



Date 19 November 2023

Dear resident,

Barton House – Sunday evening update

I hope you have had the best weekend possible in the circumstances. I wanted to let everyone know about changes for some residents' hotel arrangements.

Leonardo Hotel residents: Due to room availability, most residents staying at the Leonardo Hotel will need to move to the Holiday Inn from **tomorrow morning**. Housing Officers were in touch with those affected today to talk about how and when we will do this, and we have transport available from the hotel to your new accommodation if you need it. We know that this may cause you inconvenience at an already stressful time, and we appreciate your patience while we make this change.

Survey work: In the coming week we need to continue our building surveys at Barton House. This means we need to access three flats and we are in direct contact with the affected residents. We may need to survey more flats in the next few days – but will not do so without contacting you directly. If you have not heard directly from us, we do not need to enter your flat and will not do so.

With this work ongoing, you may see contractors at the building tomorrow and in coming days. Please do not be alarmed or challenge contractors, they are working to help us move things forward, and any delays to their work will mean we can't get the answers we all need about the condition of the building.

We are expecting this work to continue for the next two or three weeks, so you will not be able to return to live at your home in that period. However, you will still be able to visit your flat during the daytime to collect things, but you will need to show your residents' fob to security as proof of residency.

Staffing times this week: Our teams are available to support you over this week:

- Barton House: Staff will be available to provide support and information over the weekend from 9am to 5pm (and caretaking staff from 7.30am-4pm), though sometimes they may be out supporting residents around the site.
- Holiday Inn (Bond Street): Staff will be there at meal times during week days. If you need help and can't locate a member of staff, please call 0800 694 0184.

Meals: We ask that residents do not return to Barton House to cook their meals.

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

John Smith
Executive
Director

Website

www.bristol.gov.uk



Those who are staying in hotels can access free meals. Breakfast is available at all hotel locations, 7am to 10am.

Lunch and dinner are served only at the Holiday Inn, but residents staying at the Clayton Hotel and the Leonardo Hotel can also get these free meals by coming to the Holiday Inn at mealtimes. Please note that the Holiday Inn has extended the times you can have meals, so you can now get food from 12.30pm to 5pm and dinner from 6.30pm to 9pm.

- Lunch – 12.30pm to 5pm
- Dinner – 6.30pm to 9pm

If you have any concerns about food, speak with Housing Officers at your hotel, email barton.house@bristol.gov.uk or call our free helpline on 0800 694 0184.

Taxis: We are offering a free taxi service to essential locations like school, work, travelling to the Holiday Inn for meals, medical appointments, or visiting Barton House to collect essential items. If you need a taxi, please call our helpline on 0800 694 0184. Taxis are free. You should not need to pay the drivers. If you are asked to pay, please report it to us.

Text and email alerts: We can provide updates by text and email. Please make sure we have your contact details. You can give them to your Housing Officer, send them to barton.house@bristol.gov.uk or call 0800 694 0184.

Once again, I'd like to thank everyone for your continued patience and understanding as we deal with this situation. Please do get in touch with us if there is anything our teams can do to help you.

Yours sincerely,



John Smith

Interim Executive Director, Growth and Regeneration

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

John Smith
Executive
Director

Website

www.bristol.gov.uk



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.

- Community Access Support Service can help you find organisations across Bristol for all groups of people and communities – www.cassbristol.org
- Samaritans offer support 24 hours a day, 7 days a week – call 116 123 for free.
- Shout 85258 offers confidential text support 24 hours a day, 7 days a week. Text SHOUT to 85258.
- **Family Hubs:** during the week, your local Family Hub can give you information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services and parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. It is open from Monday to Thursday, 9am to 4.30pm, and on Friday from 9am to 1pm. You can call them on 0117 955 6971.
- **Support for mothers with babies and infants:** The Central Children’s Centre will be running “stay and play” baby groups at the Holiday Inn. Details of this will be shared in future communications. There is information above on how to book a free taxi to the Holiday Inn when needed.
- **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 bristol.gov.uk/costofliving.