



# Tîm Ansawdd i Denantiaid Quality for Tenants Team

Archwiliad Tachwedd 2016 / November 2016 Review

Gwasanaeth Cyfnewid/  
Mutual Exchange Service

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 sut rydym yn darparu'r gwasanaeth cyfnewid i denantiaid.

Yn ystod yr archwiliad yma cysylltwyd gyda tenantiaid oedd wedi derbyn gwasanaeth cyfnewid yn ystod y flwyddyn 2015/2016 hyd at heddiw.

Cysylltwyd gyda 29 o denantiaid yn ystod yr archwiliad, cafwyd ateb gan 6 tenant oedd wedi derbyn y gwasanaeth. Mae cynnwys yr adroddiad hwn yn seiliedig ar ymateb y 6 tenant wnaeth gwblhau'r holiadur.

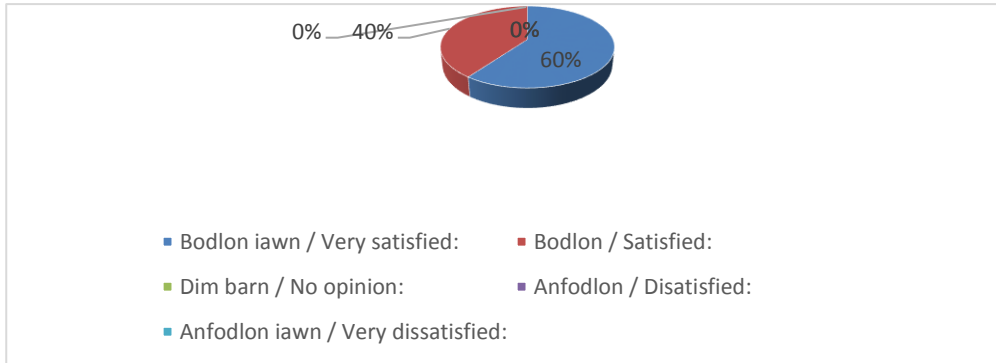
*The Quality for Tenants Team is made up of tenants from CCG's Tenant and Resident Partnership. The purpose of the team is to work in partnership with Cartrefi Cymunedol Gwynedd to try and help to improve the services that it provides to all of CCG's tenants.*

*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 Mutual Exchange Service.*

*In this review, the team contacted tenants who had received the Mutual Exchange Service between 2015/2016 to date.*

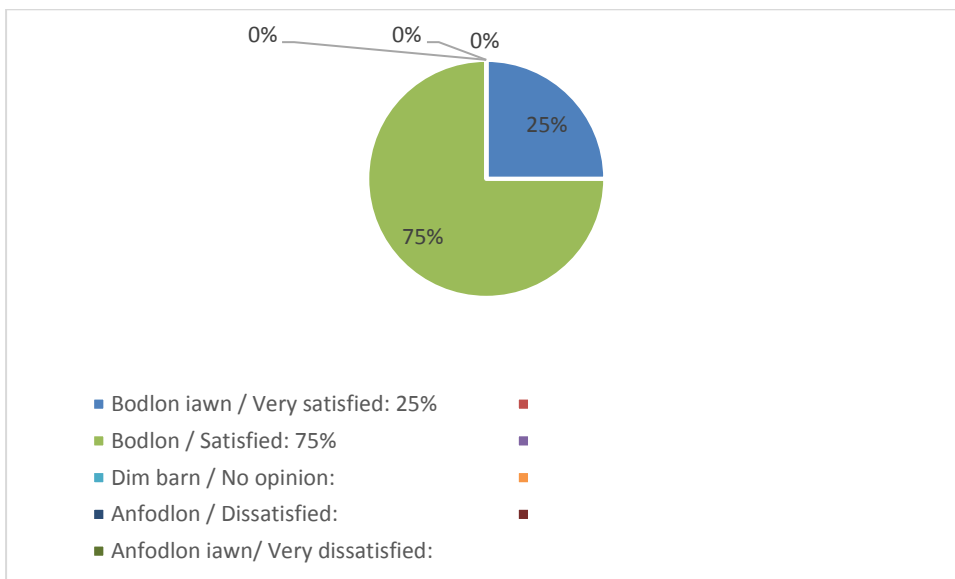
*29 tenants were contacted during the review, we received response from 6 tenants who had received the service. The content of this report is based on the responses received by the 6 who responded to the questionnaire.*

1. Pa mor fodlon oeddech chi bod y broses cyfnewid wedi ei esbonio yn glir i chi gan aelod o'r tim gwasanaethau tenantiaid CCG? / How satisfied were you with the way that the Mutual Exchange process was explained to you by CCG's Tenancy Services Team?



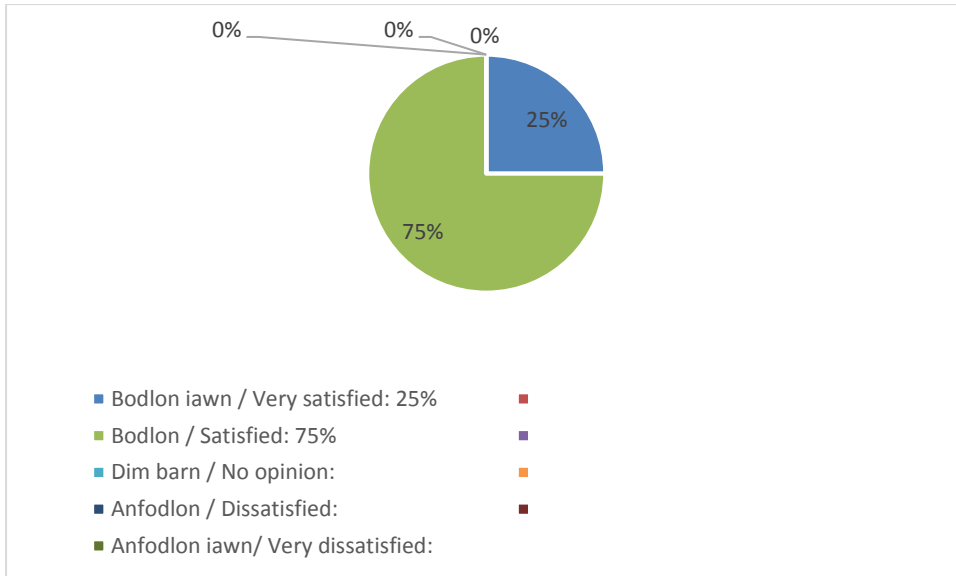
Sylwadau / Comments:

2. Pa mor fodlon oeddech chi 'n dilyn eich cais, bod y tim Gwasanaethau Tenantiaid wedi eich diweddarau chi ynglyn a'ch cais Cyfnewid? / How satisfied were you with the way that the Tenancy Services Team kept you informed of the progress of your application for Mutual Exchange?



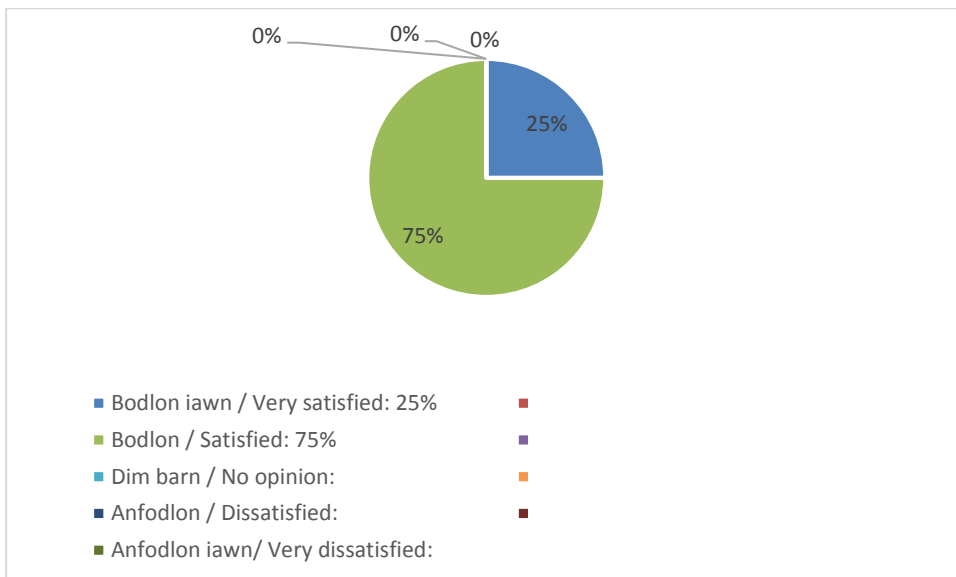
Sylwadau / Comments:

3. Ar y cyfan, pa mor fodlon oeddech chi gyda'r broses Cyfnewid? / Overall, how satisfied were you with the Mutual Exchange process?



Sylwadau / Comments:

- Ar y cyfan, pa mor fodlon oeddech chi gyda'r ffordd wnaeth y tim Gwasanaeth Tenaniaeth CCG ddelio gyda'ch cais chi am Gyfnewid? / Overall, how satisfied were you with the way that CCG's Tenant Services Team dealt with your application for Mutual Exchange?



Sylwadau / Comments:

- Dim ond wedi cymryd bythefnos i symud. Tipyn o waith ar y ty, ond mae'r gwaith yn cael ei wneud yn araf / Took 2 weeks to move, some work to do on the house, he work is being done bit by bit.

5. Yn dilyn eich profiad chi, beth fyddwch chi'n newid am y gwasanaeth Cyfnewid? / Following your experience, is there anything else that you would like to change about our Mutual Exchange Service?

Sylwadau / Comments:

- Tenant wedi hofi os byddai'r y wedi cael ei wneud cyn iddi symud I fewn, fel arall hapus gyda'r gwasanaeth / Tenant would have like everything to be done before she moved in, otherwise everything was fine.
- Tenant yn hapus iawn gyda'r gwasanaeth, wedi aros yn yr un gymuned. / Tenant is very happy with this service, has stayed in the same community

**Argymhellion / Suggestions:**

Dim argymhellion / No suggestions for improvement