

Cyngor Sir Gâr
GWASANAETHAU TAI
RHEOLI RHENT

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 gennym ni o safbwynt rheoli eich rhent.

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;
- cysylltu â'ch swyddog tai (*gallwch gael y manylion o'r swyddfa tai yn eich ardal*); neu
- ein ffonio ni (*mae'r manylion cyswllt ar dudalen 4*).

Rydyn ni'n mynd ati mewn ffordd deg ond cadarn i gasglu rhent a dyledion rhent. Byddwn ni'n rhoi cyngor o safon i chi ac yn cytuno ar gynlluniau talu os oes angen. Ein nod yw sicrhau bod rhent yn cael ei dalu'n brydlon ac, ar yr un pryd, ein bod ni'n cynorthwyo ac yn cynghori tenantiaid sy'n cael trafferthion talu eu rhent.

Byddwn yn cynnig dewis i chi o ffyrdd i dalu'ch rhent;

- trwy ddebyd uniongyrchol
- mewn swyddfa bost
- ar-lein
- dros y ffôn
- desg talu yn un o'n canolfannau gwasanaethau cwsmeriaid
- yn uniongyrchol drwy'ch cyflog neu dâl/ pensiwnau (*gweithwyr CSG un unig*);
- drwy'r post.

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Cyhoeddwyd ar bapur mae 100% ohono wedi'i ailgylchu



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Cofiwch ailgylchu'r cyhoeddiad yma

Byddwn yn;

- rhoi rhif cyfrif rhent i chi, a'r swm sydd angen ei dalu bob wythnos;
- anfon cyfriflen ddiweddar o'ch rhent atoch bob tri mis;
- anfon cyfriflen ddiweddar o'ch rhent atoch o fewn tri diwrnod gwaith i'r dyddiad y gwnaethoch chi ofyn am un;
- rhoi gwybod i chi pan fydd arnoch chi dros bythefnos o rent i ni;
- rhoi manylion eich cyfrif rhent i chi pan fyddwch chi'n cysylltu â ni; a
- rhoi o leiaf 28 diwrnod o rybudd i chi cyn cynyddu'ch rhent.

Os byddwch chi'n mynd i ddyled ar eich cyfrif rhent, byddwn yn;

- cysylltu â chi'n fuan ar ôl i chi fethu taliad;
- dod i'ch gweld yn fuan i drafod eich taliadau rhent ac i gynnig cyngor i chi ynglŷn â dyledion;
- rhoi enwau asiantaethau i chi sy'n gallu rhoi cyngor annibynnol;
- ysgrifennu atoch ym mhob cam o'r broses o gasglu dyledion rhent i roi gwybod i chi faint o ôl-rent sydd i'w dalu. Byddwn ni hefyd yn esbonio unrhyw gamau y byddwn ni'n eu cymryd;
- ceisio dod i drefniant i chi dalu'r ddyled, ar sail eich incwm a'ch gwariant hanfodol; a
- ysgrifennu atoch, o fewn 5 diwrnod gwaith, i gadarnhau'r trefniadau i chi dalu unrhyw ddyledion rhent.

Hawlio Budd-dal Tai

Os ydych yn hawlio Budd-dal Tai, byddwn yn;

- rhoi ffurflenni hawlio Budd-dal Tai i chi pan fyddwch chi'n llofnodi'r denantiaeth;
- cynnig cyngor ac yn eich helpu i lenwi'r ffurflen gais er mwyn hawlio Budd-dal Tai;
- anfon rhestr atoch o'r dogfennau mae angen i chi eu hanfon gyda'ch cais; a
- gwneud ein gorau i sicrhau bod eich cais am Fudd-dal Tai'n cael ei brosesu cyn gynted ag y bo modd.



Mae'r Adain Budd-daliadau Tai'n anelu at;

- brosesu dros 85% o'r ceisiadau o fewn 14 diwrnod i'r dyddiad mae'r holl wybodaeth angenrheidiol yn eu cyrraedd;
- prosesu ceisiadau newydd am Fudd-dal Tai o fewn 32 diwrnod ar gyfartaledd ar ôl i'r cais cyntaf eu cyrraedd; a
- prosesu newidiadau yn eich amgylchiadau sy'n effeithio ar eich hawl i gael Budd-dal Tai o fewn 12 diwrnod ar gyfartaledd ar ôl i'r wybodaeth gychwynnol eu cyrraedd.

I gael cyngor am Fudd-daliadau, cysylltwch ag Adain Budd-daliadau Tai'r Cyngor yn unrhyw un o'r ffyrdd sy'n dilyn.

Ffôn: **01554 742100**

E-bost: **Budd.Daliadau@sirgar.gov.uk**

Neu trwy alw yn unrhyw un o'n canolfannau gwasanaethau cwsmeriaid

- Tŷ Elwyn, Llanelli
- 3 Heol Spilman, Caerfyrddin
- Neuadd y Dref, Heol Iscennen, Rhydaman

Manylion Cyswllt

Am fwy o wybodaeth, cysylltwch â'r swyddfa dai yn eich ardal.

Swyddfa Dai ardal yr Aman a'r Gwendraeth

Heol Iscennen, Rhydaman, SA18 3BE

Ffôn: 01558 825408

Ffacs: 01269 591525

Swyddfa Dai ardal Llanelli

Ty Elwyn, Llanelli, SA15 3AP

Ffôn: 01554 742350

Ffacs: 01554 742192

Swyddfa Dai ardal y Tywi, y Teifi a Thaf Myrddin

3 Heol Spilman, Caerfyrddin, SA31 1LE

Ffôn: 01267 228603

Ffacs: 01267 223693



Carmarthenshire County Council

HOUSING SERVICES

RENT MANAGEMENT

Information guide and service standards



About this booklet and our service standards

This booklet sets out the standards you can expect from us in terms of how we manage your rent.

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;
- contacting your housing officer
(*their details are available from your local area housing office*); or
- contacting us (*see our details on page 4*).

We take a firm but fair approach to collecting rent and missed payments, and we will give you good-quality advice and agree payment plans if necessary. We aim to make sure that we receive payments when they are due and, at the same time, that we offer guidance and support to tenants who are having difficulty paying.

We will offer you a choice of ways to pay your rent, as follows.

- By direct debit
- At a post office
- Online
- Over the phone
- At a cash desk in one of our customer service centres
- Direct from your salary or wages/ pensions (CCC employees only)
- By post

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on 100% recycled paper



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We will;

- give you a rent account number and tell you how much you need to pay each week;
- send you an up-to-date rent statement every three months;
- send you an up-to-date rent statement within three working days of you asking for one;
- let you know when you owe us more than two weeks' rent;
- give you details of your rent account when you contact us; and
- give you at least 28 days' notice before we increase your rent.

If you fall behind with your payments, we will;

- make early contact with you after you have missed a payment;
- visit you at an early stage to discuss your rent payments and offer you debt counselling;
- give you the names of agencies who can provide independent advice;
- write to you at every stage of the process of collecting your missed payments, to tell you how much rent you owe and what action *(if any)* we plan to take;
- try to come to an acceptable agreement for you to make the payments, based on your income and essential spending; and
- write to you, within five working days, to confirm the agreement to clear any rent payments you owe.

Claiming Housing Benefit

If you are claiming Housing Benefit, we will;

- give you Housing Benefit claim forms when you sign for your tenancy;
- offer you advice on and help with claiming Housing Benefit and filling in the claim form;
- send you a checklist of what documents you need to provide with your claim; and
- do everything we can to make sure that your Housing Benefit claim is processed as quickly as possible.



The Housing Benefit section aim to:

- process over 85% of claims within 14 days of receiving all of the information they need;
- process new Housing Benefit claims, on average, within 32 days of receiving the first application; and
- process changes in circumstances that affect your Housing Benefit entitlement, on average, within 12 days of receiving the information.

For advice on benefits, contact the Housing Benefit Section in any of the following ways.

Phone: **01554 742100**

E-mail: **Housing.Benefits@Carmarthenshire.gov.uk**

In person at any of the following customer service centres

- Ty Elwyn, Llanelli
- 3 Spilman Street, Carmarthen
- Town Hall, Iscennen Road, Ammanford

Contact details

If you would like more information, please contact your local area housing office.

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

