



# Tîm Ansawdd i Denantiaid Quality for Tenants Team

Archwiliad Tachwedd 2016/ November 2016 Review

Cyfathrebu Gwaith Trwsio /  
Repairs Services Communication

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

Dros y misoedd 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 gan y tîm ansawdd i denantiaid i edrych ar y gwasanaeth mae'r Tîm Trwsio yn ei ddarparu ar gyfer ein tenantiaid.

Yn yr archwiliad yma, cysylltwyd gyda thenantiaid dderbyniodd wasanaeth gan y Tîm Trwsio yn ystod Hydref 2016. Mae'r tudalennau canlynol yn dangos y canlyniadau a gasglwyd yn ystod yr archwiliad.

Cysylltwyd gyda 55 o denantiaid, gyda 32 yn ateb eu hymatebion nhw sydd wedi eu cynnwys o fewn yr adroddiad hwn.

*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 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 review carried out by the quality for tenants' team to look at the service provided to our tenants by the repairs team.*

*In this review, the team contacted tenants who had received a service from the Repairs Team during October 2016. The following pages highlight the results collected during the review.*

*A total of 55 tenants were contacted, 32 responded. Their comments are highlighted within this report.*

- 1. Pan wnaethoch chi gysylltu gyda'r ganolfan alwadau CCG i nodi gwaith trwsio, wnaeth y swyddog rhoi gwybod i chi os oeddech chi angen 'pre inspection' ar gyfer y gwaith, os mai gweithwyr CCG neu un o gontractwyr CCG fyddai' galw yn eich eiddo i gwblhau'r gwaith? / When you contacted CCG to report your repair, were you told by the staff member if you would need either a 'pre inspection' before the work, or if the work was going to be carried out, would it be done by CCG or one of Caeais contractors?**

Do / Yes: 38%

Na / No: 25%

Dim ateb / No response: 37%

Sylwadau / Comments:

- Wedi dod y diwrnod wedyn / Came next day
- Ddim wedi cael 'inspection', surveyor wedi dod i dynnu lluniau. Dywedodd fy nghymdogion ei fod wedi dod 'nôl y diwrnod nesaf i dynnu fwy o luniau / Did not receive an inspection, surveyor came round to take photos. Neighbour told me that the inspector came around again the following day to take more photos.
- CCG wedi cysylltu gyda fi i ddweud bod angen gwneud gwaith ar y trydan / I was contacted by CCG to let me know that work was needed on the electric
- Mam wedi syrthio yn y gawod, wedi ffonio CCG i gofnodi'r broblem, neb wedi dod draw eto. Fodd bynnag roedd y gweithwyr ddoth draw i wneud y drws ar ffenestr yn wych / Mother fell in shower, problem has been reported to CCG, nothing has been done yet. However, the workmen that came to fix the doors and windows were brilliant.
- Wedi derbyn amser apwyntiad ond roedd rhaid i mi ganslo'r apwyntiad ddwywaith ac ail drefnu, ddoth y gweithwyr ar yr amser oedd wedi ei gytuno / I did receive an appointment, had to cancel twice, however the workmen turned up on time

- 2. Yn ystod eich cyswllt gyda CCG a wnaeth y swyddog gadarnhau apwyntiad gyda chi? / During your contact with CCG did the officer confirm an appointment slot with you?**

Do / Yes: 66%

Na / No: 6%

Dim ateb / No response: 28%

- 3. A wnaeth y swyddog adael i chi ddewis slot apwyntiad fyddai'n siwtio chi orau? / Did the officer let you choose an appointment slot that would best suit you?**

Do / Yes: 25%

Na / No: 38%

Dim ateb / No response: 37%

Sylwadau / Comments:

- Apwyntiad rhwng 10 – 2, gweithwyr yn cyrraedd am 10:30, hapus iawn / My appointment was between 10 – 2pm and the workmen arrived at 10:30, I was very pleased
  - Cefais apwyntiad gan y swyddog ar y ffon, dim cyfle i ddewis apwyntiad fyddai'n gyfleus i fi / I was just given an appointment and not asked which time would best suit me
  - Na, cefais ddyddiad wrth ffonio / No, I was given a date when I phoned
  - Wedi cael gwybod bod CCG methu cynnig apwyntiad? / Told that CCG could not offer an appointment
  - Do, wedi cael cynnig amser a dyddiad fyddai'n gyfleus i mi / Yes, was give a choice of time and date that was convenient
  - Wedi rhoi gwybod i CCG ers peth amser bod to'r porch yn gollwng. Rwyf wedi gorfod aros dan nawr i gael ymweliad gan yr 'inspector' / I have notified CCG a long time ago that my porch roof was leaking. I have had to wait until now to get a visit from the inspector.
  - Do, amser cinio, wedi ffonio cyn cyrraedd a wedi cyrraedd ar amser / Attended at 12, operative phoned on their way and arrived on time.
4. **A wnaethoch chi dderbyn unrhyw wybodaeth bellach gan CCG cyn i'r gweithwyr ddod i'r eiddo, a drwy ba ddull? / Did you receive any further communication before the workers arrived at your property, and through what communication method?**

Neges destun 24 awr cynt / Text message 24 hours beforehand: 25%

Neges pan roedd y gweithwyr ar eu ffordd / Text when operative on the way: 9%

Dim gwybodaeth / No communication: 32%

Heb ateb / No response: 34%

5. **Os nad oes gennych chi ffon symudol, wnaeth y swyddog gysylltu gyda chi drwy unrhyw ddull arall? / If you do not have a mobile phone did the officer get in touch with you through a different method?**

Do / Yes: 13%

Na / No: 32%

Dim ateb / No response: 55%

Sylwadau / Comments:

- Wedi cyrraedd ar yr amser ar dyddiad a gytunwyd. Gweithwyr yn dda iawn a methu bod llawer iawn gwell / Workmen arrived on the time and date agreed. The workmen were very good and could not be much better.
- Ffon tŷ / Landline

**6. Cafodd y gwaith ei gwblhau mewn un ymweliad (os ia, ewch ymlaen at gwestiwn 7) / Was the work completed in one visit (if yes, go to question 7)?**

Do / Yes: 53%

Na / No: 22%

Dim ateb / No response: 25%

Sylwadau / Comments:

- Gweithwyr wedi dweud wrth y tenant byddai'n dod 'nôl dydd Gwener nesaf dal heb glywed dim newyddion pellach / Operative advised tenant that they would be back last Friday, tenant has not received any further news
- Mae rhywun wedi bod draw i fesur y gwydr ond tydi'r tenant heb glywed dim wedyn / Someone has been around to measure the glass but tenant has not heard anything since
- Mae'r gwaith sydd wedi ei wneud ar yr eiddo wedi ei wneud yn dda iawn / Work done on property is very good
- Cafodd y gwaith ei wneud yn iawn / Work carried out was fine
- Gwaith wedi ei gwblhau diwrnod wedyn, tenant yn hapus iawn gyda'r gwaith / Work completed next day, tenant very happy with the work
- Gwych, roedd y staff y ganolfan alwadau yn barod iawn i helpu / Brilliant the staff in the call centre were very helpful and gave me an appointment
- Cafodd y gwaith ei gwblhau tro cyntaf ac roedd y gweithwyr yn wych / Yes, work was completed first time and the operative was brilliant.
- Dywedodd yr inspector byddai'r gwaith yn cael ei wneud fel rhan o raglen ar gyfer y flwyddyn nesaf, felly dim gwaith trwsio yn y cyfamser / The inspector advised me that the work would be done as part of planned works for next year, meanwhile no repair work was completed.
- Gweithwyr wedi galw ar ei ffordd ond heb gadarnhau apwyntiad, dim ond 8yb – 1yp / Operative did call when on his way but was not given a time only an 8am – 1pm appointment slot
- Gweithwyr wedi gorffen ar un ymweliad, hapus iawn gyda'r gwaith / Yes the workmen finished in one visit, very pleased with the work

**7. Os 'na chafodd y gwaith ei gwblhau yn ystod yr ymweliad cyntaf, wnaeth y gweithwyr drefnu apwyntiad arall gyda chi yn eich cartref? / If the work was not completed on the first visit, did the operatives arrange another appointment with you whilst in your home?**

Do / Yes: 6%

Na / No: 22%

Dim ateb / No response: 72%

Sylwadau / Comments:

- Nid wyf yn hapus bod to'r porch yn parhau i ollwng. Rwyf eisiau gweld CCG yn trwsio'r to dros dro nes bydd y gwaith cynlluniedig yn cael ei wneud / I am not happy that the porch roof is still leaking. I want to see a temporary repair completed until the scheduled works begin

**8. Oeddech chi'n cael eich diweddarau ynglŷn â statws eich gwaith trwsio? / Were you kept informed of the progress of the repair to your property?**

Do / Yes: 6%

Na / No: 22%

Dim ateb / No response: 72%

**9. Sut rydych eisiau i ni gysylltu gyda chi ynglŷn â gwaith trwsio yn y dyfodol? / How do you want us to get in touch with you regarding repair work in the future?**

Galwad ffon / Phone call: 38%

Neges Destun / Text Message: 32%

Cyfryngau Cymdiethasol / Social Media:

E-bost / Email:

Llythyr / Letter: 3%

Arall / Other:

Heb ateb / No response: 27%

Sylwadau / Comments:

- Dros y ffon / Over the phone
- Galwad ffôn / Phonecall
- Byddai gadael neges testun yn synaid da gan bod rhaid i'r tenant adael ei ffon yn ei locer yn ystod amser gwaith / Text message would be a good idea as the tenant has to leave her phone in the locker during work ours
- Ffonio yn unig / Phone only
- Cysylltu gyda tenant dros y ffon / Please contact tenant on landline
- Ffon symudol a neges destun sydd orau gan y tenant / Mobile and text message would be best for tenant

**10. Oes unrhyw wybodaeth arall 'dachi'n teimlo bod chi angen gwybod am y gwaith trwsio cyn i weithwyr CCG ddod draw i gwblhau'r gwaith? / Is there any additional information that you feel you need to know about the repair work before CCG operative comes to your home to complete the work?**

Sylwadau / Comments:

- Staff yn glen iawn, popeth wedi mynd yn grêt gyda'r gwaith trwsio / Staff were fine and all went well with repair
- Na, job syml / No, it was a simple job
- Dim ond amser a dyddiad cefais dros y ffon / Only received time and date over the phone
- Rwyf eisiau gwybod pryd fydd to'r porch yn cael ei drwsio / I want to know when the porch roof will be fixed
- Mae'r gweithwyr yn dweud beth fydda nhw yn wneud ond tydi hyn ddim yn gwireddu i fod o safon dda gan bod rhaid gwneud y gwaith trwsio eto / The workers say what they will do but this does not materialise to being of good quality as they need to do the work time and time again.
- Roedd y gweithwyr ddoth acw yn wych / The operative that attended was brilliant
- Heb dderbyn digon o wybodaeth / Not received enough information

**11. Yn y dyfodol, fyddai gynoch chi ddiddordeb mewn 'tracio' eich gwaith trwsio dros y we? / In future would you be interested in tracking you repair on-line?**

Byddai / Yes: 22%

Na / No: 38%

Dim ateb / No response: 40%

**12. Yn y dyfodol, fyddai gynoch chi ddiddordeb gwybod faint mae'r gwaith trwsio ar eich cartref wedi costio? / In future, would you be interested to know how much the repair to your property cost?**

Byddai / Yes: 25%

Na / No: 32%

Dim ateb / No response: 43%

Sylwadau ychwanegol / Additional comments:

- Dynes yn anhapus iawn gyda tho'r porch yn gollwng / Tenant very unhappy that he porch roof was leaking
- Ddim yn hapus gyda'r amser mae'n cymryd i gwblhau'r gwaith / Not happy with time taken to complete the work
- Tenant wedi derbyn addewid misoedd yn nol bod aelod o dîm trwsio yn mynd i'w ffonio hi drafod bod o yn gollwng ac i drefnu bod y to yn cael ei drwsio dros dro nes bydd y gwaith cynlluniedig yn cael ei wneud ar yr eiddo / Tenant was promised some months ago that a member of Tîm Trwsio would call her to arrange that the roof would be fixed until the planned works would be completed.
- Roedd y gweithwyr yn wych / The people were great
- Tenant yn hapus iawn gyda'r gwaith 'spot on' / Tenant very happy with the work 'spot on'

**Argymhellion / Recommendations:**

- Angen sicrhau bod tenantiaid yn cael dewis slot apwyntiad os rydym yn addo cynnig yr opsiwn yma, ddim yn debyg bod hyn yn digwydd gyda rhan fwyaf o'r apwyntiadau sy'n cael eu trefnu/ Need to ensure that tenants are given the opportunity to select a time slot if we are promising to offer this option.
- Anghysondeb ynglŷn â'r dull cyswllt sy'n cael ei ddefnyddio ar gyfer atgoffa tenant o apwyntiad, dim pob tenant sydd yn derbyn neges testun 24 awr cyn yr apwyntiad a dim pob tenant sydd yn derbyn galwad ffôn pan mae'r gweithwyr ar eu ffordd i'r apwyntiad / Inconsistency in terms of what contact method is used to remind tenants of their appointment, not all tenants receive a text message 24 hours prior to an appointment, not all tenants receive a phone call when an operative is on their way to a property.
- Problemau yn parhau ynglŷn ag inspector yn mynd yno i weld y gwaith neu i dynnu lluniau a'r tenant ddim yn derbyn unrhyw wybodaeth bellach / Problems relating to inspector visiting a property to assess a job or take photos and the tenant receives no further communication.