

March 2024: Factoring Satisfaction Survey Results

Factoring Registration No.: PF000365

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

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

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

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

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

FALKIRK COUNCIL



July 2024



Following on from the March 2024 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 and other information we believe you will find useful.

In the meantime, we wanted to share the survey findings with you - we hope you find this 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