CUSTOMER APPROVED

Landlord Report to Tenants 2025

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

84.1%
of anti-social behaviour cases reported in the last year resolved

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

Introduction

Welcome to Falkirk Council's latest edition of our landlord report. This report is to update you on how your Housing Service performed during the reporting year 1st April 2024 to 31st March 2025.

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Performance against these outcomes and standards is measured via our Annual Return on the Charter which we submit to the Scottish Housing Regulator (SHR) by 31st May each year. This report provides details of our performance against the standards and outcomes set out by the Scottish Housing Regulator (SHR) in our Annual Return on the Charter (ARC).

During 2024/25 our continued commitment to improving services for our tenants and customer has resulted in substantial improvements across many areas of the service. These achievements include our improved performance in meeting the Scottish Housing Quality Standard (SHQS), which underscores our commitment to providing safe, energy-efficient, secure, and well-maintained homes. There has been a significant reduction in relet times, and we are pleased to report Tenant satisfaction levels are at a record high.

This year we have made positive changes to our Housing Service.

These changes include:

- Redesigning our landlord report following feedback provided from the tenants through our landlord report consultation.
- Following extensive consultation, we have introduced our new housing allocation policy to ensure we continue to meet housing need.
- Progressing our Rapid Rehousing Transition Plan, which improves homelessness outcomes.
- Continued investment through our Housing Investment Programme.
- Over the next 5 years £184m will be invested in our stock to ensure homes are well-maintained and meet the SHQS.

- We are working to proactively engage with young people. Through Joint working with Education services, Fairer Falkirk our Homelessness and Tenant Participation teams.
- We are developing a training module which will enable our young people to gain a qualification and explore issues such as homelessness, tenancy sustainment budgeting and money advice.
- We have increased our housing stock by 143 homes through council new build homes, the Buy Back Scheme and the Open Market Shared Equity Scheme.
- We have achieved full International Standard for Quality Management accreditation for the Housing Service demonstrating our commitment to quality control and continuous improvement.
- Our tenant Bryony O'Donnell won the TPAS (Tenant Participation Advisory Service) Young Person of the Year Award
- We have been finalists for seven Chartered Institute of Housing Scotland Awards:
  - Excellence in Housing Innovation – Haugh Gardens
  - Housing Led Approaches to Ending Homelessness
  - Excellence in Accessibility and Inclusion – Japp Gardens
  - Marion Gibb Award for Equality in Housing – Digital Device Lending Library
  - Young Achiever of the Year
  - Excellence in Health and Wellbeing – Building a Fairer Falkirk: Tackling Poverty to Improve Health and Wellbeing
  - Excellence in Housing Innovation – Automation of Anti- Social Behaviour Complaint Reporting
- The number of children in temporary accommodation has been reduced from 263 at the end of March 2024 to 197at the end of March 2025.
- Falkirk has the highest rate of Scottish Child Payment uptake, as of November 2024, 94% of eligible low-income families in Falkirk are accessing this crucial support, compared to the national average of 89%.

Where we want to improve performance in certain areas, we have detailed improvement plans in place and are making good progress in areas such as void relet times, repairs, capital improvement works and eradicating fuel poverty. Further information on our latest improvement and modernisation strategies can be found at Policies & strategies | Falkirk Council.

We recognise the challenges facing social landlords and their tenants including the financial pressures our tenants face. We continue to do all that we can to support the most vulnerable households. To compare how we performed with other landlords across Scotland, view our engagement Plan or Annual Assurance Statement or find out more about the Charter, you can visit the Scottish Housing Regulator's website at www.scottishhousingregulator.gov.uk .

We hope you find the information in the report useful.

If you feel you could make a positive contribution to your local area by becoming more actively involved and helping us improve our service, please contact our Community Engagement Service on 01324 590706 or email tenant.participation@falkirk.gov.uk.

We would like to thank all tenants and residents, whether you are involved in our groups or not, for your feedback and participation. By telling us what you think, this allows us to shape our service as it continues to change and improve in these challenging times.

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.

1,563

From April 2024 to April 2025 we installed new windows and doors in 1,563 of our properties.

Our Properties and Rent

Housing Stock

The total housing stock as at 31st March 2025 was 16,999. Our rents continue to remain below the Scottish average and are displayed below by apartment and bedroom size. Each year we continue to increase our lettable stock through our new build programme and our buy-back scheme. Local housing needs are assessed every five years to inform investment plans and contribute towards affordable housing targets.

Size of home	Number of homes owned	Average Rent	Scottish Average
1 Apartment (Bedsit)	22	£53.94	£87.12
2 Apartment (1 bedroom)	2776	£65.31	£93.27
3 Apartment (2 Bedroom)	9116	£77.41	£96.00
4 Apartment (3 Bedroom)	4569	£87.37	£104.51
5+ Apartment (4+ Bedroom)	516	£100.22	£115.58

Indicator C5

Rent Increase to be applied in the next reporting year

Before any rent increases are considered, we carry out a affordability analysis. Our latest analysis shows that our rents remain affordable. All rent increases are agreed following extensive consultation.

Although the rent increase is higher than average, our rents have been lower than average for some time. The increase helps us continue investing in your homes.

9.5%	5.0%
2025	2024
Scottish Average 4.7%	

Customer and Landlord Relationship

We are required by the Scottish Housing Regulator to carry out a tenant satisfaction survey every three years. These results are used in our Annual Return on the Charter. The latest large scale tenant satisfaction survey was carried out during the summer of 2024. We are pleased to report that satisfaction level results have improved significantly since our previous survey was conducted in 2021.

Overall Satisfaction

Tenant Satisfaction: Overall satisfaction with the Housing Service increased from 75.3% in 2021 to 93.4% in 2024, based on an independent face-to-face survey. Most tenants reported high satisfaction, citing good services, helpful staff, and affordable rents. Dissatisfaction was mainly due to repairs and maintenance issues. Tenant feedback is actively used to drive service improvements.

Communication

Keeping Tenants Informed: 98.0% of tenants felt well-informed about services and decisions, and 99.5% found information accessible and easy to understand. The council's approach ensures tenants are kept informed and can influence decision-making.

Participation

Opportunities for Involvement: Most tenants are satisfied with opportunities to participate in decision-making, though 82% are not interested in being involved. Preferred methods for those interested include feedback questionnaires, online surveys, and discussion forums. The council consults tenants on reports and provides performance information in tenant magazines. Scrutiny panels, supported by external organisations, review performance areas. Annual reports are presented to tenant volunteers before submission to the regulator.

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.

Housing Quality and Maintenance

Quality of Housing

Stock Assessment: 100% of stock was assessed for compliance with the Scottish Housing Quality Standard in the last five years. The number of properties meeting the Scottish Housing Quality Standard has improved this year. We have a 5 year investment programme in place to ensure our stock is maintained in accordance with the Scottish Housing Quality Standard.

SHQS Compliance: The pass rate improved to 82.7% (a 3.3% increase). Of 2,940 SHQS fails, most are due to outstanding electrical and fire safety checks, often because of tenants refusing access. An improvement plan and forced access process are in place to enable us to carry out the remaining electrical safety checks. Upgrades such as new windows and doors have improved energy ratings.

Repairs and Maintenance

Repairs to our housing stock are carried out by our Building Maintenance Division operatives. To help us manage each report, repairs are categorised based on the level of urgency. This year the average time to complete emergency and non-emergency repairs has improved. To improve reporting we have introduced a new online repair reporting system. This will improve communication and efficiency and make it easier for tenants to report repairs.

Tenant Safety

Gas Safety: By law all our homes with gas heating systems must receive a gas safety check and service annually. This ensures our systems are in good working order and gives tenants the peace of mind that everything is safe. It is a legal requirement that these checks are carried out on or before the anniversary of the last check. This year 99.9% of checks were conducted on or before the anniversary of the certificate date. As this is a legal requirement failure to allow access may result in forced access. As at 31st March 2025 no gas safety check remained outstanding.

Indicator 6

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

Indicator 7

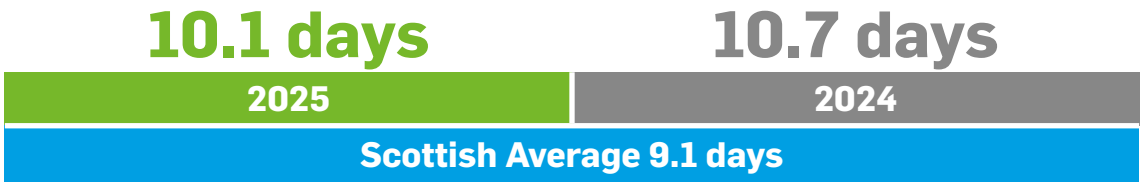
Percentage of tenants satisfied with the quality of their home.

Indicator 8

Average length of time taken to complete emergency repairs.

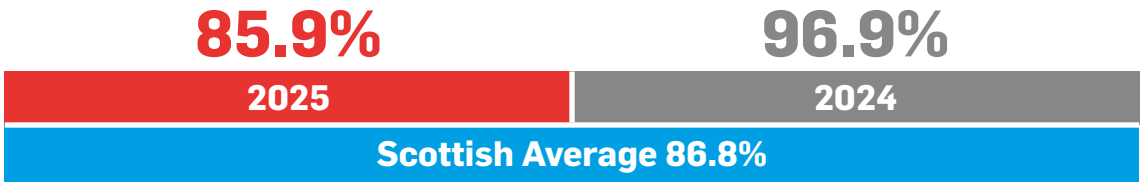
Indicator 9

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.



Annual gas safety checks and boiler servicing are carried in all our homes with gas heating systems

Neighbourhood and Community

Complaints

Complaints and enquires about housing services are dealt with in line with the Council's complaint handling procedure. This year the average time to respond to stage one and stage two complaints has improved.

Anti-social behaviour: Complaints related to anti-social behaviour are dealt with by our dedicated conflict resolution service. Our conflict resolution service opens an ASB case for those cases that require investigation. The majority of ASB reports are resolved quickly and without the need to open a case, however complex cases involving multiple ages may take longer to resolve.

Neighbourhood Management: during our last tenant satisfaction survey 95.2% of tenants reported that they are satisfied with neighbourhood management. This has increased from 84.0% in 2021.

Tenancy Sustainment and Abandonments

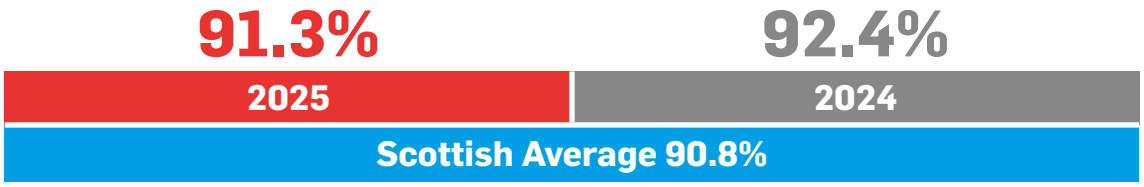
Abandonments: The number of abandoned properties has reduced due to effective tenancy sustainment practices, including settling-in visits and referrals to support services.

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 15

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

45

This year we bought 45 properties through our buy back scheme

We also completed almost 100 new builds

Access to Housing and Support

Lettings and Voids

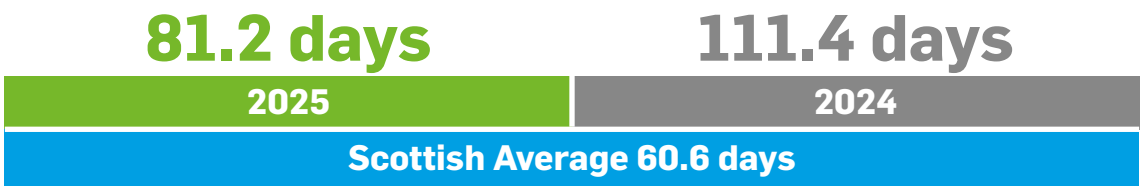
Lettable Stock: The percentage of lettable houses becoming vacant has reduced, while overall stock has increased due to new builds and buy-backs.

Disabled Adaptations

Adaptations: The process for disabled adaptations has been streamlined, reducing waiting times and improving completion rates. All applications are assessed by occupational therapists.

Indicator 30

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

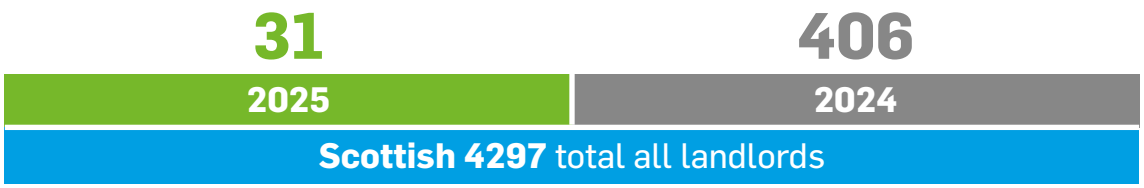


Indicator 18

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

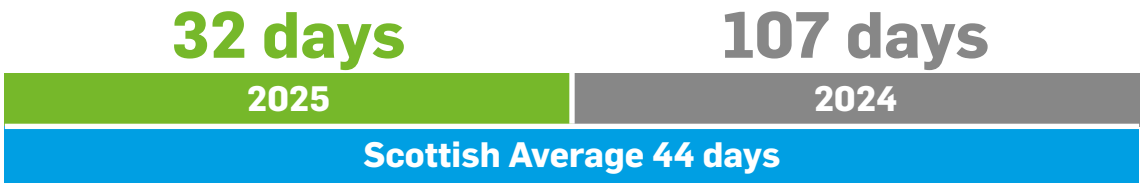
Indicator 19

Number of households currently waiting for adaptations to their home.



Indicator 21

The average time to complete adaptations.



96.9%

of tenants believe their rent offers value for money

Value for Money

Rents and Service Charges

Rent Collection: Rent collected as a percentage of rent due has increased, partly due to a 53-week rent year and improved analytics for early intervention in arrears.

Rent Arrears: Gross rent arrears have reduced with and improved use of analytics and early intervention in arrear cases.

The percentage of rent lost through empty properties has also decreased due to improved relet times.

Factoring Services

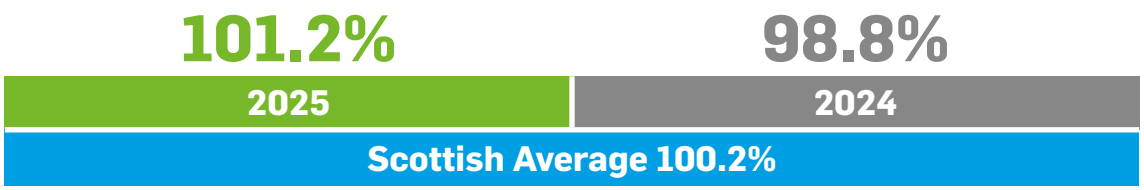
Factored Owners: The number of owners using factoring services has reduced. Feedback is regularly reviewed, and engagement options are being improved.

Indicator 25

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

Indicator 26

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



Indicator 27

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

1364

From Apr 2024 to Apr 2025 we installed 1364 kitchens and 240 bathrooms

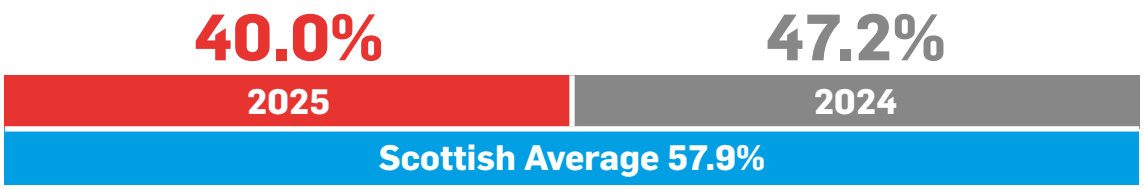
Other Customers

Factored Owners

The number of owners we provide a factoring service for has reduced. We continue to review the feedback received through our satisfaction survey and explore possible future actions including liaising with other council services as appropriate. We regularly review engagement options to better understand, communicate and resolve highlighted issues. We share initial survey results and provide a more detailed newsletter annually which provides information and feedback on actions taken.

Indicator 29

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 32

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

Tenant Feedback Contact Details

Falkirk Council Community Engagement 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 Community Engagement 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