

**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 Thanet hotel (One woman needed treatment for rash and itching).