



**Date** Friday 9 February 2024

Dear Resident,

### **Barton House residents' update – Friday 9 February**

Thank you for your continued patience. 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, which you will find at the bottom of this letter.

**New Tenants' Association for Barton House:** A meeting is being held to set up a new Tenants' Association for Barton House. This meeting is being held by independent Barton House residents and is not a Bristol City Council event. This group will be formed and led by tenants to represent members on important matters, and to organise social events. This meeting is open to tenants of Barton House only.

The meeting will be held on Tuesday 13 February at Kings Centre on 16-18 King Square, Bristol, BS2 8AZ at 6.30pm - doors open 6.10pm.

If you would like more information about the proposed new Tenants' Association for Barton House or find out more about the event, please contact [bhtaofficial@yahoo.com](mailto:bhtaofficial@yahoo.com)

**Making your homes ready to return to:** We understand that the works have been disruptive in some flats and that there may be a need for redecorating or cleaning. I want to reassure you that this will take place before you go back home to Barton House. We are arranging for specialist cleaners and for redecoration, where this is needed. We will make sure that any offers will be specific to each flat.

**Measles vaccination:** Measles cases are rising nationally, so we are making sure the Measles, Mumps and Rubella (MMR) 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 for vaccinations 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 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](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**

If you have a HomeChoice application and would like advice and support please book an appointment by emailing [barton.house@bristol.gov.uk](mailto: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.

- **AWP (Avon and Wiltshire mental health partnership):** AWP can offer support, advice and guidance to anyone involved or affected by the evacuation of Barton House. AWP is offering the following advice and guidance. Find out more here: <https://www.awp.nhs.uk/about-us/emergency-preparedness-resilience-and-response/508>
- **Community Access Support Service:** organisations across Bristol for all groups of people and communities – [www.cassbristol.org](http://www.cassbristol.org)
- **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 Thursdays – 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)