



**Date:** 9 January 2024

Dear resident

### **Barton House residents' update – Tuesday 9 January update**

I would like to follow up with those of you staying at the Holiday Inn regarding the fire alarm and evacuation on Wednesday 3 January. I know this was likely to have been upsetting and disruptive, particularly as it happened late in the evening.

We have since been discussing the incident with the hotel to make sure any future incidents are managed appropriately and quickly, and that the fire service is contacted swiftly if needed.

Firstly, we have been reassured by the hotel that staff undertake regular fire safety training. Risk assessments are in place, fire extinguishers, alarms, signage and other equipment are regularly checked and maintained, and there are responsible fire marshals on each shift.

When the fire alarm goes off, the Holiday Inn's procedure is to review every designated fire zone, and if they are unable to establish any evidence of a fire, they will deactivate their alarms. During this specific incident, the alarm went off in the NCP car park, rather than in the hotel itself. The hotel doesn't have the ability to disable this, and therefore needed the car park operator to deactivate it, once it was established there was no fire.

After discussions following this recent event, the hotel will make a change to current practices and will make sure the fire service is called if they are unable to silence the alarm.

Avon Fire & Rescue Service is also following up with the Holiday Inn. They have already visited the hotel to talk to the management and are carrying out an audit at the hotel.

I hope the above offers some reassurance to those of you staying at the hotel.

**Barton House residents' meeting:** We look forward to seeing many of you at tomorrow's (Wednesday 10 January) residents' meeting at City Hall, College Green, BS1 5TR, where we'll be sharing the latest updates on the situation with the building, outline recommendations, and next steps. You will have the opportunity to discuss the findings, what further work is needed, and what this means for you. Please arrive from 9.30am for a 10am start.

**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](mailto:barton.house@bristol.gov.uk), calling 0800 694 0184 or by speaking to a

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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 – 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](http://www.bristol.gov.uk/costofliving)