



Tîm Ansawdd i Denantiaid Quality for Tenants Team

Archwiliad Chwefror 2015 / February Review

Gwaith Trwsio Ymatebol / Responsive Repairs Work

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 wahanol archwiliadau i brofi gwaith a gwasanaethau mae CCG yn ei ddarparu. Dyma'r trydydd archwiliad gynhaliwyd gan y tim ac yr ail un I edych ar waith Tim Trwsio yn dilyn yr un cyntaf mis Medi 2014.

Yn yr archwiliad yma, cysylltwyd gyda tenantiaid dderbyniodd waith gan Tim Trwsio yn ystod mis Ionawr 2015. Mae'r tudalennau canlynol yn dangos y canlyniadau a gasglwyd yn ystod yr archwiliad.

Cysylltwyd â 134 o denantiaid ac fe lwyddwyd i siarad gyda 47 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 third review carried out by the team and the second to look at the work of Tim Trwsio following the first one in September 2014.

In the review the team contacted tenants who had received work from Tim Trwsio during January 2015. The following pages highlight the results collected during the review.

A total of 134 tenants were contacted, with the team managing to speak to 47 of them, and it is their responses which are captured in this report.

38 di cwblhau / completed

9 gwaith heb ei gwblhau / work not completed

38 dim ateb / no reply

3 ddim derbyn galwadau / does not receive incoming calls

3 methu siarad / cannot talk

43 rhif anghywir / invalid numbers

1. A gyrhaeddodd y gweithwyr ar yr amser drefnwyd?/ Did the workmen arrive when they said they would?

| | | | |
|--|---|--------|-----------------------------|
| Do / Yes | - | 86.88% | (Medi/September 2014 - 75%) |
| Naddo / No | - | 7.89% | (Medi/September 2014 - 25%) |
| Dim yn berthnasol/ Not applicable | - | 5.26% | (Medi/September 2014 - 0%) |

Sylwadau / Comments:

- *Gan ei fod yn waith allanol – dim apwyntiad / As it was outside work –no appointment made*
- *Fe ddaethon cyn gynted â phosib gan ei fod dros y Nadolig a ddim yn achos brys / They came asap as it was over xmas and not urgent*
- *Ddim yn gwybod pa bryd oedant yn dod - ond gan fod o yn waith allanol - ddim angen bod i mewn / Didn't know when they were coming, but as outside work, did not need to be in.*
- *Na - dal i ddisgwyl am arolygydd / No still waiting for inspector*
- *Plymbar a thrydanwr ddim wedi dod ar yr un pryd / Plumber and electrician did not turn up at the same time.*
- *Gorfod ffonio I gwyno. Cwyn ar ol cwyn – dim yn iawn ein bod yn gorfod ffonio tro ar ol tro. / Had to phone to complain. Complaint after complaint – not right we have to ring up time after time.*

2. Oedd agwedd y gweithiwr yn gwrtais a chyfeillgar? Sut y byddech yn disgrifio eu hagwedd / Was the attitude of the worker polite and friendly? How would you rate their attitude:

| | | | |
|---|---|--------|--------------------------------|
| Da iawn / Very Good | - | 65.78% | (Medi/September 2014 - 87.17%) |
| Da /Good | - | 28.94% | (Medi/September 2014 - 7.69%) |
| Ddim un /Neither | - | 0% | (Medi/September 2014 - 5.12%) |
| Gwael / Poor | - | 2.63% | (Medi/September 2014 - 0%) |
| Gwael iawn / Very Poor | - | 0% | (Medi/September 2014 - 0%) |
| Dim yn berthnasol / Not applicable | - | 2.63% | (Medi/September 2014 - 0%) |

Sylwadau / Comments:

- *Clên iawn / Very Polite*
- *Neis iawn / Very nice*
- *Gwych / Excellent*
- *Gwych / Excellent*
- *Gweithwyr yn gweithio yn dda – dim problem gyda'r gweithlu / Workmen worked well – had no problem with the workforce*
- *Bob tro yn glen a chyfeillgar / Always polite and friendly*
- *Siarad fel fy mod ddim yn gwybod dim byd / Talk as if I don't know anything*

3. Oeddech chi yn fodlon gyda safon y gwaith a'r amser gymerodd I wneud y gwaith? / Were you satisfied with the quality of the work and the time taken to do the work?

| | | |
|---|----------|--------------------------------|
| Bodlon iawn / Very Satisfied | - 65.78% | (Medi/September 2014 - 67.56%) |
| Bodlon / Satisfied | - 23.68% | (Medi/September 2014 - 18.91%) |
| Ddim un / Neither | - 5.26% | (Medi/September 2014 - 5.40%) |
| Anhapus / Dissatisfied | - 5.26% | (Medi/September 2014 - 5.40%) |
| Anhapus iawn / Very Dissatisfied | - 0% | (Medi/September 2014 - 2.70%) |

Sylwadau / Comments:

- *Y drws erioed wedi gweithio mor dda ers i mi fyw yno / The door has never worked as good since I've been lived there*
- *Cymryd 2 ddiwrnod i fynychu a thrwsio dros dro - disgwyl gorffen - wedi tynnu lluniau / Took 2 days to attend and make a temporary fix – awaiting finish – photos taken*
- *Ffenest ddim yn cau yn iawn – cael drafft / Window is not closing properly, there is a draught.*
- *Byddai peipen solet wedi bod yn well ac yn haws i lanhau / A solid pipe would have been better and easier to clean.*

4. Pa mor fodlon oeddech chi fod y man gweithio wedi cael ei adael yn lan a thaclus yn ystod y gwaith a bod y sbwriel ac unrhyw rwbel wedi cael ei symud yn dilyn y gwaith ? *How satisfied were you that the area was kept clean and tidy during the work and that all the rubbish and debris was removed following the work?*

| | | | |
|---|---|--------|---|
| Bodlon iawn / <i>Very Satisfied</i> | - | 60.52% | (<i>Medi/September 2014 - 76.92%</i>) |
| Bodlon / <i>Satisfied</i> | - | 31.57% | (<i>Medi/September 2014 - 17.94%</i>) |
| Ddim un / <i>Neither</i> | - | 2.63% | (<i>Medi/September 2014 - 5.12%</i>) |
| Anfodlon / <i>Dissatisfied</i> | - | 5.26% | (<i>Medi/September 2014 - 0%</i>) |
| Anfodlon iawn / <i>Very Dissatisfied</i> | - | 0% | (<i>Medi/September 2014 - 0%</i>) |

Sylwadau/Comments:

- *Taclus iawn / Very tidy*
- *Dim llanast / No mess*
- *Wedi gadael graen ar y llwybr / Grit left on path*
- *Gweithiwr mor dda - bosib iddo ddod yn ôl bob tro / The workman was so good – please can he come back each time.*
- *Ddim yn hapus - heb lanhau yn iawn - darnau ym mhob man / Bits everywhere – did not clean up properly – not impressed*
- *Wedi ei adael yn oke / Left it ok*
- *Diwm gwastraff / No Waste*

**5. Ydych chi wedi cael trafferthion gyda (enw'r gwaith) yn dilyn y gwaith? /
Have you had any problems with (type of work) following the work?**

| | | |
|-----------------|----------|--------------------------------|
| Do/Yes | - 13.15% | (Medi/September 2014 - 12.82%) |
| Naddo/No | - 86.84% | (Medi/September 2014 - 87.17%) |

Sywadau / Comments:

- *Problem wedi ei ddatrus / Problem solved*
- *Dim ond mesur dros dro mewn lle / Only temporary measure in place*
- *Fodlon gyda'r gwaith / Pleased with work*
- *Wedi gwneud gwaith da / Done good job*
- *Pwysedd yn parhau i fynd i lawr, felly mae yn gollwng yn rhywle - mae'r boeler dros 10 oed ac efallai angen ei newid / Pressure still going down, so there is still a leak somewhere – the boiler is still over 10 years old and may be due for changing.*
- *Gwresogydd dal yn gollwng - hyd yn oed ar ôl yr ymweliad - dim ond yn gollwng ar dymheredd penodol - dim trwy'r amser. Byddai'n well ei newid am un newydd i ddatrys y broblem yn gyfan gwbl / Radiator still leaking even after visit – it only leaks at a set temperature not all the time. Would be better to change it for a new one to solve the problem permanently.*
- *Arolygwr I alw / Inspector to call.*
- *Wedi trwsio, ond dsigwyl I'r llawr gael ei wneud – I fod I alw heddiw – ddim yn hapus / Fixed it, but waiting for floor to be done- due to visit today – bit annoyed.*

6. Yn gyffredinol, pa mor fodlon oeddech chi gyda'r broses o gael gwaith gan Tîm Trwsio h.y. o ffonio i ofyn am y gwaith hyd at aelod o staff yn gwneud y gwaith / Overall, how satisfied were you with the process of receiving Repairs and Maintenance Work i.e. from contacting CCG to actually report the repair, to the member of staff doing the work

| | | |
|--|----------|------------------------------|
| Bodlon iawn / Very Satisfied | - 47.36% | (Medi/September 2014 63.63%) |
| Bodlon / Satisfied | - 39.47% | (Medi/September 2014 21.21%) |
| Ddim un / Neither | - 0% | (Medi/September 2014 3.03%) |
| Anfodlon / Dissatisfied | - 5.26% | (Medi/September 2014 9.09%) |
| Anfodlon iawn / Very Dissatisfied | - 7.89% | (Medi/September 2014 3.03%) |

Sylwadau/Comments:

- *Hapus gyda'r gwaith sydd wedi cael ei wneud, ond yn disgwyl am waith mwy pwysig gael ei wneud / Satisfied with the job that has been done, but is waiting for more urgent jobs*
- *Ffonio mis Medi ynglŷn â'r gwter - ond ddim wedi cael ei drwsio tan fis Ionawr / Telephoned in September re guttering, but did not fix it until January.*
- *Gwasanaeth gwych / Fabulous service*
- *Hoffwn pe bai'r tân trydan wedi cael ei drwsio yn gyflymach gan ei fod yn y gaeaf. Roedd gennyf ddulliau eraill o wresogi, ond dim tân trydan dros Nadolig./ I wish the electric fire could have been repaired more quickly as it is winter. I had other forms of heating, but no electric fire over xmas.*
- *Gorfod ffonio – heb gael ei gwblhau yn ystod yr ymweliad cyntaf / Had to phone – not completed on first visit.*
- *Dylai eraill gymryd tudalen allan o lyfr y gweithwyr ddaeth draw – agwedd, taclusrwydd / Others should take a leaf out of the attending workman's attitude, tidiness etc*
- *Gwneud yn siŵr bod nhw yn glanhau yn iawn. Byddai hyn yn helpu. / Make sure that they clean up properly. This would help.*
- *Ddiolchgar fod y gweithwyr wedi gweithio o'i gwmpas gan fod ei wraig yn sâl yn yr ysbyty - falch bod nhw wedi gallu gwneud hynny / Thankful that the workmen fitted around him. Wife is ill in hospital – he was very pleased they could do that.*
- *Er ei fod yn hapus gyda'r mesur dros dro, mae pythefnos wedi pasio ac mi fyddwn yn ffonio wythnos nesaf i gael diweddariad / Although satisfied with*

the temporary measure, its 2 weeks on will phone next week to get update on progress.

- *Cyfathrebu ddim yn dda / Communication not very good*
- *System gyfan angen ysgytwad. Roedd y to yn gollwng ac oherwydd ei fod wedi cymryd amser hir i'w drwsio, fe achosodd lot o ddifrod / The whole system needs a shake up. I had a leaking roof which took a long time to be repaired and caused a lot of damage.*
- *Wedi cymryd amser – dim gorchudd llawr dros Nadolig – llawr yn ludiog / It took a while – no floor covering since Christmas – floor sticky.*
- *Tenant ddim yn hapus gorfod bod heb wres am 3 diwrnod. Hefyd ddim yn gallu cael gafael ar yr un person wrth ffonio CCG / Tenant very unhappy to have been left without heating for 3 days. Also unable to get hold of the same person when phoning CCG.*
- *Hapus iawn gyda'r gwaith a'r gweithlu / Very pleased with the work and workmen very good.*
- *Dim problemau o gwbl / No problems at all.*
- *Ddim yn fodlon fod y gwaith heb gael ei gwblhau mewn amser da. Cymryd rhy hir o gofnodi'r gwaith trwsio i dderbyn y gwaith / Not satisfied that work has been completed in good time. Taken too long from logging the repair to the work taking place.*

7. Oes yna rywbeth hoffech ddweud am sut y gall CCG wella gwasanaeth Tim Trwsio? / Is there anything else that you would like to say about how CCG could improve its Repairs and Maintenance Service?

Sylwadau / Comments:

- *Bodlon gyda'r gwasanaeth / Satisfied with the service*
- *Mae yn gweithio / It works*
- *Hapus iawn – fewn ag allan mewn dim o amser / Very pleased – in and out in no time*
- *Mae angen cael gwybod am y gwaith - er bod gwaith yn ymwneud lleithder yn fy nghegin wedi cael ei arolygu, roedd yn rhaid i mi gysylltu gyda'r cynghorydd i gael gwybodaeth / Angen Need to be kept informed regarding work – although job regarding damp in my kitchen was inspected, I had to contact my councillor to get information.*
- *Oce / It's ok*
- *Dim felly / Not really*
- *Da iawn / Very good*
- *Gwaith ail-rendro tu allan ddim ond wedi cael ei gwblhau yn rhannol / Outside job of re-rendering only partially done*
- *Dim ond y cyfathrebu sydd yn broblem / Just the communication that is the problem*
- *Hapus iawn gyda'r gwasanaeth / Very happy with service*
- *Gweithio yn iawn cyn belled a bod yr arolygwr yn dod yn ystod y diwrnodiau wedyn i benderfynu beth i wneud ynglŷn â'r ffenestri sydd yn sticio a'r drafft sydd yn dod trwyddynt / It will work fine as long as inspector does come in the following days to decide what to do about sticking windows and draught which is there now.*
- *Amser hir rhwng arolwg a'r gwaith yn cael ei wneud. Teimlaf fod y llawr gwreiddiol yn iawn – cael ein gadael heb orchudd llawr a dim ond llawr 'sticky' ddim yn broffesiynol iawn. / It is taking a long time between one survey and the work being carried out. I felt the original floor covering was fine – to be left without a floor covering in the bathroom with a sticky floor is not very professional. A shorter time is needed to carry out the work.*

- *Llawer o waith yn parhau - gweithlu ddim yn troi i fyny am wythnosau i gwblhau gwaith allanol / A lot of work ongoing workmen do not turn up for weeks to finish external work.*
- *Hapus iawn gyda'r gwasanaeth / Very happy with the service.*
- *Da iawn ar ôl cofnodi cwyn. Wedi bod yn hapus iawn - ddim yn gallu bod dim gwell. / Very good from lodging complaint. I have been very pleased. Couldn't be better.*
- *Mwy o wybodaeth ar beth sydd yn digwydd - hyn ddim yn digwydd a thenant bob tro yn gorfod ffonio i mewn. / More information on what is happening as this is not happening – the tenant always has to phone in.*
- *Gweithio yn dda ar hyn o bryd / Working well at the moment.*
- *CCG yn gwneud yn iawn gyda gweithwyr ffantastig / CCG doing fine with fantastic workmen.*
- *Staff wedi bod yn wych bob tro maent wedi ffonio i mewn / Staff have been brilliant every time they have phoned in.*

Camau yn cael eu cymryd i wella gan Tîm Trwsio yn dilyn archwiliad Tîm Ansawdd i Denantiaid a Gwaith casglu Boddhad Tenantiaid gan y Canolfan Alwadau / Steps being taken to improve by Tim Trwsio following a review by the Quality for Tenants Team and the Tenant Satisfaction collected by the Call Centre

Dyma'r pedwar prif beth sydd wedi codi yn ystod yr archwiliad ac angen edrych arnynt / There are four main problem areas that have arisen during this inspection and require addressing:

Amser mae'n gymryd i wneud y gwaith / The time being taken to do the work

Tîm Trwsio ar hyn o bryd yn adolygu'r amser mae'n cymryd i gynnal yr archwiliadau a'r gwaith ac yn edrych ar roi prosesau mewn lle bydd rydym yn gobeithio yn arwain at welliannau i'r tenantiaid. / Tîm Trwsio are currently reviewing the time taken to carry out both the inspections and the work and are looking at putting processes in place which will hopefully lead to improvements for the tenants.

Cyfathrebu trwy'r broses o gofnodi a derbyn gwaith trwsio / Communication throughout the process of reporting and actually receiving repairs work

Tîm Trwsio i adolygu sut maent yn Cyfathrebu gyda'r tenant yn ystod y broses o gael gwaith ac am edrych yn benodol ar decstio a ffonio / Tîm Trwsio are to review how they communicate with the tenant during the process of obtaining work and will be looking at texting and phoning in particular.

Manylion cyswllt anghywir ar y cofnodion / Incorrect contact details on the records

Yn dilyn yr adolygiad, mae staff y Ganolfan Alwadau yn cael eu monitro i sicrhau eu bod yn diweddarau manylion cyswllt y tenant pan fyddant yn cysylltu gyda'r Ganolfan Alwadau / rhoi y gwybodaeth Following the review, Call Centre staff are being monitored to ensure that they check and if necessary update the tenant's contact details when they contact the Call Centre.

Gwaith yn anghywir yn cael ei ddangos wedi ei gwblhau ar y system, pan nad yw'r gwaith wedi ei gwblhau neu dim ond wedi ei gwblhau yn rhannol / Cases being incorrectly shown as completed on the system, when the work has not been done or only partially completed

Hyfforddiant wedi ei roi i staff Tim Trwsio i'w cynghori sut i nodi gwaithsydd dim ond wedi ei gwblhau yn rhannol ar y system. Hwn yn broblem godwyd yn ystod arolygiad mis Medi 2014. Camau mewn lle i geisio datrys y broblem. / Training given to Tim Trwsio staff to advise them how to record part completed jobs on the system. This

was an issue that was raised during the September 2014 review. Steps have been put in place to try and resolve the problem.

Aelodau Tim Trwsio yn ymwybodol o'r broblem / Tim Trwsio members have been made aware of the problem.

Proses mewn lle i adolygu gwaith sydd dim ond wedi cael ei gwblhau yn rhannol gan sicrhau fod apwyntiadau mewn lle ar gyfer yr achosion yma. Achosion yma yn cael eu hadolygu yn wythnosol. / Process in place to review part-completed cases and to ensure that further appointments are arranged for these cases. These cases are now reviewed weekly.