

Adroddiad Tîm Ansawdd i Denantiaid Chwefror 2017 – Gwasanaethu Nwy

Quality for Tenants Team Report February 2017 – Gas Servicing



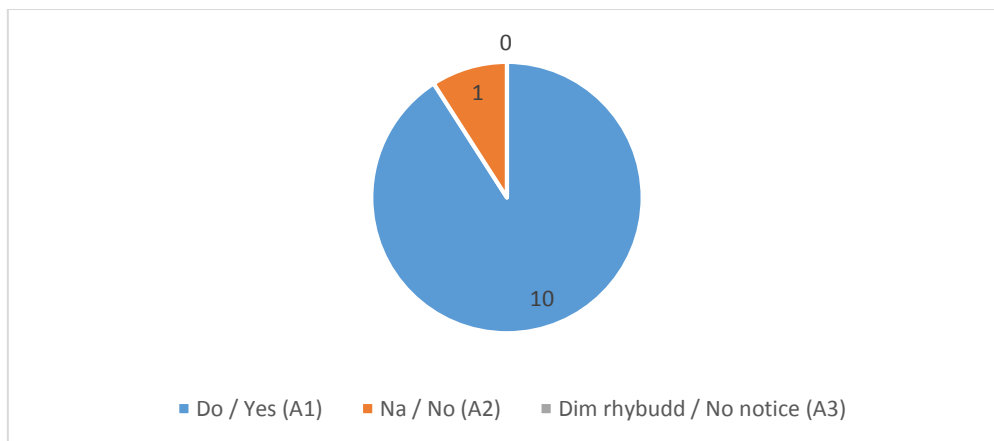
Tîm Ansawdd i Denantiaid
Quality for Tenants Team



Fel rhan o'r archwiliad Tim Ansawdd i Denantiaid llwyddwyd i gysylltu gyda 15 o denantiaid oedd wedi derbyn y gwasanaeth gwasanaethu nwy dros y 3 mis diwethaf. Mae eu ymatebion nhw wedi eu cynnwys o fewn yr adroddiad hwn.

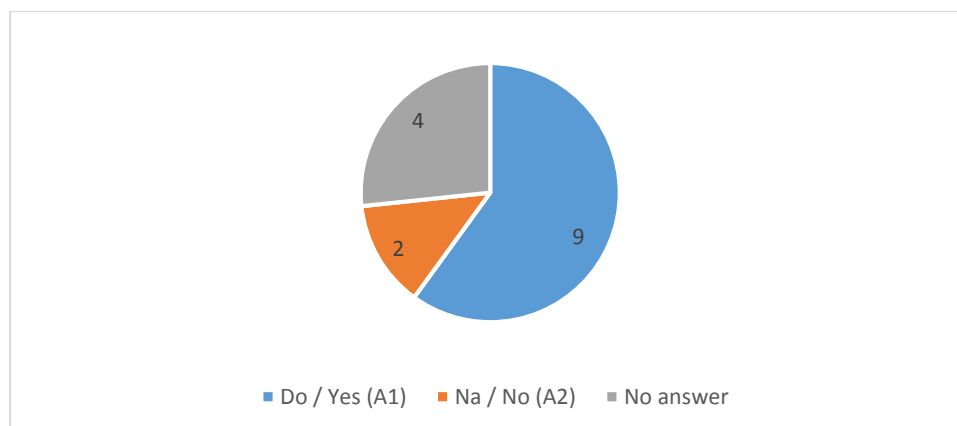
As part of the last Quality for Tenants Team review the team managed to get in touch with 15 tenants who had received the gas servicing service over the past 3 months. Their responses are included within this report.

1. Wnaethoch chi dderbyn llythyr o flaen llaw yn rhoi gwybod i chi am yr apwyntiad gwasanaethu nwy? Neu a wnaeth y gweithwyr droi fyny yn ddi rybudd yn eich cartref? / Did you receive a notification letter beforehand informing you of your gas servicing appointment or did they turn up at your home without notice?

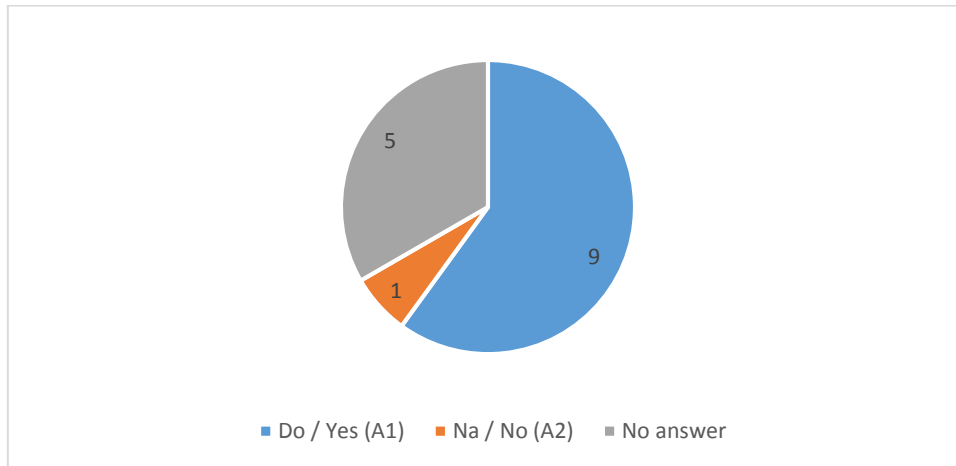


Sylwadau / Comments:

- troi fyny yr un diwrnod / came sameday
 - Wedi derbyn 2 lythyr yn nodi bod y gweithwyr yn dod, gweithwyr heb droi fyny tro 1af ac roedd yr ail lythyr yn cynnig yr un dyddiad a'r llythyr 1af. Cafwyd 3ydd llythyr yn cynnig dyddiad ond fe wnaeth y gweithwyr droi fyny ar ddiwrnod gwahanol / Tenant received 2 letters noting dates. The workers did not turn up the first time, the second letter gave the same appointment as the first letter. Tenant received a 3rd letter but the engineer turned up on a different time.
2. A gafodd apwyntiad ei gadw, a wnaeth y gweithwyr droi fyny pan oedden nhw fod i wneud? / Was the appointment kept and did they turn up when they said they would?

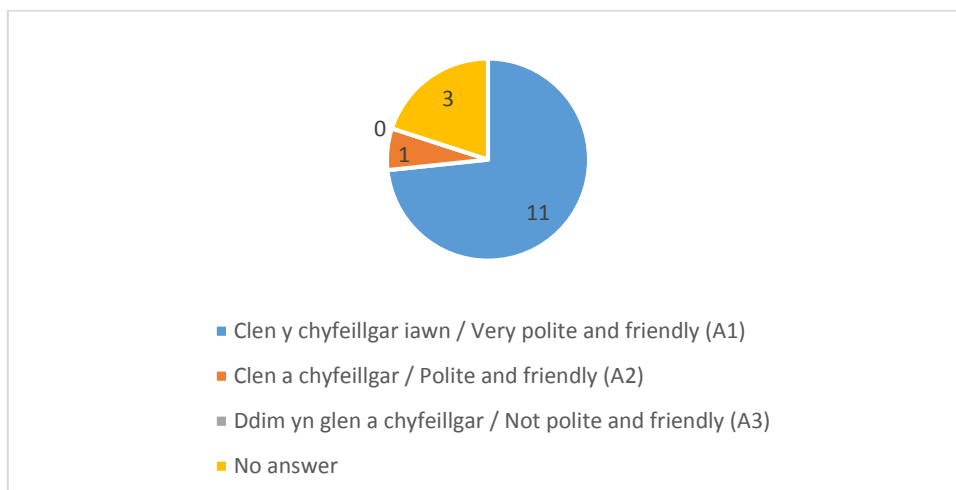


- Gweler sylwadau cwestiwn uchod / See above question
 - Wedi cyrraedd yn hwyr yn y dydd / Arrived late in the day
3. A wnaeth y peiriannydd ddangos cerdyn adnabod (ID) i chi? / Did the engineer show you their ID?

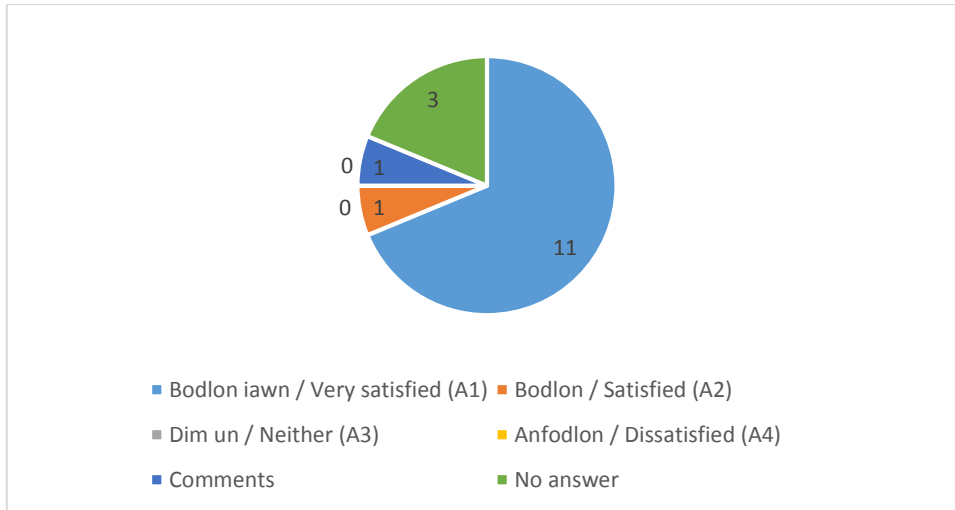


Sylwadau / Comments:

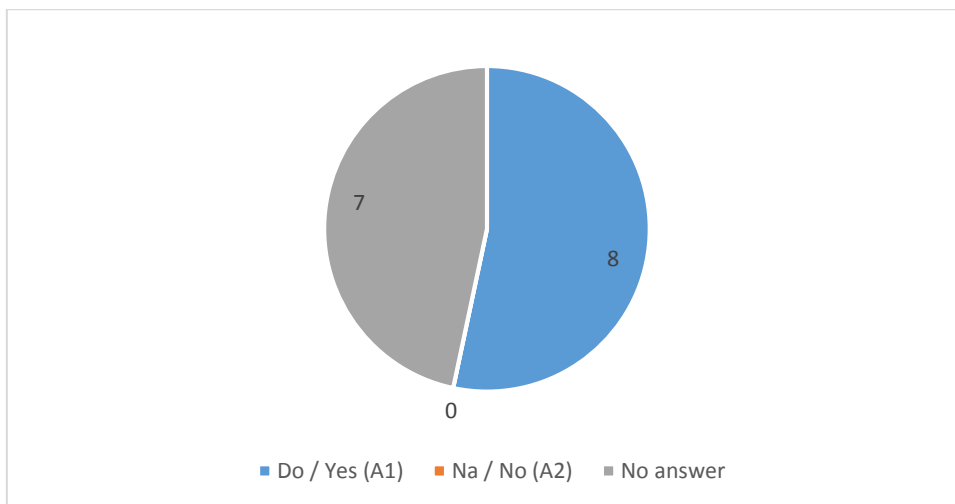
- heb ofyn, roeddwn wedi gweld y gweithwyr o'r blaen / did not ask had seen the operative before
 - neshi ddim gofyn gan bod y fan wedi ei barcio tu allan / I did not ask as the van was parked outside
 - ella, methu cofio / possibly, can't remember
4. Oedd agwedd y gweithwyr yn glen ac yn gyfeillgar? Was the attitude of the engineer polite and friendly?



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



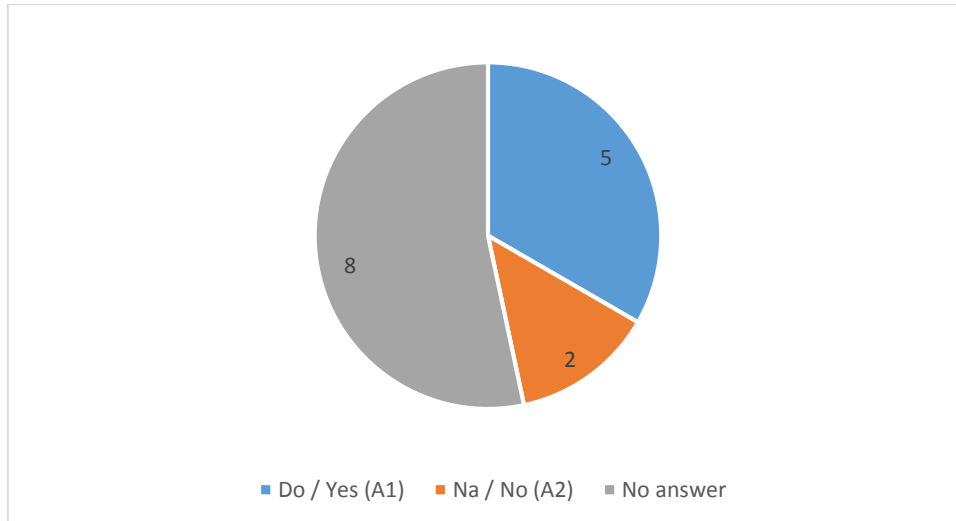
6. Wnaeth y gweithwyr ateb unrhyw gwestiynau / ymholiad oedd gennych chi? / Did the engineer answer any questions / queries that you raised?



Sylwadau / Comments:

- heb ofyn unrhyw gwestiwn / Did not ask any questions
- Do, wedi tawelu fy meddwl / Yes put mind at rest
- Ddim yn siwr / Unsure
- heb ofyn unrhyw gwestiynau / didn't ask any questions

7. A dderbynioch dystysgrif diogelwch nwy o fewn 7 diwrnod i'r apwyntiad? / Did you receive a gas safety certificate within 7 days of the appointment?



Sylwadau / Comments:

- Ddim yn siwr / Unsure
 - Ddim yn siwr / not sure
 - Methu cofio / Can't remember
 - ddim yn cofio / can't remeber
8. Oes yna unrhyw beth hoffech chi ddweud am sut gall CCG / Morgan Sindall wella'r apwyntiadau gwasanaethu nwy? / Is there anything that you would like to say about how CCG / Morgan Sindall could improve its gas servicing appointment process?

Sylwadau / Comments:

- does neb wedi bod yma does genai ddim nwy / no one called I have not got gas
- hapus iawn dim problemau / Happy always come and no problems
- heb gael gwasanaethu eu nwy, wedi cael bwyler newydd. Tenant yn hapus iawn gyda'r gwasanaeth / Did not have the services, tenant had a new boiler in November very satisfied with the operative
- Y wraig oedd wedi delio gyda'r gweithwyr / The wife dealt with the engineer
- Roedd popeth yn oce / No everything was fine
- Bod yn fwy cyfeillgar / Be a bit more friendly
- bodlon / satisfied
- na, popeth yn oce / No everything is fine
- Na, methu cwyno / No can't complain

****DIM OND 15 TENANT SYDD WEDI CYMRYD RHAN YN YR AROWLG YMA****

****ONLY 15 TENANTS HAVE TOOK PART IN THIS REVIEW****

Argymhellion / Recommendations:

Argymhellion / Recommendations:	Gweithred / Action:	Person cyfrifol / Responsible officer
<ul style="list-style-type: none"> • Sicrhau bod tenantiaid yn gwybod bod nhw i fod i dderbyn copi o'r 	<ul style="list-style-type: none"> • Hyrwyddo'r ffaith bod tenantiaid i fod i dderbyn copi o'r 	<ul style="list-style-type: none"> • MWT

<p>tystysgrif gwasanaethu nwy / Ensure that tenants are made aware that they should receive a copy of the gas servicing certificate</p>	<p>tystysgrif drwy rhanu gwybodaeth ar FB, gwefan CCG a'r Newyddlen.</p> <ul style="list-style-type: none"> • Promote that fact that tenants are supposed to receive the certificate by sharing information on FB, CCG's website and the Newsletter. 	
---	---	--