Y Pwyllgor Cydraddoldeb, Llywodraeth Leol a Chymunedau/ Equality, Local Government and Communities Committee ELGC(5)-02-17 Papur 2/ Paper 2

Additional information provided by Siân Summers-Rees, City of Sanctuary UK and Ireland and Chair of Asylum Justice in relation to the inquiry into refugees and asylum seekers in Wales

During the meeting on 7 December 2016, Siân Summers-Rees, City of Sanctuary UK and Ireland and Chair of Asylum Justice, agreed to provide evidential examples of the quality of accommodation provided by Lynx House, and provided the following points:

- Difficulties accessing the complaints process both with regards to IA
 Accommodation (not just the Lynx Hotel) and dispersal
 accommodation— there is a lack of interpreters /acknowledgment,
 communication and feedback around turnaround times for
 maintenance issues/complaints;
- Bed bugs have been reported in the Lynx and it took an unacceptable time to address them;
- Complaints about the general cleanliness of all Initial Accommodation;
- The issue of bed bugs was repeatedly raised in regards to Thanes hotel (One women needed treatment for rash and itching).