

Cyngor Sir Gâr

GWASANAETHAU TAI

DEWISIADAU TAI A DIGARTREFEDD

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 gan ein gwasanaethau dewisiadau tai a digartrefedd.

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 8*).

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Gwneud cais am dy

Byddwn ni'n rhoi pecyn cais i chi. Mae'r holl wybodaeth ynddo i'ch helpu i wneud cais am dy cyngor yn Sir Gaerfyrddin. Mae Gwasanaethau Tai'r Cyngor wedi ymrwymo'n llwyr i weithio gyda'n partneriaid yn y cymdeithasau tai i greu Cofrestr Dewisiadau Tai o safon. Bydd y Gwasanaethau Tai a'r cymdeithasau tai'n sicrhau eu bod yn cyrraedd safonau ein gwasanaeth trwy wneud y pethau sy'n dilyn;

- cadw'r wybodaeth sydd ar eich ffurflen gais yn gyfrinachol. Ni fyddwn ni'n rhoi gwybodaeth bersonol i unrhyw landlord arall (*heblaw am y mudiadau sy'n rhan o'r Gofrestr Dewisiadau Tai*) nac i unrhyw bobl neu fudiadau eraill, heb ofyn yn gyntaf am eich caniatâd chi.
- anelu at gofrestru ac asesu'ch cais o fewn 10 diwrnod gwaith i'r dyddiad y daeth i law;
- gofalu ein bod ni'n cofnodi'n gywir y wybodaeth rydych chi wedi'i rhoi. Os yw unrhyw ran o'r wybodaeth bwysig yn aneglur neu ar goll, byddwn ni'n cysylltu â chi i ofyn am fwy o fanylion. Rhaid i chi roi gwybod i ni am unrhyw newid yn eich amgylchiadau (*er enghraifft, eich cyfeiriad, nifer y bobl yn eich teulu, newid i'ch tenantiaeth, ac ati*);
- cofnodi unrhyw newid yn eich amgylchiadau neu newidiadau yn yr ardaloedd y byddai'n well gennyh chi fyw ynddyn nhw;
- cadarnhau'n ysgrifenedig, ar ôl i chi roi gwybod i ni am newid yn eich amgylchiadau, faint o bwyntiau rydyn ni wedi'u dyfarnu i chi ac ar gyfer pa ardaloedd a math o gartref rydyn ni wedi'ch cofrestru;
- rhoi gwybodaeth gywir a diweddar i chi am dai. Mae'r wybodaeth ar gael o'n canolfannau gwasanaeth cwsmeriaid a swyddfeydd y cymdeithasau tai, ac ar ein gwefan;
- gofyn i chi adnewyddu'ch cais bob blwyddyn. Ar ôl i chi anfon eich ffurflen adnewyddu yn ôl atom, byddwn ni'n adolygu'ch cais; a
- adolygu'r pwyntiau rydyn ni wedi'u dyfarnu i chi ar y Gofrestr Dewisiadau Tai, ar ôl i chi ofyn i ni wneud hynny. Byddwn ni'n dweud wrthyh chi pa dystiolaeth rydyn ni wedi'i defnyddio wrth ailasesu'ch pwyntiau, a pham rydyn ni wedi (*neu heb*) newid y cyfanswm.



Cyngor ynglŷn â thai

Byddwn yn;

- eich cyngori sut mae cael cartref gan landlord preifat;
- eich cyngori chi a'ch landlord ynglŷn â hawliau tenantiaid;
- rhoi gwybod i chi am y cyngor annibynnol sydd ar gael am ddim gan asiantaethau fel Shelter a'r gwasanaeth Cyngor ar Bopeth;
- eich cyngori'n gyffredinol ym maes tai, yn cynnwys sut mae gwneud cais am Fudd-dal Tai neu Fudd-dal y Dreth Gyngor;
- rhoi enw ymgynghorydd i chi a allai'ch cyngori ynglŷn â dewis ty; a
- eich cyfeirio at wasanaethau eraill a allai'ch cyngori mewn meysydd eraill (*fel rheoli eich dyledion*), ond sydd efallai'n gysylltiedig hefyd â'ch problem gyda'ch tŷ.

Dewisiadau Tai

Byddwn yn;

- eich cyngori ynglŷn â'r dewisiadau tai sydd ar gael ar eich cyfer;
- eich cyfeirio at wasanaethau eraill y gallwn ni neu fudiadau gwirfoddol eraill eu cynnig i chi, os gallai hynny eich cadw yn eich cartref neu eich helpu i ddod o hyd i gartref arall;
- cysylltu â'ch landlord neu'ch perthnasau ar eich rhan, os ydych chi wedi cael cais i adael. Efallai y byddwn ni'n eich cyfeirio hefyd at wasanaethau cyfryngu (*Ile mae person annibynnol yn ceisio datrys problemau neu anghytundebau*), os byddai hynny'n briodol; a
- rhoi'r wybodaeth ddiweddaraf i chi am unrhyw gamau gweithredu ydyn ni wedi'u cymryd ar eich rhan i geisio datrys eich trafferthion.



Eich atal rhag mynd yn ddigartref

Os byddwch chi'n dweud wrthym fod posibilrwydd y byddwch chi'n mynd yn ddigartref, byddwn yn;

- ceisio bob amser i ddod o hyd i ffordd o'ch atal rhag colli'ch cartref;
- gwneud ein gorau i berswadio landlordiaid i wneud cymaint ag sy'n bosib i'ch atal rhag colli'ch cartref;
- gofalu bod ein staff wedi cael yr hyfforddiant a'r wybodaeth ddiweddaraf fel bod ein cyngor yn gyson bob amser ac o safon, pw y bynnag sy'n ei roi;
- cynnig gwybodaeth gynhwysfawr o safon y gallwch chi ei defnyddio i osgoi mynd yn ddigartref;
- ymchwilio i'ch achos, yn unol â'n cyfrifoldebau cyfreithiol, er mwyn penderfynu a ydych chi'n ddigartref.

Gwneud penderfyniadau ynglŷn â'ch digartrefedd

Os ydym yn credu eich bod yn ddigartref neu mewn perygl o fynd yn ddigartref, byddwn yn;

- trefnu i swyddog priodol siarad â chi'r diwrnod hwnnw (*hyd yn oed y tu allan i oriau arferol y swyddfa*);
- rhoi enw ymgynghorydd i chi y gallech chi fynd ato yn y lle cyntaf i drafod eich sefyllfa;
- rhoi'r wybodaeth ddiweddaraf i chi am eich sefyllfa ac am ganlyniadau posib ein hymchwiliadau;
- rhoi gwybodaeth i chi am asiantaethau eraill a allai gynnig cyngor a help i chi;
- rhoi ein penderfyniad am eich achos i chi o fewn 33 dydd gwaith i'r dyddiad y gwnaethoch chi gysylltu â ni gyntaf;
- rhoi gwybod i chi am eich hawliau i ofyn i ni adolygu'r penderfyniad;
- bod ar gael 24 awr y diwrnod. Mae'r swyddfa ar agor rhwng 8.45am a 5pm o ddydd Llun i ddydd Iau, a rhwng 8.45am a 4.30pm ar ddydd Gwener. Pan mae'r swyddfa ar gau, gallwch chi ofyn i'r gwasanaeth brys eich cynghori, **01558 824283**.



Os ydym yn teimlo bod hawl gennych i gael help, neu eich bod yn ddigartref neu mewn perygl o fynd yn ddigartref a bod angen rhoi blaenoriaeth i chi, byddwn ni'n trefnu llety dros dro ar eich cyfer i roi amser i ni ymchwilio'n llawn i'ch achos.

Efallai y byddwn ni'n cynnig lle i chi mewn cynllun tai â chymorth, mewn cartref i'w rentu gan landlord preifat, neu yn un o gartrefi'r cyngor.

Llety dros dro

Os bydd ein hymchwiliad yn dangos bod dyletswydd gyfreithiol arnom i roi llety i chi, byddwn yn gofalu;

- eich bod yn dal i allu aros mewn llety dros dro sy'n addas, tan fydd llety parhaol ar gael neu tan na fydd dyletswydd arnom ni i ddod o hyd i lety i chi;
- nad ydych chi'n aros mewn llety gwely a brecwast am fwy na phythefnos, oni bai eich bod yn fodlon parhau i aros yno.

Os byddwn ni'n dod o hyd i gartref parhaol i chi, gallai fod yn dŷ cyngor, yn dŷ sy'n perthyn i gymdeithas tai, neu'n dŷ sydd wedi'i rentu gan landlord preifat.

Cynnig cartref i chi

Pan fyddwn ni'n cynnig cartref newydd i chi, byddwn yn;

- cynnig tenantiaeth amodol i chi o fewn pum diwrnod gwaith i'r dyddiad mae cartref yn dod ar gael;
- cysylltu â chi ar y diwrnod mae'r allweddi ar gael;
- trefnu i chi fynd gyda swyddog tai i weld y tŷ – bydd y swyddog yn eich tywys o'i gwmpas;
- rhoi saith diwrnod i chi benderfynu ydych chi am dderbyn neu wrthod ein cynnig amodol o gartref;
- trefnu amser cyfleus i gwrdd â chi i wneud yr holl waith papur angenrheidiol ac i esbonio'r cytundeb tenantiaeth;
- rhoi copi i chi o'r llawlyfr i denantiaid a dweud wrthyich chi sut mae talu'ch rhent, hawlio Budd-dal Tai a chysylltu'r cyflenwadau nwy, dŵr a thrydan;



- helpu i dalu costau addurno'ch cartref (*os yw hynny'n briodol*); a
- dod i'ch gweld yn ystod y chwe wythnos ar ôl i chi symud i'ch cartref i ofyn ydych chi'n fodlon, i'ch helpu i lenwi arolwg boddhad, ac i ateb unrhyw gwestiynau sydd gennych.

Cyn i chi symud i'ch cartref newydd, byddwn yn;

- archwilio'r cartref ac yn trefnu unrhyw waith angenrheidiol o fewn 48 awr i'r adeg y cawson ni'r allweddi gan y tenant blaenorol;
- newid y cloeon ar yr holl ddrysau allanol cyn i chi symud i mewn; a
- gwneud gwasanaeth ar yr offer gwresogi cyn gynted ag y byddwch chi wedi trefnu i'r gwasanaethau gael eu cysylltu, a chyn i chi symud i mewn os yw hynny'n bosib.

Eich helpu i fyw yn eich cartref

Byddwn yn;

- barod i roi sylw i unrhyw broblemau sydd gennych;
- rhoi enw swyddog i chi a allai ateb unrhyw gwestiynau sydd gennych am eich cartref;
- rhoi manylion cyrff i chi a allai fod yn gefn i chi a'ch helpu i aros yn eich cartref. Er enghraifft, help i lenwi ffurflenni, i reoli cyllideb eich cartref, i addurno'ch cartref neu i wneud eich garddio neu siopa; ac
- addasu'ch cartref (*os oes hawl gennych i gael addasiadau*) i'ch helpu i fyw yno'n hirach.



Manylion Cyswllt

Gallwch chi ffonio'r Tîm Tai ar y rhifau sy'n dilyn. Mae'r swyddfa ar agor rhwng 8.45am a 5pm o ddydd Llun i ddydd Iau a rhwng 8.45am a 4.30pm ar ddydd Gwener.

- **01269 598213** ar gyfer ardal yr Aman a'r Gwendraeth
- **01554 742350** ar gyfer ardal Llanelli
- **01267 228603** ar gyfer ardal y Tywi y Teifi a Thaf Myrddin

Pan mae'r swyddfa ar gau, gallwch ffonio **01558 824283**.

Gallwch chi hefyd gysylltu ag asiantaethau cynghori annibynnol fel Shelter Cymru neu'r Ganolfan Cyngor ar Bopeth. Mae manylion cyswllt yr asiantaethau hyn yw:

Shelter Cymru: **0845 075 5005 / 01267 229206**

Ganolfan Cyngor ar Bopeth:

Rhydaman **01269 590721**

Caerfyrddin **01267 234488**

Llanelli **01554 759626**



Carmarthenshire County Council

HOUSING SERVICES

HOUSING OPTIONS AND HOMELESSNESS

Information guide and service standards



About this booklet and our service standards

This booklet sets out the standards you can expect from our housing options and homelessness services.

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

- speaking to a member of staff;
- sending an e-mail to **housing@carmarthenshire.gov.uk**;
- filling in a customer satisfaction questionnaire; or
- calling us (*see our contact details on page 8*).

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Application for housing

We will give you an application pack which provides all the information you need, to apply for a council home in Carmarthenshire. Our Housing Services team is firmly committed to providing a high-quality Housing Choice Register in partnership with the housing associations we work with. Both Housing Services and the housing associations will make sure that they meet our service standards by doing the following;

- keeping the information on your application confidential. We will not share personal information with any other landlords (*apart from all the organisations who form part of the Housing Choice Register*) or any other people or organisations without first getting your permission;
- aiming to register and assess your application within 10 working days of receiving it;
- making sure we record your information accurately. If any of your essential information is missing or is not clear enough, we will contact you for further details. You must tell us about any change in your circumstances (*for example, your address, the number of people in your household, changes to your tenancy and so on*);
- recording any change in your circumstances or changes to the areas you prefer to live in;
- confirming in writing how many points we have awarded you and the types of property and areas we have registered you for, when you tell us about a change in your circumstances;
- giving you accurate, up-to-date housing information, which is available from our customer service centres, the housing associations' offices, and on our website;
- asking you to renew your application every year. When you return your renewal form, we will review your application; and
- reviewing the points you have been given on the Housing Choice Register when you ask us to. We will make sure that we tell you what evidence we have used to review your points, and the reasons for making changes (*or not making changes*) to your points total.



Housing advice

We will;

- give you advice on getting a home from a private landlord;
- give you and your landlord advice on tenancy rights;
- let you know about the free and independent housing advice you can get through agencies such as Shelter and Citizens Advice;
- give you general housing advice, including how to apply for Housing Benefit or Council Tax Benefit;
- give you the name of a housing options advisor who can provide appropriate advice; and
- direct you to other services that may be able to help with non-housing issues that may be related to your housing problem (*such as how to manage your debt*).

Housing options

We will;

- offer you advice on the housing options available to you;
- refer you to other services we or other voluntary organisations can provide if it may keep you in your home or help you to find other accommodation;
- consult your landlord or relatives, on your behalf, if you have been asked to leave, and refer you to mediation (*where an independent person is brought in to sort out any problems or disagreements*) if appropriate; and
- keep you up to date with any action we have taken on your behalf to help solve your housing difficulties.



Preventing you from becoming homeless

If you tell us you may be made homeless, we will;

- always try to find a way to prevent you losing your home;
- do everything possible to persuade landlords to do what is needed to prevent you from becoming homeless;
- make sure all of our staff have up-to-date training and information so that our advice is always consistent and of the highest quality, whoever gives it;
- provide good-quality, detailed information that you can use to avoid becoming homeless; and
- investigate your case to decide whether you are homeless in line with our legal duties.

Making decisions about your homelessness

If we believe you are homeless or threatened with homelessness, we will;

- arrange for an appropriate officer to speak to you the same day *(even outside of normal office hours)*;
- give you the name of a housing options advisor who can be your first point of contact;
- keep you up to date with the progress and possible outcomes of our investigations;
- give you information about other agencies that may be able to offer you advice and help;
- give you our decision on your case within 33 working days of you first contacting us;
- tell you what rights you have to ask us to review our decision; and
- be available 24 hours a day. The office hours are between 8.45am and 5pm Monday to Thursday and between 8.45am and 4.30pm on Fridays. Outside of these times, the out-of-hours emergency service will be able to give you advice on **01558 824283**.



If we feel that you are eligible for help, or that you are homeless or threatened with homelessness and may be considered as a priority for help, we will provide you with temporary accommodation until we have fully investigated your case.

The temporary accommodation we may offer you could be supported housing, a property rented by a private landlord, or one of our council homes.

Temporary accommodation

If our investigation finds that we have a legal duty to provide you with accommodation, we will make sure that you;

- continue to have access to suitable temporary accommodation until permanent accommodation becomes available or until we no longer have a duty to find you housing; and
- are not in bed-and-breakfast accommodation for longer than two weeks, unless you agree to stay there longer.

The permanent accommodation we may find for you may be a council home, a housing association home, or a property rented by a private landlord.

Offering you a home

When we offer you a home, we will;

- send you a provisional offer of a tenancy within five working days of a property becoming available;
- contact you on the day the keys become available for you;
- arrange a viewing with a housing officer to show you around the home;
- give you seven days to decide whether to accept our provisional offer of a home;
- arrange a convenient appointment with you to do all the necessary paperwork and explain the tenancy agreement;



- give you information on how to pay your rent, claim Housing Benefit and connect your gas, water and electricity;
- help with the cost of decorating your home *(if appropriate)*; and
- visit you within six weeks of you moving into your home to make sure you are happy with it, help you fill in a satisfaction survey, and answer any questions you have.

Before you move into your new home, we will;

- inspect the home and order any necessary work within 48 hours of receiving the keys from the previous tenant;
- change all the locks on the outside doors before you move in; and
- service heating appliances as soon as you have arranged for services to be turned on and, wherever possible, before you move in.

Helping you to live in your home

We will;

- be sympathetic to any problems you may have;
- give you the name of an officer who can help you with any questions about your home;
- give you details of organisations that can give you help and support to stay in your home *(for example, by helping you to fill in forms, manage your household budget, decorate your home or do your gardening or shopping)*; and
- make adaptations to your home *(if you are eligible)* to help you live there longer.



How to contact us

You can phone the Housing Team on the following numbers between 8.45am and 5pm Monday to Thursday and between 8.45am and 4.30pm on Fridays.

- **01269 598213** for the **Amman and Gwendraeth area**
- **01554 742350** for the **Llanelli area**
- **01267 228603** for the **Tywi Teifi and Taf Myrddin area**

You can phone **01558 824283** outside of office hours.

You can also contact independent advice agencies such as Shelter Cymru or Citizens Advice. The contact numbers for these agencies are:

Shelter Cymru: **0845 075 5005**

Citizen's Advice:

Ammanford **01269 590721**

Carmarthen **01267 234488**

Llanelli **01554 759626**

