



Safonau Craidd y Gwasanaethau Tai Housing Services Core Standards

Byddwn ni'n:

- Ceisio ateb **pob galwad** cyn i'r ffôn ganu bum gwaith
- Ymateb yn llawn i **ohebiaeth a chwynion** o fewn 10 niwrnod gwaith.
- Trefnu **apwyntiadau** ar amser ac mewn lleoliad sy'n gyfleus i gwsmeriaid, a chysylltu â nhw cyn gynted â phosibl os bydd unrhyw newidiadau.

Darparu'r gwasanaeth tai gorau drwy weithio gyda'n gilydd i gyflwyno gwasanaethau rhagorol a fydd yn gwella iechyd a lles pobl Sir Gaerfyrddin.

We will:

- Aim to answer all **phone calls** within five rings
- Fully respond to **correspondence & complaints** within 10 working days.
- Arrange **appointments** at a time and location that suits the customer and advise of any changes as soon as possible.

Provide the best housing service by working together to deliver excellent services that will improve the health and well-being of the people of Carmarthenshire