



Date 20 November 2023

Dear resident,

Barton House – Monday evening update

This evening, I want to update you on the latest developments for residents of Barton House, and in particular the latest arrangements for those needing to move from one hotel to another and our efforts to carry out further tests at Barton House.

While we understand moving will be stressful and cause inconvenience, we are committed to supporting you in any way we can. To give you more certainty about accommodation we intend to locate all hotel-based residents at the Holiday Inn, while survey works are completed at Barton House.

I'd also like to take this opportunity to thank those residents who are allowing us to enter their flats and move possessions to a storage facility whilst we carry out building survey works. We have had written permission from these tenants, and we are particularly grateful for their continuing support and understanding.

Leonardo Hotel residents: All residents in the Leonardo Hotel have now moved to the Holiday Inn. Housing Officers made contact with those affected yesterday, and the transfer to their new accommodation has now been completed.

Clayton Hotel residents: Those staying at the Clayton Hotel will need to move **tomorrow** to the Holiday Inn because there is no further availability at the Clayton from tomorrow evening. Those affected have been contacted already by Housing Officers to discuss the move, and we have transport available from the hotel to your new accommodation if you need it. We know that moving again may cause you further inconvenience at an already very stressful time and we thank you for your continued understanding while we make these changes.

Barton House - furniture removals: Please be aware that in the coming days, and throughout this week, you may see a small amount of furniture and possessions being moved out of Barton House. These possessions are from the flats mentioned above, where we have permission to do survey work. We are moving possessions to help keep them safe from any damage during the work. Remember, we will only move furniture if we have full approval and permission from residents.

Whilst we do our building survey work you will still be able to visit your flat during the

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daytime to collect essential items. 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 this week:

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

Laundry: The Holiday Inn offers washing services twice a week and can provide extra bedding and washing on request. Laundry bags are in rooms. Laundry will be collected twice a week on a Tuesday and Saturday at 10am. When laundry is left by residents on a Tuesday it will be returned on Saturday, and laundry left on a Saturday will be returned on Tuesday. Laundry bags are washed separately from other residents' laundry. Unfortunately the Clayton does not offer laundry services.

Meals: We ask that residents do not return to Barton House to cook their meals. We appreciate mealtimes have changed during the past week as we worked to meet everyone's needs. The following timings should now always be right:

- Breakfast – 7am to 10am
- 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.

Prayer room: At the Holiday Inn there is a prayer room located next door to the children's playroom.

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.

Thank you for your understanding as we work through this situation, and I would encourage you to get in touch if there is anything else we can do to support you.

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Yours sincerely,



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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 [www.<http://www.bristol.gov.uk/costofliving>](http://www.bristol.gov.uk/costofliving)

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