



Date 21 November 2023

Dear resident,

### **Barton House – Tuesday update**

I wanted to provide an update on the latest situation with the Barton House evacuation – which focuses on the remainder of hotel residents moving to the Holiday Inn, as well as addressing some issues that have been raised with us.

**Clayton Hotel:** All residents who were based at the Clayton Hotel have moved to the Holiday Inn on Bond Street. This means all hotel-based residents should now be based at the Holiday Inn from today. Thank you for all your cooperation – I know it would have been stressful for all those who have had to move again, and we really appreciate your patience.

**Workers on site:** Please be aware that workers working on our behalf will continue to be at Barton House throughout this week to prepare for necessary survey work in a number of flats. Please don't be alarmed if you see contractors on site or moving furniture – we have written permission from each of the tenants to carry out this work and to move their possessions into storage to make sure they aren't damaged. We will only ever do this if we have your full permission to do so.

As a reminder, while we do our building survey work you will still be able to visit your flat during the daytime to collect essential items. You will need to show your residents' fob to security as proof of residency. Please also be aware there is now significant work going on at Barton House while we investigate the full condition of the building. If you are visiting your flats, please follow the instructions of staff at the site to make sure you and others remain safe.

**False rumours:** We are aware that rumours are circulating regarding the presence of bedbugs at the Holiday Inn, as well as cases of food poisoning. We are investigate issues when they are raised, and have so far found no evidence to suggest these claims are true. We would encourage anyone staying at the Holiday Inn with concerns about any aspects of their stay to speak to the hotel or your Housing Officer.

**Healthcare needs:** If you or your family members are feeling unwell and need medical advice, you should contact your local GP in the normal way or dial the

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national NHS non-emergency line (111) for further advice. As we go into winter, it is normal to see a rise in common infections and bugs like stomach illnesses, coughs, and colds. If you do pick up a bug, please let hotel management know.

**Media reporting:** The events of the past week have been widely covered by local and national media and has meant many reporters and camera crews have been present at Barton House and residents' hotels. We understand that, for some, this additional attention may cause concern and confusion. It's important to remember that the media play a big role in documenting and sharing the stories of all parties in emergency situations, and we work closely with the press to help make sure coverage is sensitive and accurate. Many of you may wish to speak to reporters about your experiences and this is your choice, not anyone else's, to make.

If, however, you do not want to be filmed or speak to reporters, this is also your choice and one that should be respected by journalists. Reporters operate in line with strict rules about consent and rest assured that if you feel your wishes have not been respected, you can email [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk) to raise concerns. Any matters raised will be discussed in confidence with members of the press.

**School meals:** A reminder that free school meals are being offered to all school-age children staying at the Holiday Inn. We can also make packed lunches available. If you need this, please speak to your Housing Officer, or email [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk) or call the helpline on 0800 694 0184.

**Prayer room:** At the Holiday Inn there is now a prayer room next door to the children's playroom.

**Taxis reminder:** There is a free taxi service to essential locations like school, work, medical appointments, 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](mailto:barton.house@bristol.gov.uk) or call 0800 694 0184.

As always, thank you very much for your understanding at this difficult time – and we will keep trying our best to keep you up to date with the latest news.

Yours sincerely,



**John Smith**

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## Additional support

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](http://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.
- **Family Hubs:** during the week, your local Family Hub can give you information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services and parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. It is open from Monday to Thursday, 9am to 4.30pm, and on Friday from 9am to 1pm. You can call them on 0117 955 6971.
- **Support for mothers with babies and infants:** The Central Children’s Centre will be running “stay and play” baby groups at the Holiday Inn. Details of this will be shared in future communications. There is information above on how to book a free taxi to the Holiday Inn when needed.
- **Welcoming Spaces network:** Welcoming Spaces are still open across the city. These are free to use and open to anyone. You can use your local Welcoming Space to meet with other people, take part in activities or access support. Find your nearest on our website: [bristol.gov.uk/costofliving](http://bristol.gov.uk/costofliving).