



Date 13 December 2023

Dear resident

Barton House – Wednesday 13 December 2023 update

Water systems at Barton House

The flats that have not been lived in since the temporary evacuation on 14 November need works to test for the presence of the legionella bacteria – which can cause Legionnaires' disease – in the property's water system. Properties that are empty for a prolonged period of time are at greater risk of the bacteria being found in the water system. As landlord, we have a legal duty to take action if there is any risk to residents or anyone in the building, regardless of the outcome of the ongoing survey work.

To carry out these essential health and safety works, we need to enter your flat and have specialist contractors test your water supply and flush and disinfect/chlorinate the water system. Housing Officers will be in touch with you to arrange a time for this work to take place.

In the meantime, if your flat has not been lived in since the day of the evacuation, please do not use the water as you may be putting yourself at risk. Please do not turn the taps on or run the shower or bath.

If you have remained at Barton House, or have returned to live at Barton House since the initial evacuation, your water supply will not have been affected and is safe to use.

If you would like further information on Legionnaires' disease you can find out more on the [NHS website](#) or on the [Health and Safety Executive website](#).

Storage facilities for contractors

Our contractors who are carrying out works at Barton House will be delivering further storage facilities to the block tomorrow (Thursday 14 December). I understand that recently when similar containers were delivered these caused some concern amongst residents that these would be used to store people's possessions. I want to reassure you that this is not the case and these units are being brought onto site to support the work being carried out by contractors.

Accessing Barton House

Please continue to limit your visits to Barton House to gather essential items or to feed pets, but visits should be kept short. You will need to show your residents' fob to security as proof you live there. Security stationed at Barton House will ask you to sign in and out whenever you visit your flat.

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Reminder for text and email alerts: We can provide you with updates by text and email if you are happy to share your 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

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