

TAFLEN GWYBODAETH

Taliadau Gwasanaeth

Beth yw Taliadau Gwasanaeth?

- taliad a wneir tuag at gostau darparu a chynnal gwasanaethau ychwanegol i breswylwyr sy'n fwy na'r hyn sy'n cael ei gynnwys yn y rhent arferol
- mae'n golygu'r hawl i ddefnyddio'r gwasanaeth yn hytrach na defnydd o'r gwasanaeth
- eich cyfran o'r costau am y gwasanaethau ychwanegol yr ydym ni yn eu darparu yn eich bloc a/neu stad



NODWCH: Nid ydym yn gwneud elw o Daliadau Gwasanaeth gan mai dim ond adennill gwir gost darparu'r gwasanaeth a wnawn ynghyd â ffi weinyddol am reoli'r gwasanaethau hynny.

Bydd y gwasanaethau ychwanegol yr ydych yn talu amdanynt yn dibynnu ar eich eiddo a'i leoliad.

Disgrifiad o Daliadau Gwasanaeth

Dyma enghreifftiau gwahanol o daliadau gwasanaeth a all ymddangos ar eich anfoneb. Dim ond y gwasanaethau a gynnigir i'ch eiddo fydd yn cael eu codi arna chi.

Nid yw'r rhestr hon yn gyflawn:

- **Gwasanaethau Glanhau**
Gall taliadau gwasanaeth glanhau gynnwys glanhau bob man cyffredin fel cynteddau, pen grisiau a grisiau (gall hyn gynnwys y tu allan hefyd e.e. glanhau ffenestri mewn mannau cyffredin)
- **Golau mewn ardaloedd cymunedol**
Gall taliadau gwasanaeth am olau a golau argyfwng mewn mannau cyffredin gynnwys er enghraifft: golau ar gyfer cynteddau mewn mannau cyffredin, cynteddau, pen grisiau a golau diogelwch
- **Torri Glaswellt a Chynnal a Chadw Tir a Meysydd Parcio**
Mae'r tâl gwasanaeth hwn yn cynnwys costau cynnal a chadw blynyddol ar gyfer gerddi, glaswellt, llefydd wedi plannu a meysydd parcio ar eich stad
- **Gwres mewn Mannau Cyffredin**
Bydd costau gwresogi mannau cyffredin yn cynnwys cyfanswm cost gwresogi'r holl fannau cyffredin e.e. cynteddau, ystafelloedd cymunedol ayyb

- **Rheoli Stad**

Gall costau tâl am wasanaeth rheoli diogelwch stad gynnwys gwasanaethu eitemau fel systemau TCC a systemau mynediad ayyb

- **Iechyd a Diogelwch mewn mannau Cyffredin**

Mae'r tâl gwasanaeth hwn yn cyfrannu at gostau fel atal a chanfod tân, archwilio offer trydanol, rheoli plâu ayyb

- **Gwasanaeth Larwm Argyfwng (Ilinell bywyd)**

Efallai y bydd y gwasanaeth hwn yn gymwys os ydych yn byw yn un o dai gwarchod CCG, neu os ydych yn derbyn Gwasanaeth Tai Cefnogol yn y gymuned

- **Gwasanaeth Swyddog Tai Cefnogol**

Efallai y bydd y gwasanaeth hwn yn gymwys os ydych yn byw yn un o dai gwarchod CCG, neu os ydych yn derbyn Gwasanaeth Tai Cefnogol yn y gymuned

- **Warden Safle**

I ddarparu cymorth ar y safle

Os ydych yn cael y gwasanaethau uchod ac yn anhapus am unrhyw reswm, cysylltwch gyda ni i drafod eich pryderon cyn gynted ag sy'n bosib.



NODWCH: Nid yw'r gwasanaethau hyn ar gael ym mhob safle.

Costau Eraill

Bydd ffi rheoli o 10% yn cael ei gynnwys yn eich anfoneb taliadau gwasanaeth. Bydd y tâl hwn yn cyfrannu at rheoli'r gwasanaethau a ddarperir.

Cyfrifo Taliadau Gwasanaeth

Bydd y taliadau gwasanaeth yn cael eu cyfrifo ar sail amcangyfrif, yn seiliedig ar wir gost y flwyddyn flaenorol.

Yn parhau drosodd >>



T A F L E N G W Y B O D A E T H

Taliadau Gwasanaeth

Talu'r Taliadau Gwasanaeth

Byddwch yn talu'r taliadau gyda'ch rhent. Bydd y rhan fwyaf o'r taliadau gwasanaeth hyn yn cael eu talu gan Fudd-dal Tai neu Gredyd Cynhwysol os ydych yn gymwys i gael cymorth.

Os ydych yn meddwl eich bod am gael trafferth talu eich taliadau gwasanaeth cysylltwch gyda'r Adran Rhent ac Incwm cyn gynted ag sy'n bosib.

Am fwy o wybodaeth

Am fwy o wybodaeth am unrhyw beth ar y daflen hon, neu os hoffech gael y daflen hon ar ffurf wahanol fel Braille, ffont mwy neu mewn iaith wahanol cysylltwch gyda ni drwy **[ymholiadau@ccgwynedd.org.uk](mailto:yholiadau@ccgwynedd.org.uk)**, **0300 123 8084** neu **www.ccgwynedd.org**.



FACT SHEET

Service Charges

What are Service Charges?

- a payment made towards the costs of providing and maintaining additional services to residents beyond what is normally covered by your rent
- applies to the right to use a service rather than actual use of the service
- your proportion of the costs for the additional services that are provided by us to your block and/or estate



PLEASE NOTE: We do not make a profit from Service Charges as we only recover the actual cost for providing that service and an administration fee for managing those services.

The additional services you pay for depend on your property and its location.

Service Charges Description

Here are examples of service charges that may appear on your invoice. You will only be charged if this service is relevant to your property.

This list is not exhaustive:

- **Cleaning Services**
A cleaning service charge could include cleaning of all communal areas such as hallways, landing, and stairs (this may include external communal areas e.g. communal window cleaning)
- **Lighting for Communal Areas**
A charge for lighting and emergency lighting in communal areas can include for example; lighting in communal porches, hallways, landings and security lighting
- **Grass Cutting and Grounds and Car Park Maintenance**
This service charge includes the annual maintenance costs of communal gardens, grass or planted areas and car parks on your estate
- **Heating for Communal Areas**
Communal heating costs will include the total cost of heating all the communal areas e.g. hallway, communal rooms etc

- **Estate Management**
Estate Management service charge costs could include items such as CCTV Systems and secure door entry systems etc
- **Health and Safety in communal areas**
This service charge contributes to costs such as fire prevention and detection, electrical equipment checks, pest control etc
- **Emergency Alarm Service (lifeline)**
This service may be applicable to you if you live in one of CCG's sheltered accommodation, or if you receive the Supported Housing Service in the community
- **Supported Housing Officer Service**
This service may be applicable to you if you lived in once of CCG's sheltered accommodation, or if you receive the Supported Housing Service in the community
- **Site Warden**
For the provision of on-site support

If you receive the above services and are unhappy with the service for any reason, please contact us to discuss your concerns as soon as possible.



PLEASE NOTE: Not all of our sites receive all of these services.

Other Costs

A 10% administration fee will be included in your service charges. This charge will contribute to costs relating to managing the services provided.

Calculating Service Charges

Service charges will be calculated on an estimate basis, based on the actual cost for the previous year.

Continues >>



FACT SHEET

Service Charges

Paying your Service Charges

You will pay your service charge with your rent payment. Most service charges will be covered by Housing Benefits/Universal Credit (Housing element) if you qualify for assistance.

If you are worried that you are going to have difficulty in paying for your service charges, please contact our Rent & Income Department as soon as possible.

For more information

For more information about anything included in this leaflet, or if you would like to receive this leaflet in a different format, such as Braille, large text or in another language, please contact us on **enquiries@ccgwynedd.org.uk**, **0300 123 8084** or **www.ccgwynedd.org**

