



Date Monday 4 March 2024

Dear Resident,

Barton House residents' update – Monday 4 March

In today's update, I would like to extend my thanks to all Barton House residents for your co-operation and patience during the recent return home to the building. Your support has really helped to make the process as quick and smooth as it possibly could have been.

Please find below a list of useful information regarding your return to Barton House.

Officer support at Barton House: Officers will continue to be at Barton House for one more day this week. They will be available on:

- Wednesday 9.30am to 12.30pm

Requests for repairs: Repair requests need to be directed to the repairs team who can be contacted by calling 0117 922 2200 – or via the website www.bristol.gov.uk/residents/housing/council-tenants/repairs-and-maintenance/report-a-repair.

For emergency repairs, please contact the out of hours number 0117 922 2050.

If you have been issued with a 'promise certificate', the repairs team will contact you by the end of day today to confirm an appointment of scheduled works or discuss the need for further inspection. If you've not been contacted please feel free to raise this with the repairs team on the number above or by speaking to officers on site.

HomeChoice applications: Issues or queries regarding rehousing and HomeChoice applications should be directed towards the HomeChoice Bristol team. They will be able to advise you on the status of your application. HomeChoice Bristol can be contacted via 0117 9222 400.

Residents can also send supporting evidence for their HomeChoice Bristol applications to rehousing.evidence@bristol.gov.uk.

Mental health support for you and your family: I'd like to remind all residents that wellbeing support is still available after your return home should you or your family need it.

If your child needs some support around their mental health and wellbeing, you can access this either through education mental health practitioners or through the school

nurse. Please speak to your school for more information and help on how to access this support for your child.

Three local organisations, the Nilaari Agency, Black Carers Network and the Somali Resource Centre, will no longer be attending Holiday Inn but are available for support via the telephone numbers below:

- Nilaari Agency: 0117 952 5742 www.nilaari.co.uk
- Black Carers Network: 0117 379 0084 www.bristolblackcarers.org.uk
- Somali Resource Centre: 0117 907 7994 www.somalicentre.org.uk

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 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.
- **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>
- **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