to collect what you need, as we know you were only asked to pack for a short period of time when we evacuated the block. You can visit your flat during the daytime to collect things, but you will need to show your residents' fob to security as proof of residency.

We have now increased security at Barton House, with four officers present 24/7 as well as our usual Waking Watch and regular neighbourhood policing patrols.

Thank you to everyone who has given us feedback. We are trying to improve several things, including food, laundry and helping with solutions for pets.

We appreciate that this is a stressful time for you and your families, and we are working to put in place the support you need. If you feel you need some mental health and emotional wellbeing support, there are services available to help you.

- Community Access Support Service can help you find organisations across Bristol for all groups of people and communities – www.cassbristol.org
- Samaritans offer support 24 hours a day, 7 days a week – call 116 123 for free.
- Shout 85258 offers confidential text support 24 hours a day, 7 days a week. Text SHOUT to 85258.

It is also the season for winter bugs, so do remember to try and meet others in well-ventilated spaces, and to continue practising good hygiene:

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- wash your hands with warm, soapy water
- cover your coughs and sneezes
- clean your surroundings frequently
- in group settings you may wish to consider wearing a face covering

Shipping containers: You may have noticed two blue shipping containers in the Barton House car park. These are for the building surveyors to store their equipment.

Weekend staffing reminder: Our teams are 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: 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.

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

If you have any concerns about food, speak with Housing Officers at your hotel, email barton.house@bristol.gov.uk or call our free helpline on 0800 694 0184.

Taxis: 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. Taxis are free. You should not need to pay the drivers. If you are asked to pay, please report it to us.

Text and email alerts: We can provide updates by text and email. Please make sure we have your contact details. You can give them to your Housing Officer, send them to barton.house@bristol.gov.uk or call 0800 694 0184.

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.



John Smith

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