

Cyngor Sir Gâr
GWASANAETHAU TAI
GOFAL CWSMERIAID

Llawlyfr gwybodaeth a safonau'r gwasanaeth



Gwybodaeth am y llyfryn hwn ac am ein safonau

Mae'r llyfryn hwn yn disgrifio'r safonau y gallwch eu disgwyl yn y gofal rydyn ni'n ei gynnig i'n cwsmeriaid.

Rydyn ni'n mynd ati bob blwyddyn i adolygu'r safonau. Gallwch chi roi'ch barn trwy;

- ddweud wrth aelod o staff;
- anfon e-bost at: tai@sirgar.gov.uk;
- llenwi holiadur sy'n holi a yw cwsmeriaid yn fodlon; neu
- ein ffonio ni (*mae'r manylion cyswllt ar dudalen 7*).

Ein nod

Ein nod yw cynnig gwasanaeth effeithlon yn y gymuned i'n holl gwsmeriaid. Rydyn ni'n hybu strategaeth y Cyngor i gynnig gwasanaethau sy'n bodloni holl anghenion ein cwsmeriaid ac sydd ar gael yn hwylus i bawb. Ein nod yw;

- ei gwneud hi'n hawdd i chi gysylltu â ni, ac ymateb yn gyflym;
- gwneud pethau'n iawn y tro cyntaf a phob tro;
- bod yn gwrtais bob amser;
- darparu gwasanaethau o safon sy'n cynnig gwerth am arian;
- trin ein holl gwsmeriaid yn deg ac yn gyfartal;
- sicrhau bod cwsmeriaid newydd posib yn gwybod am ein gwasanaethau drwy ofalu bod y ddogfen hon ar gael i bawb; a
- gwrando ar anghenion ein cwsmeriaid ac ymateb iddyn nhw.

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Cyhoeddwyd ar bapur mae 100% ohono wedi'i ailgylchu



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Cofiwch ailgylchu'r cyhoeddiad yma

Ein hymrwymiad

Gallwn eich sicrhau y byddwn ni'n gwneud y pethau sy'n dilyn;

- cyhoeddi ein horiau agor;
- rhoi'r wybodaeth ddiweddaraf i chi am ein gallu i gyrraedd ein safonau. Byddwn ni'n gwneud hyn drwy bosteri a thaflenni yn ein swyddfeydd, ein cylchlythyron, yr adroddiad blynyddol am berfformiad, cyfarfodydd tenantiaid a phapurau newydd lleol;
- ysgrifennu'r holl ddogfennau cyhoeddus mewn Cymraeg a Saesneg clir, a sicrhau eu bod nhw ar gael mewn ieithoedd eraill pan mae angen;
- gallwch chi gysylltu â ni yn eich dewis iaith. Os na allwn ni eich helpu ar unwaith, byddwn ni'n trefnu i rywun sy'n siarad eich iaith gysylltu â chi pan fydd hynny'n gyfleus; a
- byddwn ni'n gofalu y byddwch chi'n gallu cysylltu â ni ar unrhyw adeg, a byddwn ni'n eich trin yn gwrtais, yn deg ac yn brydlon. Byddwn ni'n gofalu eich bod yn cael ymateb clir i unrhyw gais neu ateb clir i unrhyw gwestiwn, a hynny'n brydlon.

Wrth ateb y ffôn, byddwn yn;

- anelu at ateb galwad yn ystod oriau swyddfa cyn i'r ffôn ganu bum gwaith;
- trosglwyddo'r alwad at gydweithiwr os nad ydym ni ar gael;
- eich cyfarch yn Gymraeg ac yn Saesneg a rhoi enw'r adain rydych chi wedi cysylltu â hi;
- ceisio ateb eich cwestiynau heb orfod trosglwyddo'r alwad i sylw rhywun arall. Os na allwn eich helpu yn y fan a'r lle, byddwn ni'n eich ffonio i roi'r ateb o fewn un diwrnod gwaith; a
- cymryd neges a dweud pryd fydd rhywun yn cysylltu â chi, os nad yw'r person rydych chi am siarad age ef/hi ar gael.



Wrth ddelio â'ch llythyron a'ch negeseuon ffacs, byddwn yn;

- rhoi gwybod i chi o fewn dau ddiwrnod gwaith fod eich llythyr neu ffacs wedi dod i law, gan roi enw a rhif ffôn y swyddog a fydd yn delio â'r mater;
- anfon ateb ysgrifenedig llawn atoch o fewn 10 diwrnod gwaith. Os na allwn roi ateb llawn o fewn y cyfnod hwnnw, byddwn ni'n ysgrifennu i roi gwybod i chi pryd y gallwch chi ddisgwyl cael ateb llawn;
- gofalu bod pob ateb ysgrifenedig mewn Cymraeg neu Saesneg clir (*os ydych chi wedi gofyn am hyn*), gan osgoi defnyddio jargon; a
- rhoi gwybodaeth i chi mewn print mawr neu Braille neu ar dâp sain, os ydych chi wedi gofyn am hyn.

Wrth ddelio â'ch negeseuon testun, byddwn yn;

- anfon neges destun (tecst) atoch yn cadarnhau bod eich neges wedi'n cyrraedd, a byddwn ni'n rhoi manylion y person a fydd yn delio â'r mater; ac
- ateb eich cwestiynau o fewn 10 diwrnod gwaith.

Os byddwch chi'n e-bostio, byddwn yn;

- rhoi gwybod i chi o fewn dau ddiwrnod gwaith fod eich neges wedi'n cyrraedd; a
- byddwn ni'n dweud wrthy'ch chi pa swyddog fydd yn delio â'r mater ac yn anfon ateb llawn o fewn 10 diwrnod gwaith.

Os byddwch chi'n galw yn un o'n canolfannau gwasanaeth, byddwn yn;

- ceisio'ch gweld yn ystod y 10 munud ar ôl i chi gyrraedd;
- anelu at ddelio yn y fan a'r lle ag 85% o'r holl ymholiadau;
- siarad â chi mewn ystafell breifat os ydych chi wedi gofyn am sgwrs breifat;



- eich helpu os oes gennych chi anghenion arbennig – rydyn ni wedi addasu pob un o'n canolfannau gwasanaeth fel y gall pawb fynd iddyn nhw'n rhwydd. Mae mynediad ar gyfer pobl anabl, dolen glywed a gwasanaeth iaith arwyddion ar gael ym mhob un o'n canolfannau;
- rhoi gwybod i chi o fewn 24 awr os na fydd ein swyddog ar gael i ddod i apwyntiad rydych chi wedi'i drefnu. Byddwn ni'n trefnu i swyddog arall ddod i'r un apwyntiad yn ei le;
- cadw y at Ddeddf Diogelu Data ac yn parchu'ch cyfrinachedd; a
- siarad â chi yn eich dewis iaith. Mae pob aelod o'n staff yn ddwyieithog. Os mai iaith arall heblaw Cymraeg neu Saesneg yw'ch iaith gyntaf, byddwn ni'n cysylltu â chi trwy wasanaeth y Llinell Iaith sy'n gallu dehongli 170 o ieithoedd.

Os byddwn ni'n dod i'ch cartref, byddwn yn;

- cysylltu â chi o fewn pum diwrnod i'r dyddiad y gwnaethoch chi ofyn am ymweliad, i drefnu amser cyfleus i ddod i'ch cartref;
- cyrraedd eich cartref o fewn 15 munud i'r amser a gafodd ei drefnu;
- cysylltu â chi os byddwn ni'n hwyr (*os ydych chi wedi rhoi rhif ffôn*) i drefnu apwyntiad arall; a
- dangos ein cardiau adnabod i gadarnhau ein bod ni'n gweithio i'r Gwasanaethau Tai.

Pan fyddwn ni'n cyfathrebu â chi, byddwn yn;

- gwrtais bob amser;
- cynnig gwasanaeth cyfieith ar y pryd os nad Cymraeg neu Saesneg yw'ch iaith gyntaf;
- trefnu i rywun sy'n defnyddio iaith arwyddion fod ar gael, os ydych chi'n fyddar neu'n drwm eich clyw ac rydych chi wedi gofyn am y math hwn o help;
- eich helpu i lenwi ffurflenni; a
- diwallu, lle bynnag y gallwn ni, unrhyw anghenion penodol sydd gennych chi.



Cydraddoldeb ac amrywiaeth (parchu'r pethau sy'n gwneud pobl yn wahanol)

Byddwn yn;

- cynnig gwasanaethau sydd ar gael i bawb ac sy'n diwallu anghenion unigolion yn y cymunedau rydyn ni'n eu gwasanaethu;
- eich trin ag urddas a pharch; a
- gofalu bod ein polisiau, ein trefniadau gwaith a'n harferion yn deg.

Gallwch chi gysylltu â ni trwy;

- alw'n bersonol;
- ysgrifennu;
- ffonio;
- anfon ffacs;
- anfon e-bost;
- anfon neges destun (*tecstio*);
- defnyddio Minicom (*cysylltwch â'r tîm tai ar gyfer eich ardal chi i gofrestru'ch manylion*); neu
- drwy ein gwefan.

Manylion cyswllt

E-bost: **tai@sirgar.gov.uk**

Tecstiwch ni ar: **07766 406506**

Minicom: **01267 223867** (*os ydych chi wedi cofrestru'ch manylion*)

Gwefan: **www.sirgar.gov.uk**



Oriau agor

Mae ein swyddfa a'n llinellau ffôn ar agor rhwng:

- 8.45am a 5pm o ddydd Llun i ddydd Iau;
- 8.45am a 4.30pm ar ddydd Gwener.

Pan mae'r swyddfa ar gau, gallwch chi ffonio'n gwasanaeth brys ar **01558 824283**. Gallwch chi e-bostio neu anfon neges destun (tectio) ar unrhyw adeg.

Swyddfeydd y Gwasanaethau Tai

Dyma fanylion cyswllt y swyddfa dai yn eich ardal chi:

Swyddfa Dai ardal yr Aman a'r Gwendraeth

Heol Iscennen, Rhydaman, SA18 3BE

Ffôn: 01558 825408

Ffacs: 01269 591525

Swyddfa Dai ardal Llanelli

Tŷ Elwyn, Llanelli, SA15 3AP

Ffôn: 01554 742350

Ffacs: 01554 742192

Swyddfa Dai ardal Tywi, y Teifi a Thaf Myrddin

3 Heol Spilman, Caerfyrddin, SA31 1LE

Ffôn: 01267 228603

Ffacs: 01267 223693

Bydd y swyddfa dai ar gyfer eich ardal yn gallu'ch helpu a'ch cyngori ynglŷn â'ch anghenion o ran eich cartref.

Fel arall, mae croeso i chi alw yn un o'n canolfannau gwasanaeth i gwsmeriaid, sef:

Neuadd y Dref, Rhydaman; Tŷ Elwyn, Llanelli; neu 3 Heol Spilman, Caerfyrddin.



Canmol a chwyno

I gwyno neu apelio yn erbyn un o'n penderfyniadau, gallwch gysylltu â rheolwr y gwasanaeth neu gysylltu â'r Swyddog Penodedig – Cwynion. Gallwch wneud hynny yn unrhyw un o'r ffyrdd sy'n dilyn:

- Ffon: **01267 228835**
- E-bost: **SCComplaints@sirgar.gov.uk**
- Llythyr rhadbost at:
Swyddog Penodedig – Cwynion
Gofal Cymdeithasol, Iechyd a Thai
Rhadbost RRUS_LLCT_UTUU
3 Heol Spilman
Caerfyrddin SA31 1LE
- Ffacs: **01267 228878**
- Ffôn testun: **01267 228659**
- Recordio'ch cwyn ar dâp, fideo neu DVD a'i anfon at:
Swyddog Penodedig – Cwynion
Gofal Cymdeithasol, Iechyd a Thai
Rhadbost RRUS_LLCT_UTUU
3 Heol Spilman
Caerfyrddin SA31 1LE

Erbyn hyn, mae'r Gwasanaethau Technegol (*ffôn: 01267 234567*) yn delio â phob cwyn ynglŷn â gwaith atgyweirio ar dai'r cyngor. Mae mwy o wybodaeth yn y llyfryn 'Cynnal ac Atgyweirio'.

Pan fyddwn ni'n delio ag unrhyw gwyn, byddwn yn:

- rhoi copi i chi o'n trefn ar gyfer cwyno ac apelio;
- rhoi gwybod i chi o fewn dau ddiwrnod gwaith fod eich cwyn wedi dod i law;
- cymryd eich cwyn o ddifrif, unioni pethau, a rhoi gwybod i chi o fewn 10 diwrnod gwaith am ganlyniad ein hymchwiliad; a
- dysgu o'n camgymeriadau, a manteisio ar bob cyfle i wella'n gwasanaethau er mwyn peidio â gweld y broblem yn codi eto.



Carmarthenshire County Council

HOUSING SERVICES

CUSTOMER CARE

Information guide and service standards



About this booklet and our service standards

This booklet sets out the standards you can expect in terms of our customer care.

We review these standards each year. You can have your say by:

- speaking to a member of staff;
- sending an e-mail to housing@cardiffshire.gov.uk;
- filling in a customer satisfaction questionnaire; or
- calling us (*see our contact details on page 7*).

Our aims

We aim to provide an efficient, community-based service to all our customers. We support the council's strategy to provide services that meet all customers' needs and that everyone has access to. We aim to:

- be easy to contact and quick to respond;
- do things right first time, every time;
- be polite at all times;
- provide high-quality services that offer value for money;
- treat all our customers in a fair and equal way;
- make our customers aware of our services by making this document widely available; and
- listen and respond to our customers' needs.

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Please recycle this publication
Cofiwch ailgylchu'r cyhoeddiad yma

Our commitment

We guarantee the following;

- to publish our opening hours.
- to keep you up to date with how we are performing against our standards. We will do this through posters and leaflets in our offices, newsletters, the annual performance report, tenants' meetings, and local newspapers;
- to write all public documents in plain English and plain Welsh and make them available in other languages when necessary;
- you can contact us in the language you choose. If we cannot help immediately, we will arrange for someone who speaks your language to contact you at a convenient time; and
- we will make sure that you can always contact us, and we will deal with your enquiry politely, promptly and fairly. We will make sure that you receive a clear response to any request or enquiry within a set period of time.

When answering the phone, we will:

- aim to answer your call within five rings (*during office hours*);
- direct the call to a colleague if we are not available;
- greet you in both Welsh and English and give you the name of the section you have contacted;
- try to answer your questions without having to pass your call on (*if we cannot help you there and then, we will call you with an answer within one working day*); and
- take a message and tell you when someone will get back to you, if the person you want to speak to is not available.



When dealing with your letters or faxes, we will:

- acknowledge, within two working days, that we have received your letter or fax, giving the name and phone number of the officer who is dealing with the matter;
- send you a full written reply within 10 working days *(if we cannot provide a full reply in this time, we will write to tell you when you can expect a full response)*;
- make sure that all written replies are in plain English and plain Welsh *(when requested)* and avoid using jargon; and
- provide information in large print, on audio tape or in Braille, if you ask us to.

When dealing with your text messages, we will:

- send you a text message to confirm we have received yours, along with details of who is dealing with your enquiry; and
- respond to your enquiry within 10 working days.

If you e-mail us, we will:

- acknowledge it within two working days of receiving it.
- We will tell you which officer is dealing with your enquiry and send you a full response within 10 working days.

If you visit us at one of our customer service centres, we will:

- try to see you within 10 minutes of you arriving;
- aim to deal with 85% of all enquiries first time round;
- talk to you in a private interview room if you ask for this;
- help you if you have special needs – we have adapted all our customer service centres to make them 'user friendly' for everyone, and we have disabled access, loop systems and a sign-language service available;



- tell you within 24 hours if our officer cannot keep to an appointment they have made with you, and arrange for someone else to keep the appointment if the original officer is not able to;
- keep to the Data Protection Act and respect your confidentiality; and
- speak to you in the language you choose. All our staff speak English and Welsh. If you do not speak English or Welsh as a first language, we will communicate with you through the Language Line service who can interpret over 170 languages

If we visit you, we will:

- contact you within five days of you asking us to visit you, so we can arrange a convenient appointment to come to your home;
- arrive at your home within 15 minutes of the time we have agreed;
- contact you if we will be late (*as long as we have your phone number*) and agree another appointment with you; and
- show you our ID cards to confirm that we are from Housing Services.

When we communicate with you, we will:

- always be polite;
- offer you an interpretation service if English or Welsh is not your first language;
- arrange for a signer if you ask for one, if you are deaf or hard of hearing;
- help you to fill in forms; and
- meet any particular needs you may have, wherever possible.



Equality and diversity (valuing people's differences)

We will:

- provide services that are available to everyone and that respond to the individual needs of the communities we serve;
- treat you with dignity and respect; and
- make sure our policies, procedures and practices are fair.

How to contact us

- in person;
- in writing;
- by phone;
- by fax;
- by e-mail;
- by text message;
- by minicom (*please contact your area housing team if you want to register your details*); or
- through our website.

Contact details

E-mail: **housing@carmarthenshire.gov.uk**

Text us on: **07766 406506**

Minicom: **01267 223867** (*if you have registered your details*)

Website: **www.carmarthenshire.gov.uk**

Opening hours

Our office and phone lines are open from:

- **8.45am to 5pm Monday to Thursday; and**
- **8.45am to 4.30pm on Fridays.**

Outside these hours, you can ring our out-of-hours service on

01558 824283. You can also send us an e-mail or a text message at any time.



Housing offices

The contact details of your local area housing office are as follows.

Amman and Gwendraeth Area Housing Office

Iscennen Road, Ammanford, SA18 3BE

Phone: **01558 825408**

Fax: **01269 591525**

Llanelli Area Housing Office

Ty-Elwyn, Llanelli, SA15 3AP

Phone: **01554 742350**

Fax: **01554 742192**

Towy, Teifi and Taf Myrddin Area Housing Office

3 Spilman Street, Carmarthen, SA31 1LE

Phone: **01267 228603**

Fax: **01267 223693**

Your area housing office will be able to offer you help and advice about your housing needs.

You could also call into one of our customer service centres based at:

Town Hall, Ammanford; Ty Elwyn, Llanelli or 3 Spilman Street, Carmarthen.



Complaints and compliments

You can complain or make an appeal against a decision we have made by contacting the manager of the service or by contacting the Designated Complaints Officer in any of the following ways.

- Phone: **01267 228835**
- E-mail: **SCComplaints@carmarthenshire.gov.uk**
- Freepost to the following address:
Designated Complaints Officer
Social Care Health and Housing
Freepost RRUS_LLCT_UTUU
3 Spilman Street
Carmarthen SA31 1LE
- Fax: **01267 228878**
- Textphone: **01267 228659**
- Recording your complaint on a tape, video or DVD and send it to:
Designated Complaints Officer
Social Care Health and Housing
Freepost RRUS_LLCT_UTUU
3 Spilman Street
Carmarthen SA31 1LE
- Visiting any of our customer service centres
(*Llanelli, Carmarthen or Ammanford*)

All complaints about repairs to council homes are now dealt with by Technical Services (*phone: 01267 234567*). For more information, see the 'Repairs & Maintenance' booklet.

When we deal with any complaint, we will;

- give you a copy of our complaints and appeals procedure;
- acknowledge your complaint within two working days;
- take your complaint seriously, put things right, and tell you the outcome of our investigation within 10 working days; and
- learn from our mistakes and use every opportunity to improve our services so the problem doesn't happen again.

