



Date 30 November 2023

Dear resident,

Barton House – Thursday 30 November 2023 update

Here are the latest updates for Barton House residents, including details about our arrangements to reserve rooms at the Holiday Inn for the foreseeable future.

Update on our arrangements with the Holiday Inn: I understand that the current circumstances are difficult, and some have expressed uncertainty about what arrangements are in place for accommodation whilst the structure of Barton House continues to be examined. I want to assure you that arrangements have been put in place to secure enough rooms at the Holiday Inn for the foreseeable future with a contract now signed to hold the rooms until the end of January, should we need them. This is a precautionary arrangement in case the space is needed and not linked to any decisions about the future of Barton House. The surveys we need to carry out are ongoing and once we have the results, we will be able to tell you more clearly what the next steps are for the block.

The agreement with the Holiday Inn is detailed in a report due to be considered by the city's Cabinet at their meeting next week (Tuesday 5 December). In the report, you will see we have put aside the money needed to secure the rooms as long as we need them and continues to include all meals, laundry and the transport arrangements for all residents displaced by the evacuation.

The [Cabinet report on the Barton House emergency evacuation](#) can be read online and a Housing Officer will print it out for you if you would prefer to read it offline.

We are having regular meetings with the hotel to discuss feedback from residents, and to make sure we are responding to residents' feedback as soon as possible.

Food menu: Following your feedback, from today the Holiday Inn will share a meal plan for lunch and dinner, which will start from next week (Monday 4 December). This is so you have advanced notice of the food served at the hotel every day. If you have further feedback on the food served, please contact hotel management to let them know.

Food temperature: Thank you to residents who raised concerns that that food served in the Holiday Inn restaurant has sometimes been served without lids. We have raised this with the hotel to remind them to make sure food is kept as warm as possible. Hotel management has confirmed to us that food warming containers will be pre-heated in advance and lids will always be used from today onwards.

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Temporary accommodation: We are aware of rumours about the security of people's tenancies at Barton House if they accept alternative temporary accommodation while the building is evacuated. These rumours are untrue, and we can assure you that your tenancy at Barton House is secure, regardless of what temporary accommodation you are in now, or if you move. A few residents who need it based on their circumstances are to be offered alternative temporary accommodation which is not in the Holiday Inn. We make these decisions based on the individual needs of these families – including considering the additional living needs and accessibility of their accommodation. We want to be clear that any tenants who accept temporary accommodation, of any kind, **will not** lose their Barton House tenancy.

Nappy disposal: The Holiday Inn are going to make additional larger nappy bins available on each floor very soon. When we are able to confirm when these will be ready, we will let you know as soon as possible.

Staying at Holiday Inn: Please remember that visitors and other guests are present at the Holiday Inn. Children and young people must be supervised if they're outside of their rooms. Please be mindful of fellow residents and Holiday Inn guests and keep noise to a minimum. If you have any issues, please speak to the Holiday Inn staff.

Activities update: We have updated our activities list. For a print-out of these activities in English, or other languages, please ask your Housing Officer. You can also look at the activities list online at bristol.gov.uk/barton-house.

Reminder for text and email alerts: We can provide you with updates by text and email if you are happy to share you contact details. You can give details to your Housing Officer, send them to barton.house@bristol.gov.uk, or call 0800 694 0184.

Yours sincerely,



John Smith, Interim Executive Director, Growth and Regeneration

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.

- 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.
- 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 24/7 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 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 parent/carers with babies and infants:** The Central Children's Centre will be running "stay and play" baby groups at the Holiday Inn. Details about these sessions, and how to book a free taxi to the Holiday Inn when needed, can be found at www.bristol.gov.uk/barton-house
- **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