HOUSING SERVICES

HOMES THAT BUILD COMMUNITIES

March 2026: Factoring Satisfaction Survey Results

Factoring Registration No.: PF000365



Following on from the March 2026 Factoring Satisfaction Survey, work is ongoing to produce the next Factoring Newsletter. This will include the results of the survey along with the feedback, actions taken as well as other relevant information. In the meantime, we wanted to share the survey findings with you - we hope you find this useful.

If you have any comments on the survey findings, please contact:

Private Sector Team,
Falkirk Council,
Transformation, Communities
& Corporate Services

Tel: 01324 590797
Email: privatesector.housing@falkirk.gov.uk

If you have any comments about the day-to-day management of the building, please contact:

Housing Services,
Falkirk Council,
Transformation, Communities
& Corporate Services

Tel: 01324 506070
Email: housingservices@falkirk.gov.uk

Issued October 2026

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

Very satisfied & Fairly satisfied	38%
Neither satisfied nor dissatisfied	29%
Fairly dissatisfied & Very dissatisfied	33%
Answered	21
Not Answered	1

Q2 Which High-rise do you live in?

Belmont Tower	1
Breton Court	1
Corentin Court	1
Eastburn Tower	2
Leishman Tower	2
Marshall Tower	3
Maxwell Tower	2
Parkfoot Court	3
Paterson Tower	1
Symon Tower	6
Answered	22
Not Answered	0

Factoring Services Provided:

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

Very satisfied & Fairly satisfied	36.4%
Neither satisfied nor dissatisfied	9.1%
Fairly dissatisfied & Very dissatisfied	54.5%
Answered	22
Not Answered	0

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

Very satisfied & Fairly satisfied	31.8%
Neither satisfied nor dissatisfied	22.7%
Fairly dissatisfied & Very dissatisfied	45.5%
Answered	22
Not Answered	0

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

Very satisfied & Fairly satisfied	38.1%
Neither satisfied nor dissatisfied	9.5%
Fairly dissatisfied & Very dissatisfied	52.4%
Answered	21
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	59.1%
Neither satisfied nor dissatisfied	27.3%
Fairly dissatisfied & Very dissatisfied	13.6%
Answered	22
Not Answered	0

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

Very satisfied & Fairly satisfied	63.6%
Neither satisfied nor dissatisfied	18.2%
Fairly dissatisfied & Very dissatisfied	18.2%
Answered	22
Not Answered	0

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

Very satisfied & Fairly satisfied	50%
Neither satisfied nor dissatisfied	50%
Fairly dissatisfied & Very dissatisfied	0%
Answered	10
Not Answered	12

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

Very satisfied & Fairly satisfied	30%
Neither satisfied nor dissatisfied	60%
Fairly dissatisfied & Very dissatisfied	10%
Answered	10
Not Answered	12

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

Very satisfied & Fairly satisfied	75%
Neither satisfied nor dissatisfied	25%
Fairly dissatisfied & Very dissatisfied	0%
Answered	20
Not Answered	2

Have your say on Factoring Feedback:

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

Yes	81.8%
No	4.6%
Not answered	13.6%
Total	100%

Q2 Do you find the current layout easy to understand?

Yes	86%
No	0%
Not answered	14%
Total	100%

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

Yes	86%
No	0%
Not answered	14%
Total	100%