



Date Tuesday 6 February 2024

Dear Resident,

Barton House residents' update – Tuesday 6 February

I'm pleased to write to you this week with an update on the safety works taking place at Barton House. We are grateful to the vast majority of residents who have worked with us to allow access to properties. Thanks to you, a large amount of the work is complete and our contractors are currently on track to finish on time. We are still aiming to finish these essential works in time for everyone to move safely back into their homes from Friday 23 February.

As I have previously shared, our ability to do this work quickly and have you home by the end of the month depends on us all working together. It is most welcome that the majority of residents recognise the importance of this work and how, by working together, we can ensure Barton House is safe for you and your neighbours.

We are continuing to engage with the remaining households who have, as yet, refused to work with us to carry out these essential works. Their not supporting the installation of alarms and essential fire proofing works puts at risk our aim of finishing these works in time for you to be able to return home from Friday 23 February. The longer it takes for us to gain access to these final properties, the longer Barton House remains unsafe for people to return to.

I recognise that any potential delay to you being able to return home safely will be a source of frustration for many of you. We strongly feel that the safety of the block and your personal safety is the priority and should not be jeopardised by any individuals' lack of cooperation. It's with that in mind, and the necessity to secure the safety of the block, where necessary we will now begin to take further action to secure access to flats and complete these essential works.

I will continue to update you on the progress of these works over the coming weeks.

Making your homes ready to return to: We understand that the works have been disruptive in some flats and that there might be need for redecorating or cleaning. I want to reassure you that this will take place before you return home to Barton House. We are arranging specialist cleaners and will also arrange redecoration where this is needed. Offers will be bespoke to each flat.

Measles vaccination: Measles cases are rising nationally. There are currently no cases in Bristol, however as other cities are seeing an increasing number of measles cases, we are making sure the MMR (Measles, Mumps and Rubella) vaccination is available to vulnerable children and adults. We will be offering MMR catch up clinics

in some of our schools where vaccination levels are low and invitations to vaccination will be sent in the next few days. If you or your child has not had their MMR vaccination, you can book this through your GP surgery or attend the school clinic. Porcine free MMR vaccines are available at school clinics and at your GP surgery.

Watch a video about the vaccine - '[Let's Talk MMR](#)' with Dr Asha Mohammed from Bristol.

Legionella testing reminder: We would like to remind you that we will need your continued cooperation this week and access to your flats to make sure that water is regularly flushed through the system to prevent the build up of any harmful bacteria.

This testing and flushing process is complex, and we need to repeat it regularly to make sure water is safe for your planned return to Barton House.

Support if you are feeling unwell - reminder: 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 as well 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. The UKHSA NHS advice for diarrhoea and vomiting is to quarantine for 48 hours after the last symptoms.

To identify the cause of any illness, the council's Environmental Health team may get in touch with you so they can collect some samples to run some tests if needed.

Communications: Residents' questions, concerns, and feedback can be sent directly 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

If you have a HomeChoice application and would like advice and support please

**Growth and
Regeneration**
Executive Office (CH)
PO Box 3399
Bristol, BS1 9NE

John Smith
Executive
Director

Website

www.bristol.gov.uk



book an appointment by emailing barton.house@bristol.gov.uk, or speak to your Housing Officer.

If you haven't started your HomeChoice application yet, or are struggling to complete an online application, and would like help to apply, please contact the We Are Bristol helpline on **0800 694 0184** so we can arrange support.

We appreciate that this is a stressful time for you and your family, 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