



Date: 8 January 2024

Dear resident

Barton House residents' update – Monday 8 January update

Barton House residents' meeting: As we mentioned in previous letters, we would like to invite you to the next residents' meeting on Wednesday 10 January, at City Hall, College Green, BS1 5TR. Please arrive from 9.30am for a 10am start.

I would encourage you to join us if you can, to hear the latest updates on the situation with the building, outline recommendations, and next steps from the survey report. You will have the opportunity to discuss the findings, what further work is needed on the building, and what this means for you.

All Barton House residents, including those staying with family and friends, are welcome. We ask that only adults attend the meeting. However, if you need to bring younger children, there will be a supervised creche area available on the day. If you need help with travel arrangements or parking to help you attend the meeting, please contact a Housing Officer for support or email us to tell us what we can do to help you attend. Please be aware only Barton House residents are allowed to attend.

Improvement works: Improvement works started last week on three vacant properties at Barton House. As these flats were vacant before the evacuation, no current residents or their properties are affected.

Today, we started works on other properties, where we have permission to do so from tenants. This includes legionella testing on the water system, fireproofing works, and the installation of a communal fire alarm system. Housing Officers are contacting all residents who are affected to make arrangements.

Please be assured that we will contact you and ask for your permission before entering your property. We urge you to work with Housing Officers, to give us access to your property, so works can be completed by our contractors as quickly as possible. While works are underway, there will be more vehicles than usual around Barton House. The contractors will be using the side car park to minimise disruption to residents.

Staying well through the winter: It's normal to see a rise in common infections and bugs like stomach illnesses, coughs, and colds during the winter months. To reduce the chance of infection, we encourage you to wash your hands regularly with soap and warm water.

If you or anyone in your family is feeling unwell and needs medical advice, you

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should contact your local doctor in the normal way or call the NHS non-emergency line (111).

If you are unwell and are staying at the Holiday Inn, make sure you let hotel management know so they can support you. For anyone experiencing illness symptoms that include diarrhoea or vomiting, we ask you to remain in your room for 48 hours to help reduce the risk of the spread of infection. If you need to isolate, they will be able to bring food to your room, so you don't have to mix with others in the dining room.

Taxi booking reminder: We have had reports that some people are still calling taxi companies directly and being charged for their travel. We would like to remind you that we offer a free taxi service for journeys to essential locations like school, work, medical appointments, or visiting Barton House to collect essential items.

To book a taxi, you should call our helpline on **0800 694 0184** rather than calling the taxi companies directly. Taxis are only free if you book through the helpline. You should not need to pay the drivers. If you are asked to pay, you should report it to us.

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, 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.

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- **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 – 10am until 11.30am
 - Baby hub with Infant Feeding Support on Fridays – 1pm until 2.30pm
- **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