

March 2025: Factoring Satisfaction Survey Results

Factoring Registration No.: PF000365

Following on from the March 2025 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.

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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 September 2025

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/Falkirk Community Trust:

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%