



**Date:** Thursday 18 January 2024

Dear resident,

## **Barton House residents' update – Thursday 18 January**

**Home Choice Bristol drop-in session:** If you are thinking about making a rehousing application, or wish to discuss an existing application, Home Choice Bristol will be hosting a one-to-one session at Holiday Inn on Wednesday 24 January between 10am and 12.30pm.

The Home Choice Bristol team will help you to make sure that your rehousing application is submitted correctly. The team can also provide general rehousing advice and support. Please email [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk) to book a slot at the drop-in session, and let us know what time would be best for you between 10am and 12.30pm.

Remember that if you want to move, the rehousing team can help you with your application, but they cannot make promises about prioritising applications. We unfortunately cannot prioritise all Barton House residents above other residents in the city making rehousing applications. All decisions are based on individual circumstances, reviewed against the evidence provided in each case, and evaluated with reference to our rehousing criteria.

If needed, more drop-in sessions could be scheduled in future weeks, and we will provide more information in future letters about them. For more information on rehousing please [contact Home Choice Bristol](#).

**Child supervision at Holiday Inn:** Children and young people must be supervised if they're outside of their rooms, especially in the dining area. Please be mindful of fellow residents and Holiday Inn guests and keep noise to a minimum. If you have any issues, please speak to Holiday Inn staff.

**Stay healthy this winter:** To reduce the chance of stomach illnesses, coughs, and colds, 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 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 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 spreading the infection. If you need to isolate,

hotel staff will bring food to your room, so you don't have to mix with others in the dining room.

**Communications:** We continue to listen to you, and we want to hear the feedback you have. Where we need to make any changes or put in place specific support, we will do so using your feedback to guide us. You can 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 – 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)