

## Dangosyddion Perfformiad 2018/19

Mae Grŵp wedi cael blwyddyn brysur arall. Dyma ddedholiad o wybodaeth perfformiad y Gymdeithas am y cyfnod 1 Ebrill 2018 – 31 Mawrth 2019.

## Performance Indicators 2018/19

Grŵp Cynefin has had another busy year. Here's a selection of performance figures for the period 1 April 2018 – 31 March 2019.

**3.10%**

Rhent a gollwyd oherwydd dyledion  
Rent loss due to arrears

**57,250**

Nifer galwadau ffôn atebwyd  
Number of phone calls answered

**36**

Cwynion swyddogol  
Official complaints

**14,946**

Nifer o geisiadau am waith cynnal a chadw  
Number of requests for repair work

**374**

Nifer o eiddo wedi eu gosod  
Number of units let

**31**

Nifer dyddiau i osod eiddo  
Number of days to let a property

**90%**

Gwaith trwsio a gwblhawyd o fewn y targedau amser  
Repairs completed within target times

**98%**

Canran o denantiaid sy'n fodlon gyda'r gwaith trwsio a gwblhawyd  
Percentage of tenants satisfied with repair work

**97%**

Gwaith trwsio argyfwng a gwblhawyd o fewn 24 awr  
Emergency repairs completed within 24 hours