



**Date**      Tuesday 23 January 2024

Dear Resident

## **Barton House residents' update – Tuesday 23 January**

**Update on our arrangements with the Holiday Inn:** For all those staying at the Holiday Inn, we are happy to reassure you that arrangements have been put in place to secure enough rooms until the expected end of the works on Barton House, with a contract now signed to hold the rooms until 29 February. We will have more information on this later this week.

**Home Choice Bristol drop-in sessions:** If you are thinking about making a rehousing application, or wish to discuss an existing application, one-to-one sessions are still available with Home Choice Bristol tomorrow (Wednesday 24 January) between 11.20am and 12.30pm at the Holiday Inn. 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.

The Home Choice Bristol team will help residents to make sure that their rehousing application is submitted correctly. The team can also provide general rehousing advice and support.

Our rehousing team can help with applications but cannot make promises about reprioritisation. We're unable to prioritise Barton House residents above other rehousing applications throughout the city. All decisions made will be based on individual circumstances, reviewed against the evidence provided in each case, and evaluated with reference to our rehousing criteria.

For those who have emailed to request a one-to-one session with Home Choice Bristol and have not received confirmation of their time slot, be assured more drop-in sessions will be scheduled in future weeks and we will provide more information in future letters about them. You will need to email [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk) again once these further dates are made available. For more information on rehousing please contact [Home Choice Bristol](#).

**Myth busting – electricity suppliers:** we have heard a rumour is circulating that we have been changing your electricity suppliers. This rumour is false, we have not and would never contact your energy providers and change your contracts without your permission to do so.

**MMR (measles, mumps and rubella) vaccine:** Cases of measles are on the rise across the UK. You can find advice on the NHS website. This includes advice to parents and carers to check if their child has measles, including photos of the

measles rash. The rash looks brown or red on white skin. It may be harder to see on brown and black skin.

Measles is a highly infectious viral illness, so anyone with symptoms is advised to stay at home and phone their GP or NHS 111 for advice, rather than visiting their doctor's surgery or A&E, to prevent the illness spreading further: [NHS Measles](#).

**Support if you are feeling unwell:** During the winter months, it's normal to see a rise in common infections and bugs like stomach illnesses, coughs, and colds. 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 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, please contact hotel management and let them know. The hotel will be able to support you by bringing meals to your room and providing additional laundry services if needed. If you need anything extra, you can call and ask reception from your room.

For anyone experiencing illness symptoms that include diarrhoea or vomiting, we ask you and your family to stay in your room while you are unwell, and not mix with other people in the hotel, to help reduce the spread of infection.

To identify the cause of any illness, the Public Health team may get in touch with you so they can collect some samples or run some tests if needed.

**Communications:** Residents' questions, concerns and feedback can be directed 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)