

Cyngor Sir Gâr GWASANAETHAU TAI

RHEOLI STADAU A THENANTIAETHAU

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 rheoli stadau a thenantiaethau.

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
- cysylltu â'ch swyddog tai (*mae'r manylion ar dudalen 11*);

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 wybodaeth i dweud wrthy'ch 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.

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Cyhoeddwyd ar bapur mae 100% ohono wedi'i ailgylchu



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Cofiwch ailgylchu'r cyhoeddiad yma

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;
- 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;
- gwirio'r system drydanol yn eich cartref a threfnu i'w ailweirio os oes angen, fel bod y system yn bodloni'r rheoliadau diogelwch sy'n berthnasol;
- gofalu bod yr ardd a'r perthi mewn cyflwr rhesymol;
- clirio'r tu mewn i'r tŷ a'r tu allan;
- gofalu bod y plymio'n ddigonol ar gyfer peiriannau golchi dillad (*ac eithrio mewn tai lloches lle mae'r cyfleusterau golchi'n cael eu rhannu*);
- glanhau'r holl ffliwiau ar y system wresogi;
- gofalu bod teclyn synhwyro mwg yno a'i fod yn gweithio; a
- gadael yr holl garpedi a'r gorchuddion llawr sydd mewn cyflwr da. Ond byddwn ni'n codi unrhyw lawr pren sydd wedi'i lamineiddio beth bynnag yw ei gyflwr.

Eich helpu i fyw yn eich cartref, byddwn yn;

- barod i roi sylw i unrhyw broblemau sydd gennych;
- 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;
- addasu'ch cartref (*os oes hawl gennych i gael addasiadau*) i'ch helpu i fyw yno'n hirach; a
- rhoi enw swyddog i chi a allai ateb unrhyw gwestiynau sydd gennych am eich cartref.



Gofalu am eich ystad

Ailgylchu a gwastraff o'r cartref

Byddwn yn;

- cynnig gwasanaeth ailgylchu a chompostio sy'n casglu o ymyl y pafin (*os yw'ch stad yn rhan o'r cynllun*) ac yn casglu'r sbwriel hwn naill ai bob wythnos neu bob pythefnos;
- agor safleoedd yn Nant-y-caws, Trostre, Rhydaman, Llangadog a Hendy-gwyn lle y gall pobl gael gwared ar wastraff a deunyddiau i'w hailgylchu;
- agor canolfannau ailgylchu ym mhob rhan o'r sir;
- casglu'ch sbwriel naill ai bob wythnos neu bob pythefnos; a
- casglu eitemau mawr rydych chi'n gofyn i neu eu cludo o'ch cartref (*byddwn ni'n codi ffi am gludo hyd at dair eitem*).

Rhowch eich sbwriel neu ddeunydd ailgylchu allan erbyn 6am ar ydiwrnod casglu cywir.

Am fwy o wybodaeth am ein ffi ar gyfer casglu eitemau mawr neu am ein gwasanaeth, ffoniwch **01267 234567** neu e-bostiwch ni ar galw@sirgar.gov.uk.

Cerbydau anniogel a rhai sydd wedi'u gadael

I leihau nifer y cerbydau sy'n cael eu gadael ar eich stad, byddwn yn;

- rhoi tag ar bob cerbyd sy'n edrych fel ei fod i'w weld wedi cael ei adael neu gerbydau anniogel. Byddwn ni'n gwneud hyn yn ystod y pum diwrnod ar ôl i rywun roi gwybod i ni am y cerbyd; a
- mynd â phob cerbyd sydd wedi'i adael a phob cerbyd anniogel oddi yno rhwng saith ac 14 diwrnod ar ôl rhoi tag arno;

Os ydych chi'n awyddus i roi gwybod i ni am gerbyd sydd wedi'i adael neu gerbyd anniogel, ffoniwch **01267 234567**, e-bostiwch galw@sirgar.gov.uk neu llenwch ffurflen hysbysu ar wefan www.sirgar.gov.uk.



Tramwyfeydd

Os ydych chi'n gofyn i ni am ganiatâd i osod tramwyfa (dreif), byddwn yn:

- anfon swyddog i'ch cartref i wneud archwiliad yn ystod y pum diwrnod gwaith ar ôl i'ch cais ddod i law;
- ysgrifennu atoch o fewn 10 diwrnod gwaith i ddyddiad yr ymweliad i roi gwybod ydyn ni'n rhoi neu'n gwrthod caniatâd; ac
- archwilio'r dramwyfa yn ystod y pum diwrnod gwaith ar ôl i ni gael gwybod bod y gwaith wedi'i gwblhau.

Eich cyfrifoldeb chi yw gofyn am y caniatâd perthnasol gan Adran Priffyrdd ac Adran Cynllunio'r Cyngor, cyn i chi fynd ati i osod tramwyfa. Gallwch chi gysylltu â'r Adran Priffyrdd ar **01267 234567** neu drwy e-bostio galw@sirgar.gov.uk.

Gallwch chi gysylltu â'r Adran Gynllunio drwy ffonio un o'r swyddfeudd rhanbarthol sef Gaerfyrddin ar **01267 224884**, Llanelli ar **01554 742169** a Llandeilo ar **01558 825386**.

Goleuadau stryd a glanhau strydoedd

Gan weithio'n agos gydag adrannau eraill y Cyngor, byddwn yn:

- gofalu ein bod ni'n cadw at ein cod ymarfer ynglŷn â chael gwared ar sbwriel er mwyn cadw'ch ardal yn lân;
- atgyweirio goleuadau stryd, o fewn 10 diwrnod i'r dyddiad y cawson ni wybod am nam; a
- eich ffonio yn ystod y pum diwrnod gwaith ar ôl i chi gysylltu â ni ynglŷn â sbwriel sy'n creu problemau cyson.

Gallwch chi gysylltu â'r Adain Goleuadau Stryd a Glanhau Strydoedd drwy ffonio **01267 234567**, e-bostio galw@sirgar.gov.uk neu drwy lenwi ffurflen hysbysu ar wefan www.sirgar.gov.uk.



Mannau agored

Ein cyfrifoldeb ni yw cynnal a chadw pob man agored ar stadau tai. Oherwydd hyn, byddwn yn:

- torri'r glaswellt i gyd bob wyth diwrnod gwaith rhwng mis Ebrill a mis Hydref (*os yw'r tywydd yn caniatáu*);
- gofalu bod y glaswellt yn cael ei glirio oddi ar y palmentydd, ar ôl ei dorri; a
- tocio pob perth o leiaf unwaith y flwyddyn.

Bydd swyddogion tai'n dod i'ch ardal yn rheolaidd i ofalu bod hyn yn digwydd. Os ydych chi'n teimlo nad ydym ni'n cyrraedd y safon hon, neu os oes gennych unrhyw gwestiynau am fannau agored, cysylltwch â'ch swyddog tai.

Mannau sy'n cael eu rhannu

Byddwn yn:

- cynnal a chadw'r holl systemau sy'n rheoli'r drysau allanol;
- cynnal a chadw'r holl oleuadau mewn mannau sy'n cael eu rhannu;
- gofalu bod unrhyw erial deledu gyffredin yn gweithio'n iawn;
- anelu at beintio'n rheolaidd yr holl fannau sy'n cael eu rhannu; a
- cynnal a chadw unrhyw gyfleusterau cyffredin rydyn ni'n eu darparu ar gyfer golchi a sychu dillad.



Cyfnewid eich tŷ cyngor

Gallwch chi ofyn i ni am ganiatâd i gyfnewid eich cartref am gartref un o denantiaid unrhyw gyngor neu gymdeithas dai yn unrhyw ran o'r Deyrnas Unedig. 'Cydgymnewid cydfuddiannol' yw'r enw ar hyn.

Os ydych chi'n awyddus i gyfnewid eich cartref, byddwn yn:

- anfon gwybodaeth atoch am y gwahanol ffyrdd o gyfnewid eich tŷ cyngor o fewn dau ddiwrnod gwaith i'r dyddiad y daeth eich cais am wybodaeth i law;
- eich cynghori a'ch helpu i lenwi'ch ffurflen gais ai gyfnewid eich cartref;
- rhoi manylion i chi am bobl eraill yn eich ardal sy'n awyddus i gyfnewid eu cartref;
- rhoi gwybod i chi o fewn 15 diwrnod gwaith a ydyn ni'n derbyn eich cais am gyfnewid eich cartref; a
- cyhoeddi cofrestr o'r cartrefi sydd ar gael i'w cyfnewid â thenantiaid eraill.

Dod â'ch tenantiaeth i ben

Gallwch chi ddod â'ch tenantiaeth i ben drwy roi o leiaf pedair wythnos o rybudd i ni.

Ar ôl i chi wneud hyn, byddwn yn:

- ysgrifennu atoch, o fewn deg diwrnod i'r dyddiad y daeth eich llythyr i law, yn cadarnhau ein bod wedi cael eich rhybudd i ddod dod â'ch tenantiaeth i ben;
- dweud wrthy'ch faint o rent sydd gennych i'w dalu eto, gan anfon cyfriflen ddiweddar o'ch rhent atoch;
- trefnu i swyddog ddod i archwilio'ch cartref cyn i chi ei adael, er mwyn gofalu eich bod yn ei adael mewn cyflwr priodol;
- rhoi gwybod i chi am unrhyw waith y mae angen i chi ei wneud cyn i chi roi'ch allweddiyn ôl i ni;
- esbonio sut mae rhoi'ch allweddi'n ôl i ni; a
- gofyn i chi lenwi arolwg 'diwedd tenantiaeth'.



Cynllun y Tal Terfynu

Pan fyddwch chi'n dod â'ch tenantiaeth i ben, efallai fod hawl gennych i wneud cais dan ein cynllun Tâl Terfynu Tenantiaeth. Os byddwch chi'n gadael eich cartref yn lân ac yn daclus (*gan fodloni'r amodau rydyn ni wedi'u gosod*), efallai y gallwch chi gael taliad o £100.

Am fwy o wybodaeth am y cynllun hwn, cysylltwch â'ch swyddog tai. Os ydych chi'n gymwys i gael tâl, byddwn ni'n anfon £100 atoch i'ch cyfeiriad newydd o fewn 21 diwrnod i'r dyddiad y daeth eich tenantiaeth i ben.

Ymddygiad gwrthgymdeithasol

Os yw pobl sy'n ymddwyn yn wrthgymdeithasol yn creu problemau i chi, byddwn yn:

- cymryd eich cwyn am ymddygiad gwrthgymdeithasol o ddifrif. Byddwn ni'n anelu at gynnwys pawb sy'n rhan o'r broblem er mwyn ei datrys cyn gynted â phosib;
- rhoi gwybodaeth i chi am ein dulliau o ddelio ag ymddygiad gwrthgymdeithasol;
- rhoi gwybod i chi o fewn dau ddiwrnod gwaith fod eich cwyn wedi dod i law;
- dechrau ymchwilio i'r sefyllfa, o fewn 10 diwrnod gwaith i'r dyddiad y daeth eich cwyn i law;
- ceisio datrys pob anghydfod mewn ffordd gwrtais a thawel;
- rhoi'r wybodaeth ddiweddaraf i chi am y camau rydyn ni wedi'u cymryd ac am ganlyniad eich cwyn;
- cynnig cefnogaeth a help i chi ac i unrhyw dystion, os bydd yr achos yn mynd i lys; ac
- defnyddio'r awdurdod llawn sydd gennym i wneud rhywbeth ynglŷn ag ymddygiad gwrthgymdeithasol.

Os ydych chi'n awyddus i gael gwybodaeth a chynghor ynglŷn ag ymddygiad gwrthgymdeithasol, cysylltwch â'ch swyddog tai.



Niwsans oherwydd sŵn

Yn ôl y ddeddf, i sŵn gyfri fel niwsans rhaid iddo fod yn creu problem barhaus sy'n amharu'n sylweddol ar eich lles a'ch gallu i deimlo'n gysurus yn eich cartref, ac i'w fwynhau. Mae'r math yma o sŵn yn gallu dod o dŷ cymydog, o safle masnachol neu ddiwydiannol yn yr ardal, neu o gerbydau a pheiriannau trwm sydd wedi cael eu parcio ar y stryd.

Os ydych chi'n awyddus i gwyno am niwsans oherwydd sŵn, gallwch gysylltu'n uniongyrchol â'r Adain Iechyd Amgylcheddol (*Diogelu'r Cyhoedd*) drwy ffonio **01267 234567** neu e-bostio **galw@sirgar.gov.uk**.

Ymddygiad gwrthgymdeithasol amgylcheddol

Gallwch chi roi gwybod i ni am ymddygiad gwrthgymdeithasol amgylcheddol (*fel graffiti, sbwriel, pobl yn rhoi eu sbwriel allan ar y diwrnod anghywir a phobl yn methu â chlirio baw eu cŵn*) drwy ffonio Adain y Gwasanaethau Stryd ar **01267 234567**, drwy e-bostio **galw@sirgar.gov.uk** neu drwy lenwi ffurflen hysbysu ar wefan **www.sirgar.gov.uk**.

Cŵn

Os oes problemau'n codi am fod perchnogion cŵn yn methu â chlirio'u baw, byddwn yn:

- trefnu i swyddog gorfodi materion amgylcheddol ymchwilio i'r broblem o fewn saith diwrnod; a
- mynd â pherchnogion y cŵn i'r llys (*os oes gennym brawf eu bod wedi troseddu*).

Gallwch chi gysylltu â swyddog gorfodi materion amgylcheddol drwy ffonio **01267 234567**, e-bostio **galw@sirgar.gov.uk** neu drwy lenwi ffurflen hysbysu ar wefan **www.sirgar.gov.uk**.

Os gallwch chi roi llawer o wybodaeth i ni wrth roi gwybod am faw cŵn neu droseddau amgylcheddol eraill (*fel dweud wrthym ni pwy sy'n cyflawni'r drosedd*), gallwn ni wneud mwy i ddelio â'r broblem.



Cyswllt â'n tenantiaid

Byddwn ni'n rhoi cyfle i chi gyfrannu at ein gwaith trwy osod safonau, creu cynlluniau gwella newydd, monitro ein perfformiad a datblygu gwasanaethau.

Byddwn yn:

- rhoi rhestr ddiweddar i chi o'r holl gymdeithasau sy'n cynrychioli tenantiaid a thrigolion yn eich ardal;
- eich helpu i sefydlu cymdeithas i gynrychioli tenantiaid a thrigolion, os oes digon o ddiddordeb yn eich ardal, a dod i gyfarfodydd y gymdeithas os ydych chi'n gofyn i ni ddod;
- rhoi gwybodaeth, cymorth a chyngor i denantiaid a grwpiau tenantiaid ynglŷn â materion ym maes tai;
- eich gwahodd yn rheolaidd i gyfarfodydd y rhwydwaith tenantiaid yn eich ardal;
- trefnu cludiant am ddim i'r cyfarfodydd, neu ad-dalu eich costau teithio rhesymol;
- gofalu mai'r tenantiaid sy'n gosod agenda'r cyfarfodydd ar gyfer grwpiau'r tenantiaid;
- gofalu ein bod ni'n rhoi gwybodaeth sy'n hawdd ei deall, mewn sawl fformat;
- helpu i drefnu digwyddiadau hyfforddi a datblygu i ddiwallu anghenion tenantiaid a staff;
- gofalu ein bod ni'n neilltuo digon o amser i ymgynghori â chi;
- rhoi taflen cylchlythyr (*'Newyddion Tai'*) i chi bob tri mis i roi'r wybodaeth ddiweddaraf i chi am ein gwaith a'n cynlluniau at y dyfodol;
- cynnal cynhadledd i denantiaid bob blwyddyn;
- cynnal cyfarfod cyffredinol o'r Rhwydwaith Tenantiaid bob tri mis; a
- cynnal arolwg ymhlithen tenantiaid bob blwyddyn a gwella'n gwasanaethau mewn o leiaf tair ffordd ar sail y sylwadau.



Canolfan Adnoddau Tenantiaid Llanelli

Canolfan Adnoddau Tenantiaid Llanelli

Uned 15, Canolfan Lord Arthur
Rank, Llanelli, SA14 9RA
Ffôn: 01554 744 003

Canolfan Adnoddau Tenantiaid yr Aman

2 Bancyddraenen, Capel Hendre
Rhydaman, SA18 3SR
Ffôn: 01267 242310
Ffacs: 01267 242310

Canolfan Adnoddau Tenantiaid y Tywi, y Teifi a'r Taf

Yr Aelwyd, Tregynnwr
Caerfyrddin SA31 2ED
Ffôn: 01267 224831

Swyddfeydd tai rhanbarthol

Dyma fanylion cyswllt y swyddfeydd tai 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 y Tywi, y Teifi a Thaf Myrddin

3 Heol Spilman, Caerfyrddin,
SA31 3LE
Ffôn: 01267 228603
Ffacs: 01267 223693

Swyddfa Dai Ardal Llanelli

Tŷ Elwyn, Llanelli, SA15 3AP
Ffôn: 01554 742350
Ffacs: 01554 742192

Bydd y swyddfa dai ar gyfer eich ardal chi yn gallu'ch helpu a'ch cynghori yngl n 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.

Mae'n bosib manteisio ar rai o'n gwasanaethau trwy ein gwefan www.sirgar.gov.uk. Efallai y bydd hon yn ffordd fwy cyfleus i chi gysylltu â ni.



Cysylltu â ni

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*); 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 (*tecstio*) ar unrhyw adeg.

Carmarthenshire County Council

HOUSING SERVICES

ESTATE AND TENANCY MANAGEMENT

Information guide and service standards



About this booklet and our service standards

This booklet sets out the standards you can expect from our estate and tenancy management 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
- contacting your housing officer (*see the details on page 11*).

When you are offered 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; and
- 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.

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Cofiwch ailgylchu'r cyhoeddiad yma

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;
- service heating appliances as soon as you have arranged for services to be turned on and, wherever possible, before you move in;
- check all the electrics at your home and rewire them, if necessary, to make sure the relevant safety regulations are met;
- make sure the garden and hedges are in a reasonable condition;
- clear the inside and outside of the home;
- make sure there is suitable plumbing for washing machines *(except in sheltered housing where there is a shared laundry)*;
- sweep all heating flues;
- make sure there is a working smoke detector; and
- leave all carpets and floor coverings which are in good condition. *(However, we will remove any laminate flooring, no matter what condition it is in).*

Helping you to live in your home, we will;

- be sympathetic to any problems you may have;
- 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)*;
- make adaptations to your home *(if you are eligible)* to help you live there longer; and
- give you the name of an officer who can help you with any questions about your home.



Looking after your estate

Recycling and household waste

We will;

- provide you with a kerbside recycling and composting service *(if your estate is included in the scheme)* and collect this waste either every week or every fortnight;
- provide drop-off points for waste and recycling materials at Nantycaws, Trostre, Ammanford, Llangadog and Whitland;
- provide recycling centres throughout the county;
- collect your rubbish either every week or every fortnight; and
- pick up bulky items that you ask us to take away *(we will charge you the approved fee for up to three items).*

Please make sure you put your household waste or recycling out by 6am on the correct collection day.

If you want to know the approved fee for pick up of bulky items or want more information about our service, phone **01267 234567** or e-mail direct@cardiffshire.gov.uk.

Abandoned and unsafe vehicles

To reduce the number of abandoned vehicles on your estate, we will;

- place a tag on all vehicles that appear to be abandoned or unsafe, within five working days of the vehicle being reported to us; and
- remove all abandoned and unsafe vehicles between seven and fourteen days of tagging them.

If you would like to report an abandoned or unsafe vehicle, please phone **01267 234567**, e-mail direct@cardiffshire.gov.uk or fill in the online reporting form at www.cardiffshire.gov.uk.



Driveways

If you ask us for permission to put in a driveway, we will;

- send an officer out to inspect your property within five working days of receiving your request;
- write to you within ten working days of our visit to tell you whether you have our permission; and
- inspect your driveway within five working days of finding out it is finished.

You are responsible for getting the relevant permission from our Highways Department and our Planning Department where necessary before you build a driveway. You can contact our Highways Department by calling **01267 234567** or sending an e-mail to direct@carmarthenshire.gov.uk.

You can call the Planning Department at one of the three area offices at Carmarthen **01267 224884**, Llanelli **01554 742169** and Llandeilo **01558 825386**.

Street lighting and cleaning

Working closely with other council departments, we will;

- make sure we keep to our code of practice on litter and getting rid of rubbish to keep your area clean;
- repair any faulty street lights within 10 days of them being reported to us; and
- call you within five working days of you contacting us about a continuing litter problem.

You can contact the Street Lighting and Cleaning Section by calling **01267 234567**, sending an e-mail to direct@carmarthenshire.gov.uk or filling in the online reporting form at www.carmarthenshire.gov.uk.



Open spaces

We are responsible for maintaining all open spaces within housing estates. As a result, we will;

- cut all grass every eight working days during the months of April to October (*if the weather allows this*);
- make sure pavements are cleared of grass cuttings; and
- cut back all hedges at least once a year.

Housing officers will visit your area regularly to make sure this happens. If you feel we are not meeting this standard, or if you have any questions about open spaces, please contact your housing officer.

Shared areas

We will;

- maintain all door-entry systems;
- maintain all lighting in shared areas;
- make sure any shared TV aerial is in working order;
- aim to regularly paint all shared areas; and
- maintain any shared facilities we provide for washing and drying laundry.



Exchanging your council home

You can ask for our permission to swap your home with another council or housing association tenant anywhere in the United Kingdom. This is known as a 'mutual exchange'.

If you would like to exchange, we will;

- send you information on the various ways you can exchange your council home, within two working days of you asking for this information;
- offer you advice on, and help with, filling in your application to exchange homes;
- give you details of other people within your area who want to exchange homes;
- tell you, within 15 working days, whether we accept your application to exchange homes; and
- publish a register of properties available for mutual exchange.

Ending your tenancy

You can end your tenancy by giving us at least four weeks notice.

When you have done this, we will;

- write to you, within ten days of receiving your letter, to confirm we have received your notice to end your tenancy;
- tell you how much rent you have left to pay and send you an up-to-date rent statement;
- arrange for an officer to visit you to inspect your home before you leave, to make sure you are leaving it in an appropriate condition;
- tell you about any work you may need to carry out before you hand back your keys;
- explain the process for handing in your keys; and
- ask you to fill in an end-of-tenancy survey.



Golden Goodbye scheme

When you end your tenancy, you may be eligible to apply to our Golden Goodbye scheme. If you leave your home clean and tidy (*meeting all our conditions for this*), you could qualify for a payment of £100.

For more information on this scheme, please contact your housing officer. If you do qualify, we will send the payment of £100 to your new address within 21 days of your tenancy ending.

Anti-social behaviour

If you have a problem with anti-social behaviour, we will;

- take your complaint about anti-social behaviour seriously and aim to involve everyone concerned so we can sort out the problem as quickly as possible;
- give you information on how we will deal with anti-social behaviour;
- acknowledge your complaint within two working days;
- start an investigation within 10 working days of receiving your complaint;
- try to settle all disputes in a polite and civilised way;
- keep you up to date with the progress and outcome of your complaint;
- help and support you and any witnesses if a dispute goes to court; and
- use all the powers available to us to tackle anti-social behaviour.

If you want information and advice on anti-social behaviour, contact your housing officer.



Noise nuisance

To be considered a nuisance by law, noise would normally need to be a continuing problem that interferes significantly with your wellbeing, comfort or enjoyment of your property. This kind of noise can come either from a neighbour's house, local commercial or industrial premises, or from stationary vehicles or equipment in the street.

If you would like to make a complaint about noise nuisance, you can contact the Environmental Health Section (*Public Protection*) by calling **01267 234567** or sending an e-mail to **direct@carmarthenshire.gov.uk**.

Environmental anti-social behaviour

You can report environmental anti-social behaviour (*such as graffiti, litter, putting rubbish out on the wrong day, and dog owners not cleaning up after their pets*) to our Street Scene Section by calling **01267 234567**, sending an e-mail to **direct@carmarthenshire.gov.uk**, or filling in the online reporting form at **www.carmarthenshire.gov.uk**.

Dogs

When there are problems caused by owners not cleaning up after their dogs, we will;

- arrange for an environmental enforcement officer to investigate the problem within seven days; and
- prosecute the owners of the dogs responsible (*if we have proof*).

You can contact an environmental enforcement officer by calling **01267 234567**, sending an e-mail to **direct@carmarthenshire.gov.uk**, or filling in the online reporting form at **www.carmarthenshire.gov.uk**.

The more information you provide when you report dog owners or other environmental offences (*for example, telling us who is committing the offence*), the better we can use our resources to deal with the problem.



Tenant participation

We will give you the opportunity to get involved in our work by setting standards, designing new improvement schemes, monitoring our performance and developing services.

We will;

- provide you with an up-to-date list of all tenants' and residents' associations for your area;
- help you set up a tenants' and residents' association if there is enough interest in your area and come to meetings if you ask us to;
- give tenants and tenant groups information, support and advice on housing-related issues;
- regularly invite you to your local tenant network;
- arrange free transport to where the meeting is being held, or
- refund your reasonable travelling expenses;
- make sure that tenants set the agenda for tenant group meetings;
- make sure we provide information in an easy-to-understand way and in a range of formats;
- help arrange training and development events to meet the joint needs of tenants and staff;
- make sure we set aside enough time to consult you;
- give you a newsletter – 'Housing News' – every three months to keep you up to date with what's going on and tell you about our future plans;
- hold a tenants' conference every year;
- hold a general Tenant Network meeting every three months; and
- carry out a tenant survey every year and introduce at least three service improvements as a result.



Tenant Resource Centres

Llanelli Tenant Resource Centre
Unit 15, Lord Arthur Rank Centre
Llanelli, SA14 9RA
Phone: 01554 744003

Amman Tenant Resource Centre
2 Bancyddraenen, Capel Hendre,
Ammanford SA18 3SR
Phone: 01267 242310
Fax: 01267 242310

TTT Tenant Resource Centre,
Yr Aelwyd, Tregunnor,
Carmarthen SA31 2ED
Phone: 01267 224831

Area Housing offices

The contact details of your area housing offices 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:

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

You can gain access to some of our services through our website at www.carmarthenshire.gov.uk. You may find it more convenient to contact us this way.



How to contact us

You can 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.

