



Dear Barton House Resident

We are contacting you to provide a quick email update on Barton House for Friday 1 December.

Housing Officer presence: We would like to thank you for your understanding and patience during recent weeks. We know the changes have been unsettling but rest assured we will continue to address any concerns you may have with the aim of making your stay at the Holiday Inn as comfortable as possible.

As we all settle in to more of a routine at the hotel and in other temporary accommodation, the need for additional support from Housing Officers has now reduced significantly. As a result, staff will continue to be available to provide support and information, but we are changing the hours they will be available:

- Barton House: Housing Officers will be available from 9am to 5pm on weekdays, 9am to 1:30pm on Saturday and 9am to 5pm on Sunday.
- Holiday Inn (Bond Street): Housing Officers will be available from 12.30pm to 5pm on weekdays, and from 9am to 2pm on Saturday and 9am to 12:30pm on Sunday.

If residents need help and can't get hold of a member of staff during the weekend, or at any time, please call 0800 694 0184. Housing Officers will be on-call and can be available quickly, if needed.

Weekend communications: Over the weekend, we are not intending to send you a letter like the one you have been getting each day, but we will continue to use text and email to let you know about anything significant, if needed.

Kind regards,
Bristol City Council

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

John Smith
Executive
Director

Website

www.bristol.gov.uk

