



Dear resident,

Date 22 November 2023

Barton House – Wednesday update

I wanted to write to you with a brief update today, now that residents not staying with family and friends are settled into the Holiday Inn. I know the uncertainty of the past week will have caused you and your family more anxiety at a difficult time, but I hope you will now have a bit more certainty over where you are staying and support on offer to you, for the next two or three weeks.

Electricity and utilities: We are aware of rumours circulating that electricity, water, and other utilities are to be turned off at Barton House. We are **not** planning to turn off any of these services. If we ever needed to do this, we would let you know beforehand.

Cleaning: We have had reports from some residents about the standard of cleaning and food quality not being consistently high in the Holiday Inn. This is something we are regularly discussing with hotel management so we can meet the needs of residents. Professional cleaning and housekeeping at the Holiday Inn take place once a week. However, if more frequent cleaning or housekeeping is required for your room, for example for spillages, additional bed sheets, soap or towels, please do talk to a member of Holiday Inn staff. If you are unhappy with any aspect of your stay at Holiday Inn, we would encourage you to report the issue to your Housing Officer or to hotel management.

Security: While we are carrying out investigatory work at Barton House, we have put in place security for your safety (if you are visiting your flat) and also as additional protection for the building and your possessions. We have also increased security at the Holiday Inn. Security at the Holiday Inn is there for your protection and not for any other reason. They are not there to restrict access, nor to monitor you in any way.

Reminder for 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.

Many thanks for your continued patience and understanding.

Yours sincerely,

John Smith, Interim Executive Director, Growth and Regeneration

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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: bristol.gov.uk/costofliving.

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