# Tîm Ansawdd i Denantiaid
# Quality for Tenants Team

Archwiliad Medi 2014 / September 2014 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.

Roedd yr archwiliad cyntaf yn cynnwys aelodau’r tim yn ffonio tenantiaid oedd wedi derbyn Trwsio Ymatebol gan Tim Trwsio yn ystod y cyfnod 18/08/14 hyd at 03/09/14.

Mae’r tudalennau canlynol yn dangos y canlyniadau a gasglwyd yn ystod yr archwiliad.

Cysylltwyd â 103 o denantiaid, gyda’r tîm yn llwyddo 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 first review involved members of the team telephoning tenants who had received responsive Repairs from Tim Trwsio during the period from 18/08/14 to 03/09/14.

The following pages highlight the results collected during the review.

A total of 103 tenants were contacted, with the team managing to speak to 47 of them, and it is their responses which are captured in this report.

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

**Do / Yes** – 36 (75%)

**Naddo / No** – 12 (25%)

**Sylwadau / Comments:**

- *Ffantastig / Fantastic*

- *Dal yn disgwyl i'r gwaith gael ei gwblhau - hoffwn rywun gysylltu cyn gynted â phosib / Still awaiting repair to be done, would like contact as soon as possible.*

- *Gwaith heb ei wneud - archwiliwr yn dod fory i edrych ar y gwaith / The work has not been carried out, An inspectoris coming tomorrow to look at the job.*

- *Gwaith heb ei wneud – heb gael rheswm – wedi derbyn llythyr yn cynghori y bydd archwiliwr yn galw ar 04/09/14 – tenant ddim yn hapus – mater iechyd a diogelwch / Work not carried out – no reason given. Letter received to advise inspector would be calling on 04/09/14 – tenant not happy as health and safety issue.*

- *Gwaith heb ei gwblhau / Work not carried out.*

- *Wedi dod y diwrnod wedyn – ond methu gwneud y gwaith (disgwyl 2-3 wythnos) / Came next day – but could not do the work (2-3 week delay)*

- *Gwaith Trwsio heb gael ei wneud / The Repair work has not been done.*

- *Gwter yn parhau i fod wedi torri ac yn awr wedi disgyn oddi ar yr adeilad / The guttering is still broken and has now fallen off the building.*

- *Cymorth mawr - ffonio am 6.30yh a dod y noson honno - methu cwblhau'r gwaith, ond dod bore wedyn i orffen / Very helpful reported at 6.30pm – came that evening – could not complete it – came next morning.*

- *Ychydig yn hwyr oherwydd cyfarfod / They were a bit late due to a meeting.*

- *Un diwrnod yn hwyr / One day late.*

- *Dim problem o gwbl / Methu Can't fault them.*

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*** | **-** | *34* | *(87.17%)* |
| **Da /*Good*** | **-** | *3* | *( 7.69%)* |
| **Ddim un /*Neither*** | **-** | *2* | *( 5.12%)* |
| **Gwael / *Poor*** | **-** | *0* | *( 0%)* |
| **Gwael iawn / *Very Poor*** | **-** | *0* | *( 0%)* |

**Sylwadau / Comments:**

- *Agwedd yr Handiman yn ffantastig / The attitude of the handyman was fantastic.*
- *Agwedd dangosodd yr Handiman at yr eiddo yn grêt / The attitude that the handyman showed towards my property was great.*
- *Hapus gyda'r gwaith / Happy with the work.*
- *Glan iawn a taclus / Very clean and tidy.*
- *Cwrtais / Polite.*
- *Bachgen neis / Nice lad.*
- *Mi oeddwn allan pan gafodd y gwaith ei gwblhau / I was out when work done.*
- *Gweithwyr da / Good workers.*
- *Ar amser - o fewn yr amser a addawyd / On time – within the time promised.*
- *Cwrtais iawn / Very polite.*
- *Cyfathrebu ddim yn bodoli – wnaethon nhw ddim siarad / Communication non-existent, they did not speak.*
- *Gweithiwr gwych – ar amser ac yn sydyn / Brilliant worker – on time and quick.*
- *Gweithiwr yn eithaf cymdeithasol / Workers quite sociable.*

- *Gwych / Brilliant.*

- *Hyfryd / Lovely.*

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*** | *- 25* | (67.56%) |
| **Bodlon / *Satisfied*** | - 7 | ( 18.91%) |
| **Ddim un / *Neither*** | - 2 | ( 5.40%) |
| **Anhapus / *Dissatisfied*** | - 2 | ( 5.40%) |
| **Anhapus iawn / *Very Dissatisfied*** | - 1 | ( 2.70%) |

**Sylwadau / Comments:**

- *Methu gwneud y gwaith gan fod y gweithiwr yn dweud fod y broblem gyda'r boeler nwy a gan ei fod ddim wedi ei gofrestru gyda Chorgi ac yn methu gwneud y gwaith / The repair could not be carried out as the workman said the problem was with the gas boiler, and he was not corgi registered and could not carry out the repair.*

- *Proffesiynol iawn / Very professional.*

- *Mi oedd ansawdd y gwaith cwblhawyd yn arbennig / The quality of the work carried out was exceptional.*

- *Bodlon iawn / Very satisfied.*

- *Proffesiynol iawn / Very professional.*

- *Gwaith wedi ei gwblhau mewn dim o amser / Work done in no time at all.*

- *Gweithwyr ardderchog / Excellent workers.*

- *Ni chymerodd y gwaith amser hir o gwbl / The actual work did not take long.*

- *Oeddwn – da / Yes – good.*

- *Sicrhau bod y tenant yn hapsu cyn gadael / Ensured that tenant was happy before leaving.*

- *Wedi cysylltu i drwsio'r canllaw ond heb ei wneud mewn pryd - roedd yn beryglus ac wedi cymryd gormod o amser* / *Handrail reported and not done in time – it was dangerous and took too long.*

- *Dal i ddisgwyl i'r gwaith gael ei gwblhau / Still waiting for work to be completed.*

- *Heb ddod yn ôl  fel yr oeddent wedi gado - wedi cymryd pythefnos ar ôl ffonio / Didn't come back when they said they would – took 2 weeks after phoning to remind them.*

- *Gwych /Brilliant.*

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 /** ***Very Satisfied*** | - 30 | (76.92%) |
| **Bodlon /** ***Satisfied*** | - 7 | (17.94%) |
| **Ddim un /** ***Neither*** | - 2 | ( 5.12%) |
| **Anfodlon /** ***Dissatisfied*** | - 0 | ( 0%) |
| **Anfodlon iawn /** ***Very Dissatisfied*** | - 0 | ( 0%) |

**Sylwadau/Comments:**

- *Glan a thaclus / Clean and tidy.*
- *Roedd gan y gweithiwr cadachau glân i ddal y dŵr oedd yn chwistrellu o'r falf / The workman had clean rags to hold water spray from bleed valve.*
- *Dim llanast ar ei ôl / No mess after him.*
- *Fe wnaethon lanhau a gadael y lle yn lan a thaclus / They cleaned and dusted and left the place clean and tidy.*
- *Da iawn ym mhob agwedd / Very good in all aspects.*
- *Da iawn / Very good.*
- *Dim llanast ar eu holau / No mess left after them.*
- *Wedi clirio y tu allan a tu fewn / Cleared outside and inside.*
- *Wedi glanhau bob dim / Cleaned up everything.*

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** - 5 (12.82%)

**Naddo/No** - 34 (87.17%)

**Sywadau / Comments:**

- *Angen ffenestri newydd – gorfod disgwyl pythefnos / New windows required – have to wait 2 weeks.*
- *Gwaith heb ei gwblhau – cael gwared ar y goeden ond y ffens heb ei drwsio / Job not completed – tree picked up but fence not repaired.*
- *Wedi dod a thrwsio'r gegin ond nid y drws ffrynt fel y disgwyl / Came and repaired kitchen and not front door as expected.*
- *Heb wneud y gorchudd lawr eto / Floor covering not done yet.*
- *Dal i ddisgwyl y gwaith gael ei gwblhau / Still waiting for work to be completed.*
- *Problem yn ailddigwydd / Problem re-occuring*

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*** | - 21 | (63.63%) |
| **Bodlon / *Satisfied*** | - 7 | (21.21%) |
| **Ddim un / *Neither*** | - 1 | ( 3.03%) |
| **Anfodlon / *Dissatisfied*** | - 3 | ( 9.09%) |
| **Anfodlon iawn / *Very Dissatisfied*** | - 1 | ( 3.03%) |

**Sylwadau/Comments:**

- *Gorfod ffonio tro ar ôl tro i son am y broblem. Dweud bod angen gwagio'r gwresogydd ond y broblem oedd bod y falf rheoleiddio ddim yn gweithio. Hapus ar y cyfan ar ôl i'r broblem gael ei adnabod / Constantly having to ring to report fault, was told radiators require bleeding when the actual fault was the regulator valves were faulty. Overall happy with work once correct fault identified.*

- *Bob dim yn gweithio fel yr oedd I fod / Everything worked liked it should have.*

- *Man gweithio wedi cael ei gadw yn lan a thaclus / The work area was kept very clean and tidy.*

- *Mae'r toiled wedi bod yn rhydd ers y diwrnod y cafodd ei osod. Wedi cymryd sawl galwad dros gyfnod o 18 mis i ddatrys y broblem, cyn i'r gwaith cael ei wneud / The wc pan had been loose since the day it was fitted. It took many calls over a period of 18 months before work was actually carried out.*

- *Ffonio i mewn - wedi gwneud trefniadau o fewn dyddiau / Rang in – arrangements made within days.*

- *Wedi cymryd rhy hir i gael y gwaith trwsio a gorfod gofyn am gymorth gan denant ar Bartneriaeth Tenantiaid a Phreswylwyr / Took to long to get repair done and had to ask for help from a tenant on the Tenant and Resident Partnership.*

- *Wedi cymryd rhy hir / Took too long.*

- *Fel taro wal frics, tenantiaid yn teimlo fel ei fod yn rhy bell iddynt ddod / Like hitting a brick wall, tenants feel it is too far for them to come.*

- *Wedi cymryd rhy hir / Took too long.*

- *Mi oedd y ferch yn y ganolfan alwadau yn neis iawn / The girl at the call centre was really nice.*

- *Wedi cymryd dipyn o amser yn gyfangwbwl / Took quite a long time overall.*

- *Gorfod ffonio tro ar ôl tro i gofnodi gwaith trwsio / Having to repeatedly call to report repairs.*

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:**

- *Troi i fyny pan maen nhw i fod i droi fyny - tenant wedi disgwyl yn y tŷ trwy'r dydd / Turn up when they say they are going to turn up – tenant waited in house all day.*
- *Fe wnaethpwyd y gwaith i lefel proffesiynol iawn ac nid oedd dim yn ormod o drafferth / The work carried out was done to a very professional level and nothing was too much trouble.*
- *Gormod o drafeilio a dim digon o amser i gwblhau'r gwaith / Too much travelling and not enough time to carry out the work.*
- *Trwy gyfathrebu mwy gyda thenantiaid / By communicating more with tenants.*
- *Popeth yn gweithio fel y dylai /Everything works like it should.*
- *Bodlon iawn gyda'r ffordd mae gwaith yn cael eu gwneud / Very satisfied with the way jobs are dealt with.*
- *Parhau gyda'r gwaith da / Keep up the good work.*
- *Fe ddylid rhoi gwahanol godau ar gyfer gwahanol waith ar y wefan / Should put different codes for different jobs on website.*
- *Na, mi oedd yn ardderchog / No it was brilliant.*
- *Na, maen nhw yn dda iawn / No they are very good.*
- *Na mae'n dda iawn / No it is very good.*
- *Na, mae'n dda / No it's good.*
- *Angen gwell Cyfathrebu o fewn CCG a gyda chontractwyr, fel bod y gweithiwyr yn troi i fyny i wneud y gwaith gyda'r gallu a'r offer cywir. Edrych fel bod yna ddim cyswllt gyda'r archwilwyr a'r gweithlu / Needs to be better communication within CCG and between contractors so that when the workers arrive, they actually have the means and the materials to do the job. Seems to be no link between the inspector and the work people.*
- *Siomedig fod y Handiman ddim ar gael ar Ddydd Gwener ar gyfer gwaith yn yr ardal / Disappointing Handyman unavailable on Friday for work in area.*
- *Na, llawer gwell a lot cyflymach na o dan y cyngor, ac mae'r gweithwyr yn well / No, a lot better and quicker than when it was council and workmen are better.*

- *Na dim i ddweud y gwir - ddim yn meddwl llawer ohonynt / No not really – don't rate them.*

- *Eithaf bodlon / Quite happy.*

- *Na – da iawn / No very good.*

- *Dod a chyngor lleol yn ôl - anobeithiol / Bring back the local council – hopeless.*

- *Tîm Trwsio ym mhob ardal / Repairs team in every area.*

- *Hapus / Happy.*

- *Gwella'r amser mae hi'n cymryd i wneud gwaith Trwsio / Improve timescale on repairs.*

- *Gallent wella'r amser mae'n cymryd i wneud gwaith trwsio / Time taken to improve repairs could be improved.*

- *Gallent cyfathrebu'n well â phobl hŷn i wirio beth sydd angen ei wneud / They could communicate better with older people to check what needs doing.*

- *Wedi cael gwaith trwsio amrywiol ac yn fodlon iawn gyda nhw i gyd / Had a number of repairs done and very satisfied with them all.*

- *Mae'r gwaith trwsio maen nhw yn ei wneud eu hunain yn iawn, ond rhai o'r contractwyr sydd yn achosi'r broblem yn y lle cyntaf / The repairs they do themselves are fine, but some of the contractors cause the problem in the first place.*

- *Bodlon iawn / Very satisfied.*

**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***

- Proses yn ei le I nodi pan bod cerdyn yn cael ei gau a'r gwaith heb gael ei wneud / *Process in place to note when a card is closed and the work hasn't been done.*

- Os yw'r gweithiwr yn methu cwblhau'r gwaith am unrhyw reswm, fe fydd yn rhoi gwybod i'r tenant */ If the operative is unable to complete the work for any reason, then they will advise the tenant.*

- Gweithwyr wedi cael eu cynghori i beidio codi archwiliad os yr ydynt yn gwybod pa waith sydd ei angen ac i godi cerdyn gwaith yn lle / *Operatives advised not to raise an inspection if they know what work is required to be done – they have been advised to raise a card instead.*

- Mewn rhai achosion, safon archwiliadau/disgrifiadau ar y cardiau ddim yn ddigon da - felly rhoi camau mewn lle i fonitro hyn / *In some cases the quality of the inspections/decsriptions on the job cards are not good enough – therefore steps are to be put in place to monitor this.*