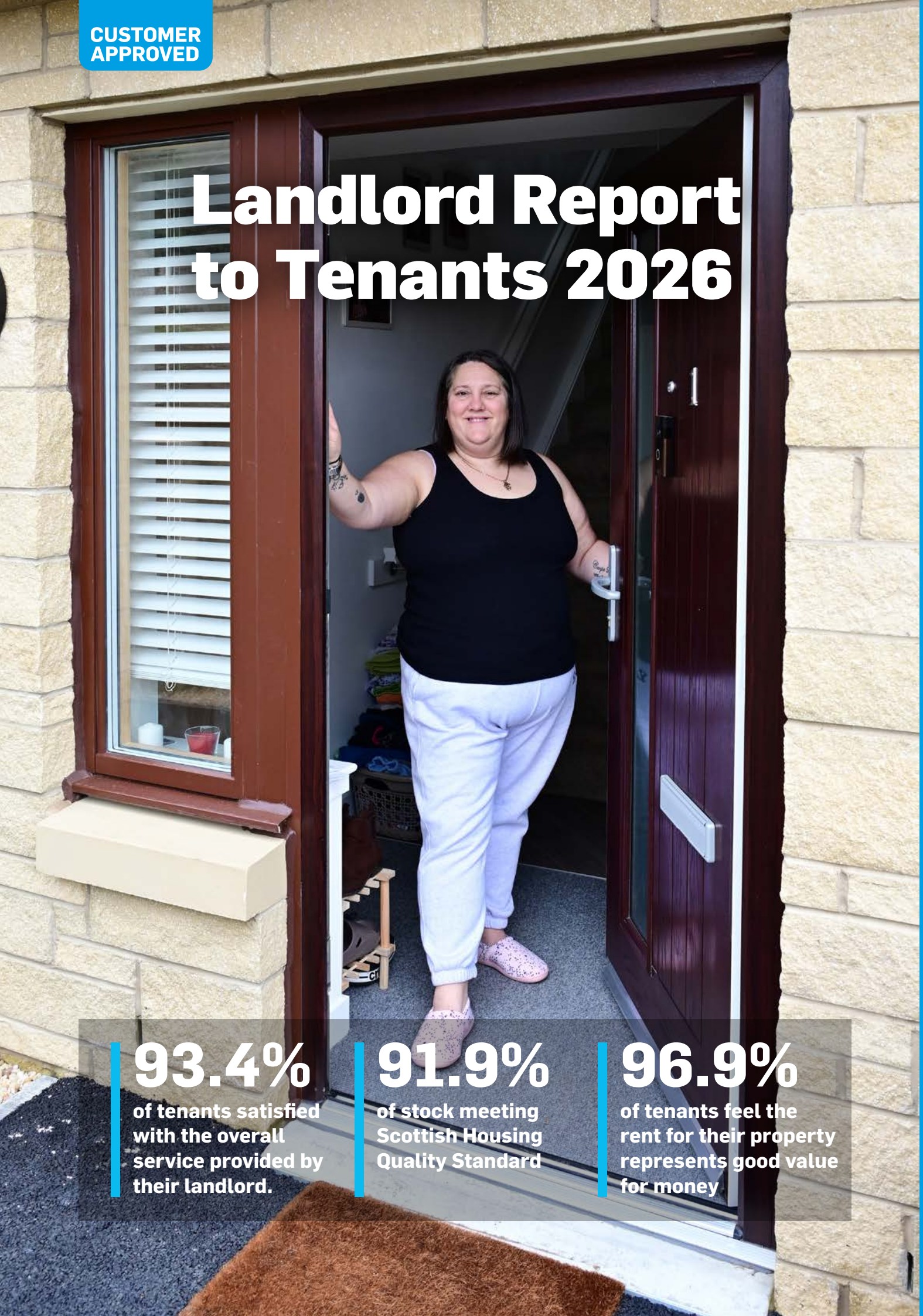
CUSTOMER APPROVED

Landlord Report to Tenants 2026



93.4%
of tenants satisfied with the overall service provided by their landlord.

91.9%
of stock meeting Scottish Housing Quality Standard

96.9%
of tenants feel the rent for their property represents good value for money

Introduction

Welcome to Falkirk Council's latest Landlord Report. This report provides an update on how the Housing Service performed during the reporting year from 1st April 2025 to 31st March 2026.

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when delivering housing services. Performance against these standards is measured through the Annual Return on the Charter (ARC), which is submitted each year to the Scottish Housing Regulator (SHR). This report highlights our performance against these standards and outcomes and demonstrates how we are delivering services for tenants and customers.

During 2025/26, our continued commitment to improving services resulted in strong performance across many areas. We delivered significant improvements in the number of homes meeting the Scottish Housing Quality Standard (SHQS), reduced the time taken to re-let empty properties, and maintained high levels of tenant satisfaction. These achievements reflect our ongoing focus on providing high-quality homes and responsive services.

This year we continued to invest in our homes, communities and services. Key achievements include:

- Achieved national recognition at the Chartered Institute of Housing Scotland Awards, where we were finalists in seven categories and won the Excellence in Accessibility and Inclusion Award for Japp Gardens and the Excellence in Health and Wellbeing Award for our work supporting tenants to maximise household income and tackle poverty.
- Continued investment through our Housing Investment Programme to maintain and improve the quality of tenants' homes.
- Committed to investing £174 million over the next five years to keep homes safe, well maintained, energy efficient and compliant with the Scottish Housing Quality Standard (SHQS).
- Completed 111 new council homes and acquired a further 43 properties through the Council House Buy Back Scheme, increasing the supply of affordable housing across Falkirk.

- Achieved full ISO 9001 accreditation for Quality Management within the Housing Service, demonstrating our commitment to quality, consistency and continuous improvement.
- Agreed and implemented new measures to accelerate re-letting, including an early-access pilot and streamlined quality assurance processes for void properties, this has resulted in a 20% reduction in the average time to relet.

Our work to support vulnerable households also continued to deliver positive outcomes for example:

- The number of children living in temporary accommodation reduced from 197 in March 2025 to 94 in March 2026.

While we are pleased with the progress made, we recognise that there are areas where further improvement is required. We have detailed improvement plans in place and are making good progress in areas including void re-let times, repairs, capital investment works and tackling fuel poverty.

Our Housing Transformation Board (HTB) provides strategic oversight and governance of Housing Services' transformation and improvement activity, ensuring that key projects remain focused on improving outcomes for tenants and service delivery. The Board monitors progress, risks and benefits and provides assurance that agreed priorities are being effectively delivered.

We also recognise the financial pressures facing many households and remain committed to supporting tenants through these challenging times.

Further information on our improvement programmes, modernisation work and housing strategies can be found on the Falkirk Council website.

To compare our performance with other landlords in Scotland, view our Engagement Plan or Annual Assurance Statement, or find out more about the Scottish Social Housing Charter, visit the Scottish Housing Regulator website.

We hope you find this report informative and useful. If you would like to help shape and improve housing services in your area, please contact our Tenant Participation Team on 01324 590706 or email tenant.participation@falkirk.gov.uk.

Finally, I would like to thank all tenants and residents for their feedback, involvement and support throughout the year. Your views help us understand what matters most to you and play a vital role in shaping and improving our services. I would also like to thank our staff for their continued commitment, hard work and dedication in delivering services and supporting our tenants and communities every day. We remain committed to listening, learning and working with you to deliver high-quality housing services and positive outcomes for our communities.

Kenny Gillespie
Head of Communities,
Innovation and Housing
Transformation, Communities
and Corporate Services

Listening to what our tenants have told us, we have used colour codes to make performance information easy to understand, at a glance. Within the tables

- a green box represents an improved level of performance,
- an amber box represents no change and
- a red box represents a decreased level of performance.
- no comparison



111

This year we completed 111 new homes through our council new build programme

We also purchased 43 homes through our Buy Back Scheme

Our Properties and Rent

Housing Stock

As at 31st March 2026, we owned and managed 17,142 homes.

Our rents continue to remain below the Scottish average and are shown below by apartment and bedroom size.

Size of home	Number of homes owned	Average Rent	Scottish Average
1 Apartment (Bedsit)	**27**	**£57.84**	**£91.60**
2 Apartment (1 bedroom)	**2795**	**£71.60**	**£98.60**
3 Apartment (2 Bedroom)	**9187**	**£84.66**	**£101.42**
4 Apartment (3 Bedroom)	**4603**	**£95.90**	**£110.33**
5+ Apartment (4+ Bedroom)	**530**	**£109.87**	**£121.71**

To ensure our investment is targeted where it is needed most, we assess local housing needs every five years. This information helps shape our investment plans and supports the delivery of affordable housing that meets the needs of current and future tenants.

We are committed to increasing the supply of affordable housing and continue to grow our housing stock through our new build programme and buy-back scheme, helping to meet local housing demand and provide more homes for people in our communities.

Indicator C4

Rent Increase to be applied in the next reporting year

Before any rent increase is agreed, an affordability assessment is undertaken to ensure Council rents remain affordable for tenants. The most recent assessment confirmed that rents continue to be affordable.

Tenant consultation is a key part of the rent-setting process. Feedback received through consultation is carefully considered alongside service priorities, investment requirements and financial pressures.

The approved rent increase will support continued investment in homes and neighbourhoods, enable delivery of high-quality repairs and maintenance services, improve the energy efficiency of existing housing stock, and help address rising operational costs while maintaining value for money.

Although rents have increased in recent years, Falkirk Council rents remain among the lowest 25% of council rents in Scotland and below the average for social landlords. We remain committed to balancing affordability with the need to invest in existing homes, deliver new affordable housing, and provide the services that matter most to tenants.





99.2%

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

Customer and Landlord Relationship

We are required by the Scottish Housing Regulator to carry out a large-scale tenant satisfaction survey every three years. The results are reported through our Annual Return on the Charter and help us understand what we are doing well and where we need to improve.

Our most recent tenant satisfaction survey was carried out during summer 2024. We are pleased to report that overall satisfaction with the housing service increased significantly from 75.3% in 2021 to 93.4% in 2024. The survey, which was conducted independently through face-to-face interviews. Findings show that most tenants were satisfied with the quality of services provided, the helpfulness of staff, and the affordability of their rent. Where tenants expressed dissatisfaction, this was mostly linked to repairs and maintenance issues.

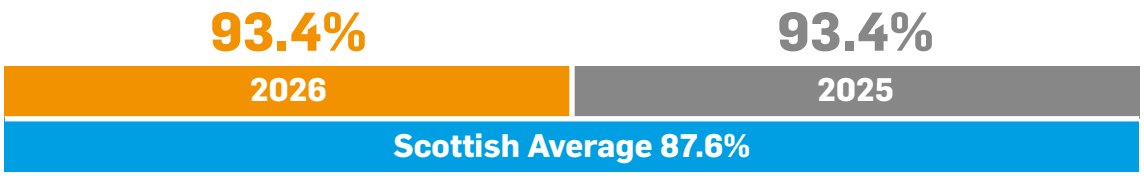
The survey also showed that 97.8% of tenants felt well informed about the services we provide and decisions that affect them, while 99.5% found information easy to access and understand. These results demonstrate our commitment to keeping tenants informed and ensuring information is clear, accessible and relevant.

Tenants continue to have opportunities to influence decisions and help shape services. While most tenants are satisfied with the opportunities available, the survey found that 82% of tenants were not interested in becoming actively involved in decision-making. For those who wished to participate, providing feedback through surveys and consultations remained the preferred method of involvement.

Tenant feedback plays a vital role in helping us improve services and focus on the issues that matter most. We will carry out our next large-scale tenant satisfaction survey during 2027, giving tenants another opportunity to share their views and help shape future service improvements.

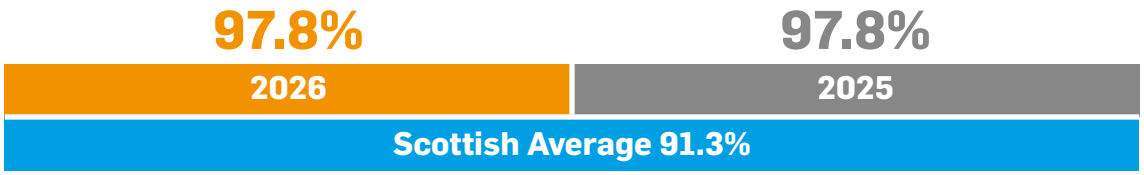
Indicator 1

Percentage of tenants satisfied with the overall service provided by their landlord.



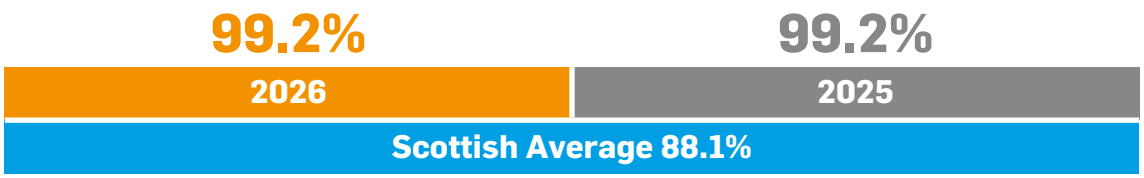
Indicator 2

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.



Indicator 5

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.



Key Message:

Satisfaction with the Housing Service has increased significantly since 2021. Tenants feel well informed, have opportunities to influence services, and continue to help shape improvements through feedback and consultation.



2341

Between April 2025 to April 2026 we installed new windows and doors in 2341 of our properties

Housing Quality and Maintenance

Scottish Housing Quality Standard

We are committed to providing homes that are safe, warm and meet the standards expected by our tenants. To support this, we regularly assess the condition of our housing stock and invest in planned improvement works across our homes.

During 2025/26, 100% of our housing stock was assessed for compliance with the Scottish Housing Quality Standard (SHQS) within the last five years. The proportion of homes meeting the SHQS has continued to improve, reaching 91.9% this year. Where homes do not currently meet the standard, the main reason is outstanding electrical safety inspections, often due to difficulties gaining access to properties. We have an improvement plan in place, including formal access procedures where required, to complete these inspections and further improve compliance.

Our ongoing five-year investment programme includes improvements such as new windows, doors and energy efficiency measures, helping to ensure our homes remain safe, comfortable and energy efficient.

Repairs and Maintenance

Our repairs service is delivered by our Building Maintenance Division, which carries out both emergency and routine repairs to our housing stock. Repairs are prioritised according to their urgency to ensure that issues affecting tenants' safety and wellbeing are addressed as quickly as possible.

During 2025/26, we improved our performance in completing emergency repairs. For non-emergency repairs, performance decreased slightly.

To make reporting repairs easier and more convenient, we have introduced a new online repairs reporting system. This enables tenants to report repairs at a time that suits them and helps improve communication, streamline processes and deliver a more efficient service. This helps us to reduce waiting times and improve the overall customer experience.

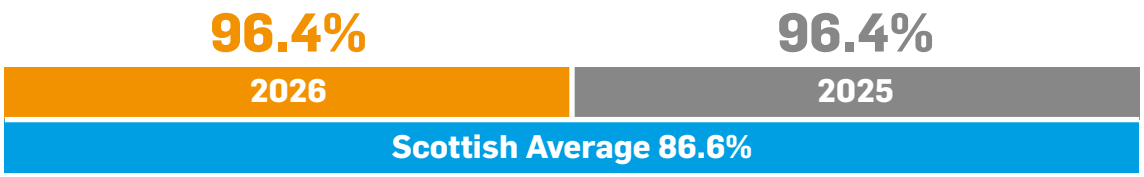
Indicator 6

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).



Indicator 7

Percentage of tenants satisfied with the quality of their home.



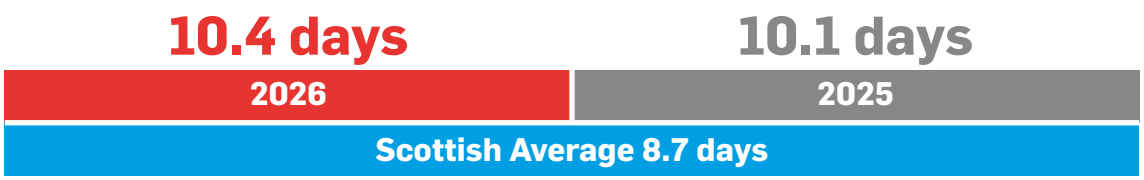
Indicator 8

Average length of time taken to complete emergency repairs.



Indicator 9

Average length of time taken to complete non-emergency repairs.



Indicator 12

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.



Key Message:

The quality of our housing stock continues to improve, with 91.8% of homes meeting the Scottish Housing Quality Standard. Our investment programme is helping to maintain safe, energy-efficient homes while supporting long-term improvements for tenants.

Our repairs service continues to improve, with faster repair completion times and new digital reporting options making it easier for tenants to access services and stay informed about the progress of their repair.



100%

of our Gas Safety checks were carried out on time

Tenant and Resident Safety

The safety of our tenants remains our highest priority. We carry out a range of safety inspections and checks throughout the year to ensure our homes remain safe, compliant and well maintained.

This year was the first year that landlords were required to report performance information on Electrical Installation Condition Reports (EICRs), smoke and heat alarm compliance, and damp and mould cases through the Annual Return on the Charter (ARC). These new indicators provide greater transparency on landlord safety performance and help landlords demonstrate how they are keeping tenants safe in their homes.

Gas Safety

By law, every home with a gas heating system must receive an annual gas safety inspection and service. During 2025/26, 100% of gas safety inspections were completed on or before the anniversary of the previous certificate.

Electrical Installation Condition Reports (EICR)s

Electrical Installation Condition Reports (EICRs) are carried out to assess the safety and condition of the electrical installations within our homes. By undertaking regular EICRs, we can ensure that electrical systems remain safe, comply with legal and regulatory requirements, and provide reassurance to tenants that their homes are safe and well maintained.

We continue to make good progress in completing EICRs across our housing stock. Where inspections have not yet been completed, this is primarily due to difficulties gaining access to properties. We continue to work closely with tenants to arrange and complete these important safety checks, helping to ensure every home meets the required electrical safety standards.

Interlinked smoke and heat detectors

All homes are fitted with the required interlinked smoke and heat alarms, helping to provide early warning in the event of a fire and supporting tenant safety. We continue to maintain and replace alarm systems as required to ensure compliance with current standards.

Damp and Mould

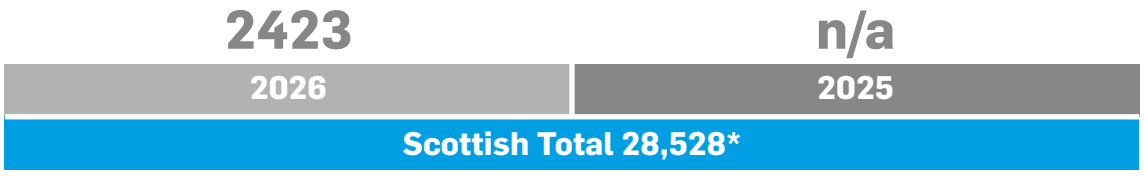
We recognise the impact that damp and mould can have on tenants' health, wellbeing and quality of life. We are committed to responding promptly to reports, identifying the underlying causes, and carrying out the necessary remedial works to ensure homes remain safe, warm and comfortable.

Alongside responsive repairs, we continue to invest in preventative measures such as improved ventilation systems, insulation improvements and wider energy efficiency upgrades. These measures help to reduce condensation and moisture build-up, tackling the root causes of damp and mould and supporting healthier living environments for our tenants.

In response to evolving regulatory requirements and increased expectations arising from recent changes in housing legislation and guidance, we have strengthened our approach to managing damp and mould. This includes a greater focus on early intervention, proactive inspections and ensuring tenants receive timely support and effective solutions to prevent issues from escalating.

Indicator 29

Number of times in the reporting year you did not meet the requirement to complete an electrical installation condition report (EICR) within 5 years of the last EICR



* This figure represents the total outstanding across Scotland.

Indicator 30

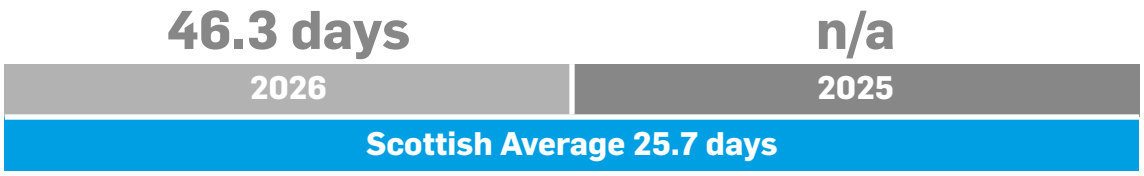
Number of homes that do not have satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire installed at year end



* This figure represents the total across Scotland

Indicator 31

Average length of time taken to resolve cases of damp and/or mould by cause.



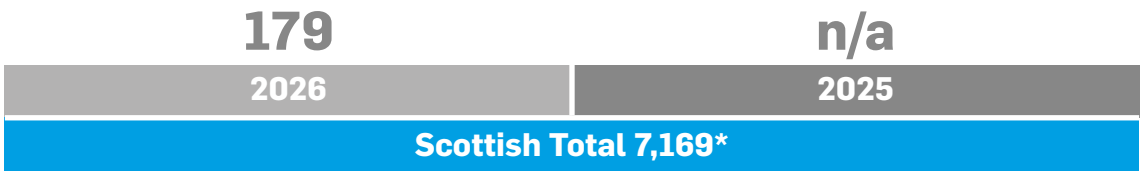
Indicator 32

Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause.



Indicator 33

Number of open cases of damp and/or mould at the year end.



* This figure represents the total across Scotland.

Key Message:

Keeping tenants safe remains our highest priority. During 2025/26, we achieved 100% compliance with annual gas safety inspections and continued to invest in electrical safety, fire safety, and the prevention of damp and mould. This was the first year that additional tenant safety indicators, including EICRs, smoke alarms, and damp and mould measures, were reported through the Scottish Housing Regulator's Annual Return on the Charter. These new indicators provide greater transparency on our performance and demonstrate our ongoing commitment to maintaining safe, compliant, and well-maintained homes for all tenants.



95.2%

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in

Neighbourhood and Community

Complaints and Enquiries

Complaints and enquiries about housing services are managed in line with the Council's Complaints Handling Procedure. During 2025/26, our performance in responding to both Stage 1 and Stage 2 complaints was better than the Scottish Average, ensuring that customer concerns were addressed more quickly and helping to improve the overall customer experience.

Anti-Social Behaviour

Reports of anti-social behaviour (ASB) are managed by our dedicated Conflict Resolution Service. Cases that require investigation are recorded and monitored as formal ASB cases. Many reports are resolved quickly through early intervention and advice without the need to open a formal case. More complex cases, particularly those involving multiple parties or ongoing disputes, can take longer to resolve. We remain committed to working with tenants and partner agencies to address ASB and help create safe and sustainable communities.

Neighbourhood Management

Maintaining clean, safe and attractive neighbourhoods remains a key priority. Our most recent independent tenant satisfaction survey found that 95.2% of tenants were satisfied with neighbourhood management services, an increase from 84.0% in 2021. This reflects the positive impact of our investment in neighbourhood services and our ongoing commitment to improving local environments.

Tenancy Sustainment and Abandonments

Supporting tenants to sustain their tenancies helps to create stable communities and reduces the number of homes that become vacant. Through initiatives such as settling-in visits, early intervention, advice, and referrals to specialist support services, we continue to help tenants maintain successful tenancies.

As a result of these tenancy sustainment activities, the number of abandoned properties has continued to reduce, helping to minimise disruption to communities and enabling homes to be returned to use more quickly for those in housing need.

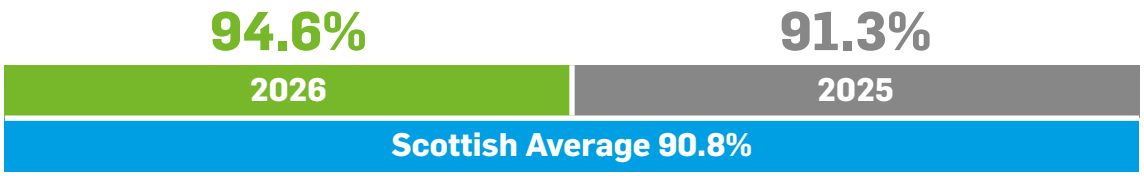
Indicators 3 & 4

The percentage of all complaints responded to in full at Stage 1



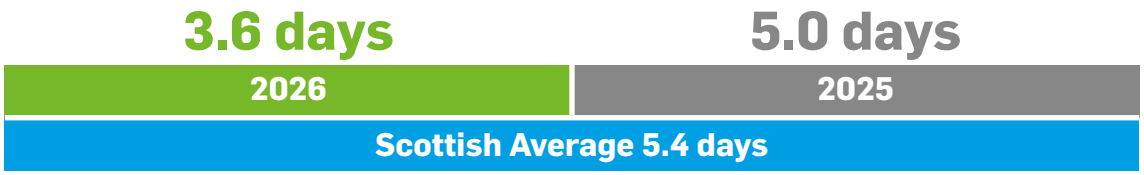
Indicators 3 & 4

The percentage of all complaints responded to in full at Stage 2



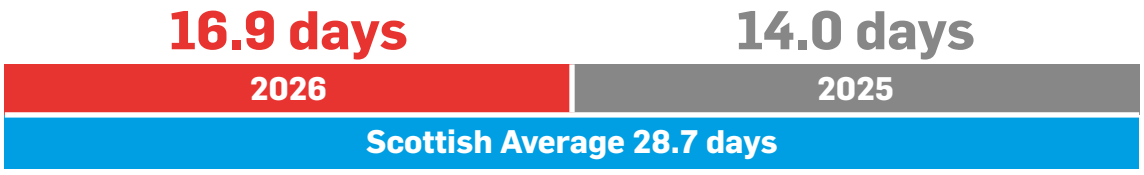
Indicators 3 & 4

The average time in working days for a full response at Stage 1



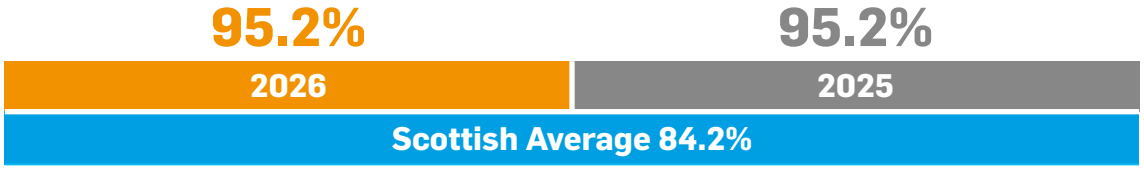
Indicators 3 & 4

The average time in working days for a full response at Stage 2



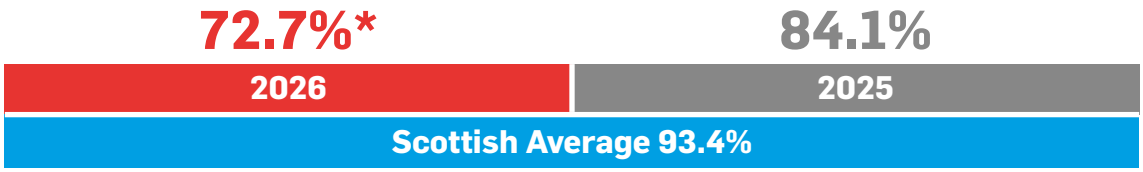
Indicator 13

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in



Indicator 14

Percentage of anti-social behaviour cases reported in the last year which was resolved.



* From 2025/26, percentage now includes cases carried over from previous year, so is not directly comparable to previous data



1225

The number of properties let to people on our housing list during the reporting year was 1225

Access to Housing and Support

Lettings and Void Management

Ensuring homes are re-let quickly helps maximise the availability of housing and minimises the loss of rental income. During 2025/26, the percentage of lettable homes becoming vacant continued to reduce. At the same time, our overall housing stock increased through a combination of new-build completions and the purchase of existing properties, providing more homes for people in housing need.

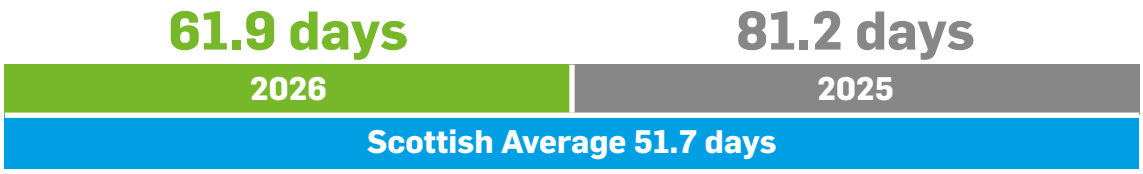
We also improved the average time taken to re-let a property, reducing this from 81.2 days to 61.9 days. This improvement reflects our continued focus on reducing the time homes remain empty by carrying out repairs efficiently and preparing properties for new tenants as quickly as possible.

Helping Tenants Live Independently

Disabled adaptations help tenants remain safe, independent and comfortable in their homes. All applications for adaptations are assessed by Occupational Therapists to ensure that the works undertaken meet the specific needs of tenants and support independent living. Adaptations can range from minor improvements, such as handrails and grab rails, to more extensive works that improve accessibility within the home.

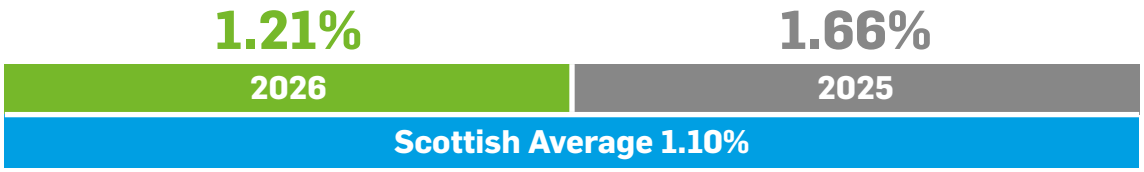
Indicator 26

Average length of time to re-let properties in the last year.



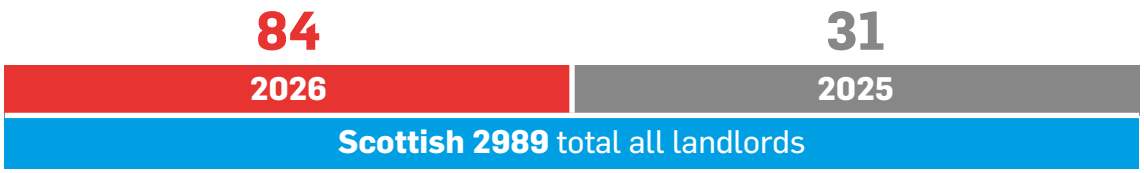
Indicator 17

Percentage of rent due lost through properties being empty during the last year.



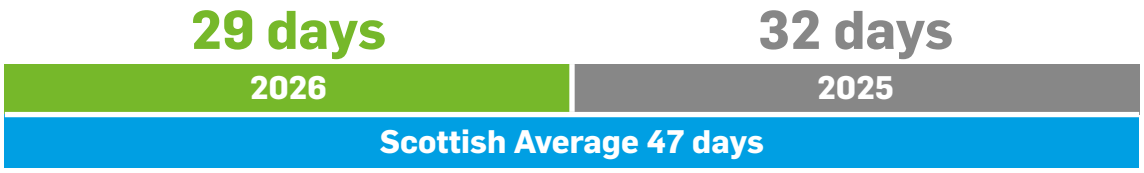
Indicator 18

Number of households currently waiting for adaptations to their home.



Indicator 21

The average time to complete adaptations.



Key Message:

Fewer homes are becoming vacant through tenancy terminations. However, our housing stock continues to grow through new-build developments and buybacks, and homes are being re-let more quickly. This helps ensure that more homes are available for people in housing need and supports sustainable communities. By improving the adaptations process, we are helping more tenants remain independent in their homes while ensuring support is targeted to those who need it most.



486

From April 2025 to April 2026 we installed 486 kitchens and 133 bathrooms

Value for Money

Rent Arrears:

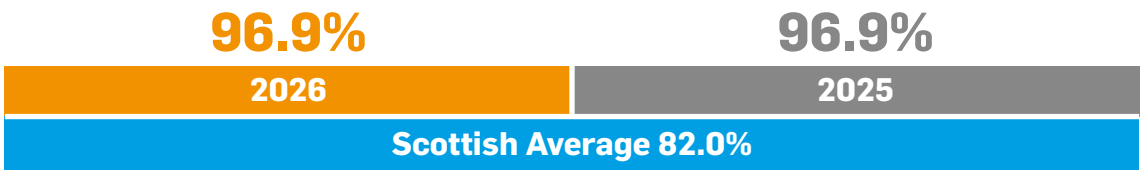
Gross rent arrears have reduced compared with the previous year. Improved use of data and analytics has enabled earlier intervention and targeted support for tenants, helping to sustain tenancies and reduce outstanding debt.

Rent Loss from Empty Properties:

The percentage of rent lost through empty properties has decreased. This improvement has been driven by faster relet times, ensuring homes are returned to use more quickly and minimising the period that properties remain vacant.

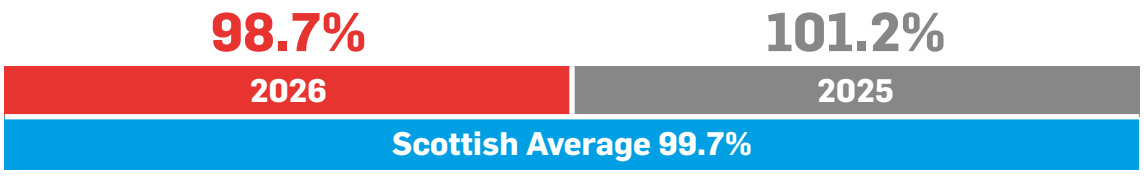
Indicator 21

Percentage of tenants who feel the rent for their property represents good value for money.



Indicator 22

Rent collected as percentage of total rent due in the reporting year.



Indicator 23

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year.



Key Message:

Performance has improved across rent arrears and rent loss from empty properties during 2025/26. Continued investment in data-led approaches and early intervention has helped maximise rental income, reduce debt levels and support tenants to sustain their tenancies, while improved relet performance has reduced income loss from vacant homes.



Tenants Choice is a funding scheme whereby £40,000 of rent payers' money is set aside for projects involving our tenants. A panel of tenants assess all applications. Since May 2026 Housing Services have awarded £25 171 from the Tenants Choice fund to local groups. Projects have included environmental improvements, trips and start up grants.

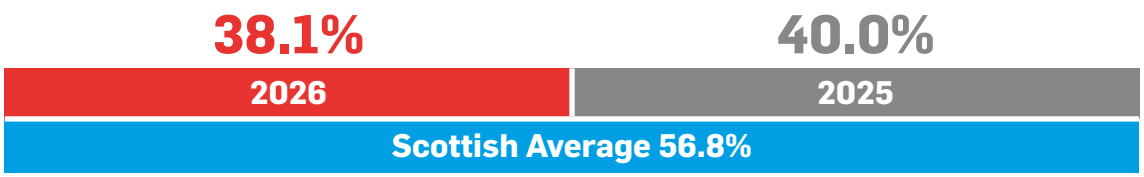
Other Customers

Factored Owners

We provide a factoring service for owners in our high rise blocks. Our factoring service provides services to inspect and maintain common parts.

Indicator 25

Percentage of factored owners satisfied with the factoring service they receive.

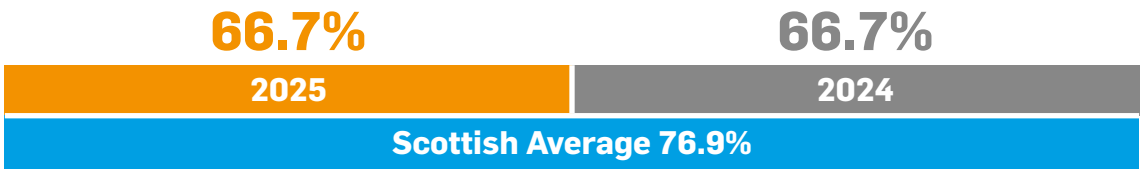


Gypsies / Travellers

Site Management: Satisfaction among site users has decreased, with concerns about improvements and value for money. The council continues to review feedback and seek improvements.

Indicator 28

For those who provide sites - percentage of Gypsies/Travellers satisfied with the landlord's management of the site.



Tenant Feedback Contact Details

Falkirk Council Tenant Participation Team

The Foundry,
4 Central Boulevard,
Central Park,
Larbert FK5 4RU

Tel: 01324 590796/590858
Email: tenant.participation@falkirk.gov.uk

Scottish Housing Regulator

Buchanan House
58 Port Dundas Road
Glasgow G4 0HF

Tel: 0141 242 5642

Email: shr@shr.gov.scot

You can compare Falkirk Council's performance with other social landlords across Scotland, view our Engagement Plan, and learn more about the Charter by visiting the Scottish Housing Regulator's website at www.housingregulator.gov.scot

If you would like this information in another language, Braille, LARGE PRINT or audio tape, please contact one of our Advice & Support Hubs.

How can you get involved?

Falkirk Council's Tenant Participation Team is here to help you tell us how Housing Services could improve its performance.

With your involvement, you will be able to tell us what you think about the services we provide, make suggestions on how we could do better, and check out how we are performing.

There are many ways that you can get involved and help Housing Services to keep you informed. These include:

- Tenants Choice Panel (run by tenants)
- Open days
- Questionnaires and surveys
- Exhibitions
- Comment cards
- Housing Consultation Register
- Service Improvement Scrutiny Group
- Community Choices
- Registered Tenants and Residents Organisations
- Editorial Panel for Tenant Talk magazine
- Tenant led Estate Walkabouts
- Housing Online portal

If you would like to know more about housing performance, please scan the QR code with your phone to access the webpage for details.

FALKIRK COUNCIL