

Cyngor Sir Gâr
GWASANAETHAU TAI
GWELLA CARTREFI

Llawlyfr gwybodaeth a safonau 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 gwella cartrefi.

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
- ffonio aelod o'r Tîm Gwella Cartrefi ar **01267 234567**

Safonau Tai

Os ydych chi'n rhentu eich cartref gan landlord preifat ac rydych chi'n awyddus i ofyn cwestiwn ynglŷn â chyflwr eich cartref neu'r ffordd mae'ch landlord yn rheoli eich tenantiaeth, byddwn yn ymateb i'ch galwad o fewn tri diwrnod gwaith.

Os ydych chi'n cysylltu i roi gwybod i ni am broblemau mewn tŷ gwag, byddwn yn ymateb i'ch galwad o fewn tri diwrnod gwaith.

Ein polisi o ran adnewyddu tai

Os ydych chi'n gwneud cais am help i gynnal a chadw'ch cartref dan ein polisi adnewyddu tai, byddwn yn;

- rhoi gwybod i chi o fewn wythnos fod eich cais wedi dod i law; ac yn
- asesu cyflwr eich cartref, adnabod unrhyw beth a allai'ch peryglu, a chynnig cyngor ynglŷn ag unrhyw ddiffygion neu broblemau rydyn ni wedi'u gweld.

Byddwn ni hefyd yn asesu a oes gennych chi hawl i gael grant gwella tai, ac yn eich cyngori ynglŷn â benthyciadau. Byddwn ni'n gwneud hyn o fewn 90 diwrnod.

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Defnyddio ynni'n effeithlon

Os byddwch chi'n gwneud cais am help i ddefnyddio ynni'n fwy effeithlon yn eich cartref, byddwn yn;

- anfon ffurflen ymholiadau atoch o fewn tri diwrnod i'r dyddiad y daeth eich cais am un i law;
- gwirio'ch cais ac yn rhoi gwybod i chi ei fod wedi cyrraedd o fewn pum diwrnod gwaith i'r dyddiad y daeth i law; a
- cysylltu â chi, o fewn 28 diwrnod i'r dyddiad y cyrhaeddodd eich ffurflen, i drefnu i swyddog ddod i'ch cartref i wneud arolwg o ran atgyweirio neu addasu eich system wresogi, os oes gennych hawl i gael y math hwn o waith.

Addasiadau

Mae ein Tîm Gwella Cartrefi gweithredu fel un pwynt cyswllt canolog i bawb sy'n awyddus i holi ynglŷn ag addasiadau ar gyfer pobl anabl sy'n byw mewn tai ar rent neu yn eu cartref eu hunain.

Pan rydych chi'n cysylltu ynglŷn â gwaith addasu, byddwn yn;

- anfon ffurflen ymholiadau atoch o fewn pum diwrnod gwaith i'r dyddiad y gwnaethoch chi ofyn am un;
- cysylltu â chi, o fewn 10 diwrnod gwaith i'r dyddiad y daeth eich cais i law, i roi gwybod i chi a fydd angen i chi gyfrannu at gost eich gwaith addasu;
- esbonio blaenoriaeth y gwaith a phryd mae'r gwaith addasu'n debygol o gael ei wneud (ar gyfer addasiadau sy'n rhan o raglen fwy yn unig)
- ceisio trefnu i therapydd galwedigaethol eich gweld. Y targedau yw trefnu apwyntiad o fewn pedwar mis os yw'r gwaith i gael blaenoriaeth, wyth mis os nad oes llawer o flaenoriaeth iddo, a 12 mis os nad yw'n cael blaenoriaeth.
- dweud wrthy'ch chi, bob tro y byddwn ni'n cysylltu, ym mha gam o'r broses ymgeisio'r ydych chi, a faint o amser y gallwch chi ddisgwyl gorfod aros eto; a
- gweithio gydag adrannau eraill a chyrrff allanol i wella'n gwasanaeth.

Gallwch chi ffonio'r Tîm Gwella cartrefi ar **01267 234567**.



Gofal a Thrwsio Sir Gâr

Asiantaeth annibynnol sy'n gwella cartrefi yw Gofal a Thrwsio Sir Gaerfyrddin. Nid bwriad yr asiantaeth yw gwneud elw. Os ydych chi dros 60 oed neu'n anabl, ac yn byw yn eich cartref eich hun neu'n ei rentu gan landlord preifat, gall Gofal a Thrwsio Sir Gaerfyrddin eich helpu.

Bydd Gofal a Thrwsio yn;

- eich cynghori ynglŷn ag atgyweirio, cynnal a chadw ac addasu eich cartref;
- eich helpu i ddod o hyd i arian i dalu am y gwaith, ac i wneud cais am yr arian;
- rhoi help a chynghor technegol ynglŷn â gwelliannau, a chynnig manylion contractwyr addas;
- eich helpu drwy'r broses o wneud gwaith adeiladu;
- cynnig cynlluniau sy'n rhoi sylw i'r math o fân waith atgyweirio ac addasu sy'n gallu bod yn bwysig; a
- chysylltu â chyrrff eraill ar eich rhan.

Am fwy o wybodaeth, cysylltwch â:

Gofal a Thrwsio, Tŷ Elwyn, Llanelli SA15 3AP.

Ffôn: **01554 744300**

Facs: **01554 744311**

E-bost: **careandrepair@cccpartners.org.uk**



Carmarthenshire County Council

HOUSING SERVICES

HOME IMPROVEMENT

Information guide and service standards



About this booklet and our service standards

This booklet sets out the standards you can expect from our home improvement 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 a member of the Home Improvement Team on **01267 234567**

Housing standards

If you rent your home from a private landlord and you have a question about the condition of your home or the way your landlord is managing your tenancy, we will get back to you within three working days.

If you contact us to report problems with an empty house, we will get back to you within three working days.

Housing renewal policy

If you apply for help to maintain your home under our housing renewal policy, we will;

- acknowledge, within one week, that we have received your application; and
- assess the condition of your property, identify any possible risks to you, and offer advice on any faults or problems we have found.

This assessment will include checking whether you are eligible for home improvement grants, and giving you advice on loans. We will do this within 90 days.

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Energy efficiency

If you apply to us for help with making your home more energy-efficient, we will;

- send you an enquiry form within three working days of you asking for one;
- check your application and acknowledge that we have received it within five working days of you returning it to us; and
- contact you, within 28 days of receiving your form, to arrange for an officer to come out to carry out a survey for repairing or converting your heating system, if you qualify.

Adaptations

Our Home Improvement Team provides a single point of contact for all questions about adaptations for disabled people living in rented housing or in their own home.

When you contact us about an adaptation, we will;

- send you an enquiry form within five working days of your request;
- contact you, within 10 working days of receiving your request, to tell you about any contributions you may have to make towards the cost of your adaptation;
- explain the priority you have been given and when you are likely to get your adaptation (only applies to adaptations carried out as part of a larger programme);
- try to make an appointment for you to be seen by an occupational therapist within four months if you are considered a high priority, eight months if you are a medium priority, and 12 months if you are a low priority;
- tell you, each time we contact you, where you are in the application process and how much longer you can expect to wait; and
- work with other departments and outside organisations to improve our service to you.

You can phone the Home Improvement Team on **01267 234567**.



Care and Repair Carmarthenshire

Care and Repair Carmarthenshire is an independent, 'not for profit' home improvement agency. If you are over 60 years old or disabled and you own your home or rent it from a private landlord, Care and Repair Carmarthenshire can help you.

Care and Repair will;

- give you advice on housing repairs, maintenance and adaptations to your home;
- help you to find sources of funding and apply for financial help to pay for the work;
- give technical help and advice relating to home improvements, including contact details of suitable contractors;
- help you through the process of building work;
- offer schemes that cover small-scale, but important, repairs and adaptations; and
- contact other organisations on your behalf.

How to contact us

If you would like to know more, please contact:

Care and Repair, Ty Elwyn, Llanelli SA15 3AP

Phone: 01554 744300

Fax: 01554 744311

E-mail: careandrepair@cccpartners.org.uk

