



Tîm Ansawdd i Denantiaid Quality for Tenants Team

Archwiliad Chwefror 2016 / February Review

Gwasanaeth gan Morgan Sindall /

Service from Morgan Sindall

Mae'r Tîm Ansawdd I Denantiaid yn cynnwys tenantiaid o Partneriaeth Tenantiaid a Phreswylwyr CCG. Pwrpas y Tîm yw gweithio mewn partneriaeth gyda Cartrefi Cymunedol Gwynedd i wella'r gwasanaethau maent yn ei ddarparu er lles holl denantiaid CCG.

Dros y 12 mis nesaf, y gobaith yw bydd y tîm yn cynnal nifer o archwiliadau amrywiol i brofi'r gwaith a gwasanaethau mae CCG yn ei ddarparu. Dyma'r archwiliad cyntaf gan y tim i edrych ar y gwasanaeth mae Morgan Sindall yn ei ddarparu ar gyfer ein tenantiaid.

Yn yr archwiliad yma, cysylltwyd gyda tenantiaid dderbyniodd wasanaeth gan Morgan Sindall yn ystod Chwefror 2016. Mae'r tudalennau canlynol yn dangos y canlyniadau a gasglwyd yn ystod yr archwiliad.

Cysylltwyd â 191 o denantiaid ac fe lwyddwyd i siarad gyda 71 ohonynt, a'u hatebion nhw sydd yn ymddangos yn yr adroddiad yma.

The Quality for Tenants Team is made up of tenants from CCG's Tenant and Resident Partnership. The purpose of the team is to work in partnership with Cartrefi Cymunedol Gwynedd to try and help to improve the services that it provides to all of CCG's tenants.

Over the next 12 months, it is hoped that the team will carry out a number of different reviews to test the work and services provided by CCG. This is the first review carried out by the team to look at the service provided to our tenants by Morgan Sindall.

In this review, the team contacted tenants who had received a service from Morgan Sindall during February 2016. The following pages highlight the results collected during the review.

A total of 191 tenants were contacted, with the team managing to speak to 71 of them, and it is their responses which are captured in this report.

**1. A dderbynioch lythyr o flaen llaw yn rhoi gwybod i chi am yr apwyntiad?
/ Did you receive a notification letter beforehand, informing you of your appointment?**

Do / Yes **91.66%** **Naddo / No** **8.33%**

Sylwadau / Comments:

- Y cyntaf yr oeddant yn gwybod amdano, oedd llythyr yn ein cyngori ein bod wedi methu apwyntiad. Wedi derbyn llythyr gyda apwyntiad newydd / *First they knew about it, was a letter advising that they had missed an appointment. Letter then received with a new appointment.*
- Peiriannydd wedi troi fyny – heb dderbyn llythyr / *Engineer just turned up – no letter received.*
- Wedi derbyn llythyr am yr apwyntiad cyntaf – ond ddim wedi derbyn llythyr am yr ail apwyntiad / *Letter received for first appointment – but no letter received for second appointment.*
- Ddim yn hoff o eirfa'r ail lythyr apwyntiad / *Did not like the tone of 2nd appointment letter.*

**2. A gafodd yr apwyntiad ei gadw a wnaethon nhw droi fyny pan oeddant nhw i fod?
/ Was the appointment kept and did they turn up when they said that they would?**

Do / Yes **91.17%** **Naddo / No** **8.82%**

Sylwadau / Comments:

- Wedi ffonio i ail-drefnu yr apwyntiad ac wedi troi i fyny pan oedd hi wedi gofyn iddynt.
/ *Rang up to rearrange appointment and they then turned up when she wanted them to.*
- Bu'n rhaid i mi gymryd amser i ffwrdd o'r gwaith a ni fu golwg o neb. Wedyn, bu'n rhaid i mi gymryd amser i ffwrdd eto ar gyfer yr ail apwyntiad / *I had to take time off work and no-one turned up. I had to take time off again for the eventual appointment.*
- Bu'n rhaid i mi newid yr apwyntiad a chafodd hwnnw ei gadw / *Had to change appointment which was kept.*

- Wedi gorfod ail-drefnu yr apwyntiad gan ei fod yn gwrthdaro gyda trefniadau gwaith. Peiriannydd heb droi fyny ar gyfer yr apwyntiad a ail drefnwyd. Yr wythnos wedyn, wnaethon nhw droi fyny heb apwyntiad i wneud y gwaith / *Had to rearrange appointment as clashed with work commitments. Engineer did not turn up for rearranged appointment. Following week they turned up on spec without appointment and carried out service.*
- Apwyntiad cyntaf heb ei gadw, un arall wedi ei wneud, ond y peiriannydd wedi troi fyny cyn yr ail apwyntiad / *First appointment not kept, another one was made, but engineer turned up before second appointment.*
- Heb droi fyny ar gyfer yr apwyntiad cyntaf, wedyn wedi troi fyny heb apwyntiad i wneud y gwaith / *Did not turn up for first appointment – then turned up for actual service without appointment*
- Wedi ail-drefnu oherwydd argyfwng / *Re-arranged due to emergency*

3. A wnaeth y peiriannydd ddangos cerdyn adnabod (ID) i chi? / *Did the engineer show you their ID?*

Do / Yes **96.77%** **Naddo / No** **3.22%**

Dim sylwadau / *No comments*

4. Oedd agwedd y gweithiwr yn glên a chyfeillgar? Sut y byddech yn disgrifio ei agwedd? / *Was the attitude of the engineer polite and friendly? How would you describe their attitude?*

Da iawn / <i>Very Good</i>	81.25%
Da /<i>Good</i>	18.75%
Ddim un /<i>Neither</i>	0%
Gwael / <i>Poor</i>	0%
Gwael iawn / <i>Very Poor</i>	0%

Dim sylwadau / *No comments*

5. Pa mor fodlon oeddech chi bod y gweithiwr wedi gwneud pob ymdrech i beidio creu baw a golwg? / *Were you satisfied that the engineer made every effort to keep dirt and mess to a minimum?*

Bodlon iawn / <i>Very Satisfied</i>	81.42%
Bodlon / <i>Satisfied</i>	18.57%
Ddim un / <i>Neither</i>	0%
Anfodlon / <i>Dissatisfied</i>	0%
Anfodlon iawn / <i>Very Dissatisfied</i>	0%

Dim sylwadau / *No comments*

6. Wnaeth y gweithiwr ateb unrhyw gwestiynau/ymholiadau oedd gennych yn foddhaol? / *Did the engineer answer any questions/queries that you raised satisfactorily?*

Do / Yes 61.53% Naddo / No 0% N/A 38.46%

Dim sylwadau / *No comments*

7. Os yn berthnasol, a dderbynioch dystysgrif diogelwch nwy o fewn 7 diwrnod i'r apwyntiad? / *If appropriate, did you receive a gas safety certificate within 7 days of the appointment?*

Do / Yes 90.90% Naddo / No 3.22%% N/A 6.06%

Dim sylwadau / *No comments*

8. Oes yna unrhyw beth yr hoffech ddweud am sut y gall CCG/Morgan Sindall wella'r gwasanaeth? / *Is there anything that you would like to say about how CCG/Morgan Sindall could improve its service?*

Sylwadau/Comments:

- Hapus iawn / *Very happy*
- Maent yn gwneud gwaith da / *They do a good job*
- Dim gwelliannau / *No improvements*
- Hapus iawn yn gyffredinol / *Very happy overall*
- Byddwn yn rhoi 10/10 i'r gwasanaeth/*I would give the service 10 out of 10*
- Mae angen i'r llythyr wahaniaethu rhwng boeler tanwydd solet a glanhau simnai - mae hyn yn achosi llawer o ddryswch / *The letter sent re 'solid fuel boilers' needs to differentiate between solid fuel boiler systems and the sweeping of open fire chimneys – this is causing a lot of confusion.*
- Na, eithaf hapus / *No quite happy*
- Mae nhw yn dda iawn / *They are very good*
- Oce – bob tro yn gwrtais a chymwynasgar / *Ok – they are always polite and helpful.*
- Ailgyfeirio diangen trwy switsfwrdd CCG wrth aildrefnu fy apwyntiad / *Unnecessary diversion through CCG switchboard when rearranging my appointment*
- Anfonwch yr un dyn / *Send the same man*
- Fodlon gyda'r gwasanaeth / *Satisfied with service*
- Bob dim wedi mynd yn iawn / *Everything went very well.*
- Peiriannydd yn dda iawn ac yn sydyn / *Engineer was very good and quick.*
- Gwasanaeth da iawn ar ôl problemau yn y dechrau / *Very good service after initial problems*
- Anfonwch lythyr apwyntiad / *Send an appointment letter*
- Bodlon iawn / *Very satisfied*
- Troi fyny ar y dyddiad cywir / *Turn up on correct date*

- Wedi gwneud gwaith da pan yn gwneud y gwaith / *Did a good job when doing the service*
- Maent yn gwneud gwaith da yn barod / *They are already doing a good job*
- Mi oeddant yn neis / *They were very nice*
- Hapus iawn gyda'r gwasanaeth / *Very pleased with the service*
- Ar 3 achlysur, wedi cael trafferth gyda'r boeler yn dilyn y gwasanaeth ac wedi gorfod galw'r peiriannydd yn ôl / *On 3 occasions boiler has gone faulty after service and has had to call back engineer.*
- Ddim angen dim gwelliannau / *No improvements needed*
- Hapus iawn / *Very happy*

Awgrymiadau i wella gwasnaeth / Suggestions to improve the service

- **Llythyrau apwyntiad / Appointment Letters**

Sicrhau eu bod yn cael eu hanfon ar gyfer bob ymweliad ag apwyntiad / *Ensure that appointment letters are issued for every visit / appointment.*

- **Apwyntidau / Appointments**

Peidio galw heb drefnu o flaen llaw. Sawl achos lle meant jyst yn troi fyny heb rybudd / *Do not call without arranging beforehand. Several cases where they just turn up without warning.*

- **Tystysgrifau / Certificates**

Sicrhau bod tystysgrifau yn cael eu hanfon allan ym mhob achos perthnasol / *Ensure that certificates are issued in all relevant cases.*

