

Factoring Service Newsletter

March 2026

Factoring Registration No.: PF000365



Our Factoring Newsletter outlines the results of the 2024/25 Factoring Questionnaire, which was sent to all homeowners in high rise blocks, factored by Falkirk Council, in March 2025.

We recently shared the satisfaction results with you. This newsletter also shares the actions taken and other information we believe you will find useful.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Falkirk Council?

Very satisfied & Fairly satisfied	40%
Neither satisfied nor dissatisfied	16%
Fairly dissatisfied & Very dissatisfied	44%
Answered	25
Not Answered	2

Q2 Which High-rise do you live in?

Belmont Tower	4
Breton Court	1
Corentin Court	2
Eastburn Tower	2
Leishman Tower	3
Marshall Tower	3
Maxwell Tower	3
Parkfoot Court	1
Paterson Tower	0
Symon Tower	7
Answered	26
Not Answered	1

Factoring Services Provided:

Q3 How satisfied or dissatisfied are you with the cleanliness of common parts/areas?

Very satisfied & Fairly satisfied	50.0%
Neither satisfied nor dissatisfied	15.4%
Fairly dissatisfied & Very dissatisfied	34.6%
Answered	26
Not Answered	1

Q4 How satisfied or dissatisfied are you with the maintenance & repairs of common parts/areas?

Very satisfied & Fairly satisfied	34.6%
Neither satisfied nor dissatisfied	15.4%
Fairly dissatisfied & Very dissatisfied	50.0%
Answered	26
Not Answered	1

Q5 How satisfied or dissatisfied are you with the communal door entry/CCTV systems?

Very satisfied & Fairly satisfied	50.0%
Neither satisfied nor dissatisfied	11.5%
Fairly dissatisfied & Very dissatisfied	38.5%
Answered	26
Not Answered	1

Other Services - provided by Falkirk Council:

Q6 How satisfied or dissatisfied are you with the refuse arrangements?

Very satisfied & Fairly satisfied	50.0%
Neither satisfied nor dissatisfied	3.8%
Fairly dissatisfied & Very dissatisfied	46.2%
Answered	26
Not Answered	1

Q7 How satisfied or dissatisfied are you with the ground maintenance/landscaping & paths?

Very satisfied & Fairly satisfied	57.7%
Neither satisfied nor dissatisfied	11.5%
Fairly dissatisfied & Very dissatisfied	30.8%
Answered	26
Not Answered	1

Q8 How satisfied or dissatisfied are you with the common room? (where applicable)

Very satisfied & Fairly satisfied	25%
Neither satisfied nor dissatisfied	75%
Fairly dissatisfied & Very dissatisfied	0%
Answered	12
Not Answered	15

Q9 How satisfied or dissatisfied are you with the drying facilities? (where applicable)

Very satisfied & Fairly satisfied	18.8%
Neither satisfied nor dissatisfied	56.3%
Fairly dissatisfied & Very dissatisfied	25.0%
Answered	16
Not Answered	11

Q10 How satisfied or dissatisfied are you with the building insurance cover option provided?

Very satisfied & Fairly satisfied	76.9%
Neither satisfied nor dissatisfied	15.4%
Fairly dissatisfied & Very dissatisfied	7.7%
Answered	26
Not Answered	1

Have your say on Factoring Feedback:

Q1 Do you find the information contained in these documents useful?

Yes	74.1%
No	7.4%
Not answered	18.5%
Total	100%

Q2 Do you find the current layout easy to understand?

Yes	81.5%
No	3.7%
Not answered	14.8%
Total	100%

Q3 Are you happy receiving Satisfaction Results in July and a more detailed feedback in the Newsletter in March each year?

Yes	77.8%
No	3.7%
Not answered	18.5%
Total	100%

Q4 Do you have any other comments to make about these publications?

Yes	18.5%
No	55.6%
Not answered	25.9%
Total	100%

Factoring Questionnaire 2024/25

Responses to our March 2025 survey told us that overall satisfaction had reduced by 7.2% and is now 40%. Looking at the findings we can see that satisfaction has reduced in relation to:

- Cleanliness of common areas
- Maintenance & Repairs of common parts/ areas
- Grounds Maintenance/ landscaping and paths
- Common rooms
- Drying facilities

And has increased in relation to:

- Communal door entry/CCTV systems
- Refuse arrangements
- Building Insurance

We have listened to what you said and have provided an update on our actions in relation to the above issues, other issues raised through your returned surveys as well as information we hope you will find useful.

Cleaning

All high-rise blocks are attended to every weekday. Common areas include entrances, stairwells, foyers and drying areas. Any issues raised with Housing Services will be discussed with and addressed by the cleaning contractor.

Report a Repair

To report a repair in the common area of your block, door entry handset or combined heat and hot water system, please:

Call: 01324 506070 (open 24/7)

Email: housingservices@falkirk.gov.uk

Online: www.falkirk.gov.uk/requestacommonrepair

Blocked Waste Chutes

Unfortunately, waste chutes continue to be blocked by inappropriate or bulky items. When reported to us, repairs are instructed immediately but it can be difficult to unblock. Please ensure that you are recycling your waste to prevent further expense to the council and inconvenience to surrounding neighbours. If we identify the person(s) responsible for the blockage, we will recharge the costs associated with clearing it.

Front Door/Door Entry

When repairs are reported to us, they are instructed immediately. Door signs are in place asking people not to force open doors. Unfortunately, these can be ignored or removed. When doors are pushed or held open the mechanism burns out and needs to be replaced. We regularly check that signs are still in place. You will be aware that during 2026/27 we have a programme of door entry system replacements. These are essential works. Invoices will be raised after completion.

CCTV system

CCTV systems in all high-rise blocks have now been upgraded. The system does not record and there are no plans for the Council to add this feature. There are no plans to introduce CCTV cameras to cover the parking areas. The CCTV system only works on an analogue signal therefore is not compatible with digital systems.

Parking

Events taking place in the park are controlled by "Parking Security". Residents are supplied with a pass to enable them to park during any events. Anyone attending without a pass is turned away by security. To help address potential issues, lockups at Leishman Tower have "no parking" signs painted on the road.

Leaves

Arrangements have been made with Grounds Maintenance Department to apply the small sweeper vehicle to sweep up leaves from the roads. This is normally carried out in Autumn when the leaves are falling. The parking areas are more difficult as there are normally cars within the parking areas. If we swept the area by hand, we may be accused of damaging parked vehicles.

Weeds

Arrangements are also in place for any areas, which have a lot of weeds, to be sprayed. If you think an area needs to be sprayed, please report this to us: see Contact Details section.

Trees

Our Grounds Maintenance team monitor all trees and recommends action to Housing Services. If you have a concern about any tree, please report this to us: see Contact Details section.

Common Rooms

Common rooms are leased. The day-to-day management of common rooms are the responsibility of the groups who have leased them.

Access to Drying Facilities

If access to the drying facilities within your block is restricted. Please contact your Housing Officer to discuss and arrange access.

Insurance Revaluation

Revaluations are recommended every 5 years. The next revaluation will take place during 2029.

Buildings Insurance

The Tenements (Scotland) Act 2004 requires all homeowners living in a tenement to hold a valid building insurance policy. You can source this independently or from Falkirk Council.

If you source your building insurance independently, please see the new 2026/27 Sum Insured figure for your property. Please check this figure against your current policy. If the cover you have in place is lower, we will have asked you to return an updated copy of your Summary of Cover. If the cover you have in place is the same or higher, you don't need to do anything until the end date of your current policy. Providing this information helps evidence that adequate insurance is in place for the block.

If you source your building insurance from Falkirk Council, please see the new 2026/27 Sum Insured figure for your property. This figure is automatically covered by your policy: you do not need to do anything.

Please contact our Insurance Section on 01324 506350 if you have a query about your existing policy, if you would like cover information or wish to take cover out with Falkirk Council, at any point throughout the year.

Under One Roof: Insurance Webinar 25/2/26

We have added a link to a recent Insurance Webinar hosted by Under One Roof to our Factoring Webpage. We thought this might be of interest to you.

Factoring Charges & Review

Factoring Charges apply to factored homeowners annually. The Review of Factoring Charges is currently ongoing: we will update you on the progress of this task, as soon as possible.

Falkirk Council covers the cost of checks, maintenance and repairs, within high rise blocks for our tenants, as part of their tenancy agreement.

Housing Investment Programme

We have added a Housing Investment Programme link to our Factoring webpage for your reference. Details of the current year are added to this page, providing information on the improvements we plan to make to the Council's Housing Stock and to the surrounding environment. A rolling five-year Housing Investment Programme is approved by committee annually.

Fire Safety

All residents of our high-rise flats have a responsibility to:

- Check your smoke alarms weekly
- Know the evacuation procedures in the event of a fire.
- Keep communal areas free of items and rubbish.
- Report potential hazards within a communal area to us as soon as possible on 01324 506070.
- Not store bottled gas, or any appliances which use bottled gas, anywhere within the building.
- Call 999 immediately if you see any fire in a high-rise block of flats.

You can request an individual fire safety visit from the Scottish Fire and Rescue Service by calling them on 0800 0731 999.

Bins/Recycling

Where appropriate new enclosures/railings have been installed to house the bins.

All recycling bins are positioned in agreement with Waste Management Services. Any litter around the bins will be cleared by the Caretaker.

Uplifts

Falkirk Council offers a service to collect bulky household items that are too big to fit into the wheeled bin or a black box, that cannot be transported to one of our recycling centres or, donated through the National re-use phone line. Information on reuse, recycling centres, bulky uplifts and how to arrange an uplift is available online at www.falkirk.gov.uk/bulkyuplift or by calling 01324 506070.

There is a charge of £50 per bulky uplift which covers up to 5 items. This charge applies to all bulky uplift requests. Eligible residents in receipt of means tested Council Tax reduction (excluding discount for single occupancy) are entitled to receive 1 uplift per year at a discounted rate of £25 from. Any additional bulky uplift requests will be charged at the full rate.

If arranging an uplift, you will have to advise what items are being uplifted and where the items will be left. Items should be grouped together, left on ground level by 6.30am on the day of the uplift, which will be scheduled on a Wednesday. Do not leave items for uplift outside before your collection day. Items should be stored within your property. Storage for large items is not available in the blocks. Please contact the Housing Officer for your block if items are left outside your block for more than 24 hours.

Housing Officers

- Chloe Baird is the Housing Officer for the Courts.
- Michelle Thomson is the Housing Officer for the Towers.

Contact Details

You can report issues or request to speak to the Housing Officer, for your block, by contacting Housing Services. Please:

Call: 01324 506070, options 2,3,3

Email: housingservices@falkirk.gov.uk

Notice boards

Housing Officers will monitor the information on notice boards and remove anything that is out of date. We will add this Factoring Newsletter to the noticeboards for your reference.

Allocations

As a result of public consultations, the council allocate properties within the high flats to applicants who are aged 50 years or older.

Antisocial Behaviour

Please report antisocial behaviour

Online via My Falkirk

Call: 01324 506070 (open 24/7)

Any incidents of a criminal nature should be reported to Police Scotland on first instance. In the event of an emergency, please dial 999 or a non-emergency 101.

Complaints

If you wish to make a complaint about any Falkirk Council services you receive, please contact us:

Online: Contact us: Complaints procedure - Falkirk Council

Email: housing.customerserviceteam@falkirk.gov.uk or, contact.centre@falkirk.gov.uk

Call: 01324 506070

In writing: to the relevant service

In person: at any Advice and Support Hub (see: Our places: Advice and Support Hubs - Falkirk Council)

Privacy Statement

The Council must comply with Data Protection Legislation as defined by the Data Protection Act 2018.

If you supply personal information to us, you can find out how we handle personal data at www.falkirk.gov.uk/privacy.

Newsletter

If you would like this information in another language, Braille, LARGE PRINT or audio tape please contact the Private Sector Team.

If you have any queries regarding this newsletter, please contact the Private Sector Team:

Tel: 01324 590797

Email: privatesector.housing@falkirk.gov.uk

March 2026

FALKIRK COUNCIL

