



**Date** 02 January 2024

Dear resident

### **Barton House residents' update – Tuesday 2 January update**

I would like to wish you all a happy new year.

We shared before the end of last year that we're working with our contractors to establish what further safety measures are needed at Barton House. In previous updates I shared the need to carry out further fireproofing works in some flats and legionella testing. I can also confirm we will be undertaking a third piece of work to install a communal fire alarm system at the block.

Initial work to begin installing this new alarm system will start tomorrow (Wednesday 3 January) and will be starting in the communal areas. We will be able to share further details about how the fire alarm system will work at the next residents' meeting, scheduled for Wednesday 10 January.

**Housing Officer presence:** We would like to thank you for your patience following the reduced service over the recent bank holiday weekend. From today, normal service will resume and staff will be available to provide support and information at the following times:

- Barton House: Housing Officers will be available from 9.30am until 12noon on weekdays
- Holiday Inn: Housing Officers will be available from 12.30pm until 5pm on weekdays

Housing Officers will not be available at Barton House or Holiday Inn over the weekend. If residents need help outside of these hours or can't get a hold of a member of staff at any time, please call 0800 694 0184. Housing Officers will be on-call and can be available quickly, if needed.

**Meal times at the Holiday Inn:** As children return to school following the Christmas break, lunchtime hours will change from Wednesday 3 January. The lunch service has now been split into two timeslots. This has been changed to keep the food warmer and to make sure that snacks are available for the children when they return from school. Breakfast and dinner timings will remain unchanged:

- Breakfast – 7am until 10am
- Lunch – 12.30pm until 2pm and again at 4pm until 5pm
- Dinner – 6.30pm until 9pm

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**Food menu at the Holiday Inn:** The hotel has shared a meal plan for lunch and dinner from 1 January. The meal plan can be found attached to the email sent today alongside this letter.

**Reminder - next Barton House residents' meeting:** We are planning to have another meeting once the full structural report is available. This meeting is currently planned for **Wednesday, 10 January 2024, between 10am and 12noon at City Hall**. We encourage you to join us if you can, so you can hear from us and have an opportunity to discuss the findings from the survey report, what further work is needed on the building, and what this means for you.

**Communications:** We will continue to provide you with updates by text and email. [Visit the council website for all essential information regarding the situation at Barton House and the support available](#). Please also direct any questions or concerns to us by emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), calling 0800 694 0184 or by speaking to a member of staff.

Yours sincerely



**John Smith**

**Interim Executive Director, Growth and Regeneration**

### **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.

- Samaritans offer support 24 hours a day, seven days a week. Call 116 123 for free.
- Shout 85258 offers confidential text support 24 hours a day, seven days a week. Text SHOUT to 85258.
- If you need advice or have any concerns around any form of **domestic abuse**, please contact the Next Link Domestic Abuse Service on 0117 925 0680. For 24 hours a day, seven days a week advice, as well as out of hours refuge options, call the National Domestic Abuse Helpline on 0808 2000 247. In an emergency, please contact 999.
- **Family Hubs:** During the week, your local Family Hub can give information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services as well as parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. Groups taking place this week:
  - Barton Hill High-Rise Homes Group on Wednesdays – 10 until 11.30am
  - Baby hub with Infant Feeding Support on Fridays – 1 until 2.30pm

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

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