

Housing Disrepair

You may be aware of stories in the press recently, about No Win/No Fee companies targeting social housing tenants, encouraging them to claim compensation for disrepair against their Landlord.

In a number of cases, significant costs have been accumulated by these No Win/No Fee companies and; despite the promise of No Win/No Fee, the tenant has been left liable for the costs if they close their case or decide not to pursue their claim because they do not want to go to court.

This could put you in a really difficult position and may lead to hidden additional costs. If your claim fails, the Council can seek to recover any associated legal costs from you, the tenant, and not your appointed Solicitor.

To claim Disrepair, you must have reported the defect to us before and have evidence that we have failed to deal with the work and to have resolved it in a reasonable timescale. If you have any concerns with the condition of your property, the fastest and most risk free thing to do is to call the Council's Customer Services Department on 01352 701660 and report the repair to us immediately.

We will then ensure your repairs are carried out as quickly as possible.

If you have already reported a repair or have requested an Inspection and have not been satisfied with the level of service the Council has provided, as a tenant you are entitled to raise an enquiry or complaint and it will be investigated further by our Customer Complaints Department.

Please contact Flintshire County Council to report any repairs or maintenance concerns first!!

If you have already signed up with a No win/No fee claim company and are worried or concerned about it, we suggest that you contact Citizens Advice (CAB) on 0344 477 2020 or Shelter Cymru on 08000 495495



Diffyg Atgyweirio

Efallai eich bod chi wedi gweld straeon yn y wasg yn ddiweddar am gwmnïau Dim Buddugoliaeth / Dim Ffi yn targedu tenantiaid tai cymdeithasol i'w hannog nhw i hawlio iawndal gan eu landlord am ddiffyg atgyweirio.

Mewn sawl achos mae'r cwmnïau Dim Buddugoliaeth / Dim Ffi yma wedi dod i gostau sylweddol, ac er eu bod nhw'n addo Dim Buddugoliaeth / Dim Ffi mae rhai tenantiaid wedi bod atebol am y costau hyn gan eu bod wedi penderfynu cau'r achos neu beidio â bwrw ymlaen â'r hawliad oherwydd y posibilrwydd o orfod mynd i'r llys.

Fe all hyn eich rhoi chi mewn sefyllfa anodd dros ben ac fe all arwain at gostau ychwanegol cudd. Os ydi'ch hawliad yn aflwyddiannus gall y Cyngor geisio adennill y costau cyfreithiol cysylltiedig gennych chi, fel tenant, ac nid eich cyfreithiwr.

I hawlio iawndal Diffyg Atgyweirio mae'n rhaid eich bod chi wedi rhoi gwybod i ni am y gwaith atgyweirio ac mae'n rhaid i chi feddu ar dystiolaeth sy'n dangos ein bod ni wedi methu delio â'r gwaith a datrys y broblem o fewn graddfa amser resymol. Os oes gennych chi unrhyw bryder ynghylch cyflwr eich eiddo, y peth gorau a'r mwyaf diogel i chi ei wneud ydi ffonio Adran Gwasanaethau Cwsmeriaid y Cyngor ar 01352 701660 a rhoi gwybod i ni am y broblem ar unwaith.

Byddwn wedyn yn sicrhau bod y gwaith atgyweirio yn cael ei wneud cyn gynted â phosibl.

Os ydych chi eisoes wedi rhoi gwybod i ni am waith atgyweirio sydd ei angen neu wedi gofyn am archwiliad a heb dderbyn gwasanaeth boddhaol gan y Cyngor, fel tenant mae gennych chi hawl cyflwyno ymholiad neu g yn a fydd yn cael sylw pellach gan ein Hadran Gwasanaethau Cwsmeriaid.

Cyn gwneud unrhyw beth arall, cysylltwch â Chyngor Sir y Fflint i roi gwybod am unrhyw bryder atgyweirio neu gynnal a chadw sydd gennych chi!!

Os ydych chi eisoes wedi cofrestru gyda chwmni Dim Buddugoliaeth / Dim Ffi ac yn poeni amdano, rydym ni'n awgrymu eich bod chi'n cysylltu â Chyngor ar Bopeth ar 0344 477 2020 neu Shelter Cymru ar 08000 495495.

