

Factoring Service Newsletter

January 2025

Factoring Registration No.: PF000365



Our Factoring Newsletter outlines the results of the 2023/24 Factoring Questionnaire, which was sent to all homeowners in high-rise blocks, factored by Falkirk Council, in March 2024.

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	47.2%
Neither satisfied nor dissatisfied	19.4%
Fairly dissatisfied & Very dissatisfied	33.3%
Answered	36
Not Answered	0

Q2 Which High-rise do you live in?

Belmont Tower	4
Breton Court	1
Corentin Court	2
Eastburn Tower	4
Leishman Tower	3
Marshall Tower	4
Maxwell Tower	5
Parkfoot Court	3
Paterson Tower	2
Symon Tower	8
Answered	36
Not Answered	0

Factoring Services Provided:

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

Very satisfied & Fairly satisfied	53%
Neither satisfied nor dissatisfied	8%
Fairly dissatisfied & Very dissatisfied	39%
Answered	36
Not Answered	0

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

Very satisfied & Fairly satisfied	46%
Neither satisfied nor dissatisfied	14%
Fairly dissatisfied & Very dissatisfied	40%
Answered	35
Not Answered	1

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

Very satisfied & Fairly satisfied	31.4%
Neither satisfied nor dissatisfied	14.3%
Fairly dissatisfied & Very dissatisfied	54.3%
Answered	35
Not Answered	1

Other Services - provided by Falkirk Council/Falkirk Community Trust:

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

Very satisfied & Fairly satisfied	40%
Neither satisfied nor dissatisfied	9%
Fairly dissatisfied & Very dissatisfied	51%
Answered	35
Not Answered	1

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

Very satisfied & Fairly satisfied	63%
Neither satisfied nor dissatisfied	11%
Fairly dissatisfied & Very dissatisfied	26%
Answered	35
Not Answered	1

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

Very satisfied & Fairly satisfied	50%
Neither satisfied nor dissatisfied	42%
Fairly dissatisfied & Very dissatisfied	8%
Answered	12
Not Answered	24

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

Very satisfied & Fairly satisfied	39%
Neither satisfied nor dissatisfied	39%
Fairly dissatisfied & Very dissatisfied	22%
Answered	18
Not Answered	18

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

Very satisfied & Fairly satisfied	61%
Neither satisfied nor dissatisfied	29%
Fairly dissatisfied & Very dissatisfied	10%
Answered	31
Not Answered	5

Factoring Questionnaire 2023/24

Responses to our March 2024 survey told us that overall satisfaction had reduced by 21.8% and is now 47.2%. Looking at the findings we can see that satisfaction has reduced in relation to:

- Cleanliness of common areas
- Maintenance & Repairs of common parts/ areas
- Communal door entry/CCTV systems
- Refuse arrangements
- Grounds Maintenance/ landscaping and paths
- Building Insurance

And has increased in relation to:

- Common rooms
- Drying facilities

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.

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.

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.

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

Insurance Revaluation

The 2024 Insurance Revaluation of the high-rise blocks is now complete. We have enclosed a letter for you, along with this Newsletter, detailing your new Sum Insured figure. Please see Buildings Insurance section below.

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 2024/25 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 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 2024/25 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.

Common Rooms

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

Notice boards

Housing Officers carry out monthly checks of the noticeboards to ensure out of date information is removed. We have added the Factoring Newsletter to the noticeboards for 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.

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

Bins

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

Recycling

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 £45 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 free bulky uplift from 1 April 2024 - 31 March 2025. Any additional bulky uplift requests will cost £45 per request.

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.

Parking

Any issues brought to the attention of Housing Services will be investigated where possible: we are only able to do this during office hours.

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.

Housing Officers

Chloe Baird is the Housing Officer for the Courts.

Brian Henry 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

Email: housingservices@falkirk.gov.uk

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.

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

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:

Private Sector Team,
Falkirk Council,
Transformation, Communities &
Corporate Services,
The Forum,
Callendar Business Park,
Falkirk, FK1 1XR

Tel: 01324 590797

Email: privatesector.housing@falkirk.gov.uk

January 2025

FALKIRK COUNCIL

