

Factoring Service Newsletter

November 2023

Factoring Registration No.: PF000365



Our Factoring Newsletter outlines the results of the 2022/23 Factoring Questionnaire, which was sent to all homeowners in high-rise blocks, factored by Falkirk Council, in March 2023.

Previously we have shared Questionnaire findings with you when we advise you of your Factoring Fees, the following March. We wanted to feed this information back to you earlier: we hope you find this change beneficial.

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

Very satisfied & Fairly satisfied	69%
Neither satisfied nor dissatisfied	6%
Fairly dissatisfied & Very dissatisfied	25%
Answered	32
Not Answered	1

Q2 Which High-rise do you live in?

Belmont Tower	2
Breton Court	2
Corentin Court	1
Eastburn Tower	7
Leishman Tower	4
Marshall Tower	4
Maxwell Tower	3
Parkfoot Court	3
Paterson Tower	2
Symon Tower	5
Answered	33
Not Answered	0

Factoring Services Provided:

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

Very satisfied & Fairly satisfied	58%
Neither satisfied nor dissatisfied	15%
Fairly dissatisfied & Very dissatisfied	27%
Answered	33
Not Answered	0

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

Very satisfied & Fairly satisfied	58%
Neither satisfied nor dissatisfied	19%
Fairly dissatisfied & Very dissatisfied	23%
Answered	31
Not Answered	2

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

Very satisfied & Fairly satisfied	40.6%
Neither satisfied nor dissatisfied	18.8%
Fairly dissatisfied & Very dissatisfied	40.6%
Answered	32
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	58%
Neither satisfied nor dissatisfied	21%
Fairly dissatisfied & Very dissatisfied	21%
Answered	33
Not Answered	0

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

Very satisfied & Fairly satisfied	67%
Neither satisfied nor dissatisfied	9%
Fairly dissatisfied & Very dissatisfied	24%
Answered	33
Not Answered	0

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

Very satisfied & Fairly satisfied	30.8%
Neither satisfied nor dissatisfied	61.5%
Fairly dissatisfied & Very dissatisfied	7.7%
Answered	13
Not Answered	20

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

Very satisfied & Fairly satisfied	35%
Neither satisfied nor dissatisfied	45%
Fairly dissatisfied & Very dissatisfied	20%
Answered	20
Not Answered	13

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

Very satisfied & Fairly satisfied	68%
Neither satisfied nor dissatisfied	26%
Fairly dissatisfied & Very dissatisfied	6%
Answered	31
Not Answered	2

Factoring Questionnaire 2022/23

Responses to our March 2023 survey told us that overall satisfaction had increased 21.5% to 69%. Looking at the findings we can see that satisfaction has increased in relation to:

- Maintenance & Repairs of common parts/areas
- Refuse arrangements
- Grounds Maintenance/landscaping and paths
- Drying facilities

And has reduced in relation to:

- Cleanliness of common areas
- Communal door entry/CCTV systems
- Common rooms
- Building Insurance

We have listened to what you said and have provided information and an update on our actions in relation to the above issues as well as other issues raised through your returned surveys: we hope you find this useful.

Cleaning

All high-rise blocks are attended to every weekday. Common areas include entrances, stairwells, foyers and drying areas. Any issues raised with Housing Services will be discussed with and addressed by the cleaning contractor.

Front Door/Door Entry

When repairs are reported to us, they are instructed immediately. Door signs are in place asking people not to force open doors. Unfortunately, these can be ignored or removed. When doors are pushed or held open the mechanism burns out and needs to be replaced. We regularly check that signs are still in place.

CCTV system

CCTV systems in all high-rise blocks have now been upgraded. The system does not record and

there are no plans for the Council to add this feature. There are no plans to introduce CCTV cameras to cover the parking areas. The CCTV system only works on an analogue signal therefore is not compatible with digital systems.

Common Rooms

Common rooms are leased. The day-to-day management of common rooms are the responsibility of the groups who have leased them.

Blocked Waste Chutes

Unfortunately, waste chutes continue to be blocked by inappropriate or bulky items. When reported to us, repairs are instructed immediately but it can be difficult to unblock.

Notice boards

Following feedback, Housing Officers now carry out a monthly check of the noticeboards to ensure out of date information is removed.

Lifts

Upgrades to all lifts is now complete.

New Heating Contract

Ongoing

Buildings Insurance

The Tenements (Scotland) Act 2004 requires all homeowners living in a tenement to hold a valid building insurance policy. You can source this independently or from Falkirk Council.

If you source your building insurance independently, we recently wrote to you, reminded you of your 2023/24 sum insured amount and asked you to return a copy of your Summary of Cover, if it had not already been received. This helps evidence that adequate insurance is in place for the block.

If you source your building insurance from Falkirk Council, the policy period runs from 1st April –

31st March and can be taken out at any time during the year.

Please contact our Insurance Section on 01324 506350 if you have a query about your existing policy, would like cover information or wish to take out cover.

Allocations

As a result of public consultations, the council will now allocate properties within the high flats to applicants who are aged 50 years or older.

Cladding Checks

Internal and external checks have been completed. We will contact you with an update over the coming months.

Uplifts

Falkirk Council offers a service to collect bulky household items that are too big to fit into the bin. Please consider if items can be recycled/ reused before disposal. Information on reuse, recycling centres, bulky uplifts and how to arrange an uplift is available online at www.falkirk.gov.uk/bulkyuplift or by calling 01324 506070.

There is a charge of £35 per bulky uplift. This charge applies to all bulky uplift requests. Eligible residents in receipt of means tested Council Tax reduction (excluding discount for single occupancy) are entitled to receive 1 free bulky uplift from 01 April 2023 - 31 March 2024. Any additional bulky uplift requests will cost £35 per request.

If arranging an uplift, you will be advised what day the uplift is arranged for. Do not leave items for uplift outside before the agreed day. Items should be stored within the property as storage for large items is not available in the blocks. Please contact the Housing Officer for your block if items are left outside your block for more than 24 hours.

Recycling

Recycling bins have been changed to "letter-box type bins" to prevent the bins from being contaminated. Please contact Housing Services if your bin has been contaminated and not emptied. We will need to request Waste Management Department to dispose of it correctly.

All recycling bins are positioned in agreement with Waste Management Services. Any litter around the bins will be cleared by the Caretaker.

Parking

Any issues brought to the attention of Housing Services will be investigated where possible: we are only able to do this during office hours.

Events taking place in the park are controlled by "Parking Security". Residents are supplied with a pass to enable them to park during any events. Anyone attending without a pass is turned away by security. To help address potential issues, lockups at Leishman Tower have "no parking" signs painted on the road.

Leaves/Weeds

Arrangements have been made with Grounds Maintenance Department to apply the small sweeper vehicle to sweep up leaves from the roads. This is normally carried out in Autumn when the leaves are falling. The parking areas are more difficult as there are normally cars within the parking areas. If we swept the area by hand, we may be accused of damaging parked vehicles.

Arrangements are also in place for any areas, which have a lot of weeds, to be sprayed. If you think an area needs to be sprayed, please report this to us: see Contact Details section.

Trees

Our Grounds Maintenance team monitor all trees and recommends action to Housing Services. If you have a concern about any tree, please report this to us: see Contact Details section.

Housing Officers

Chloe Baird is the Housing Officer for the Courts.

Brian Henry is the Housing Officer for the Towers.

Contact Details

You can report issues or request to speak to the Housing Officer, for your block, by contacting Housing Services. Please:

Call: 01324 506070

Email: housingservices@falkirk.gov.uk

Report a Repair

To report a repair in the common area of your block, door entry handset or combined heat and hot water system, please:

Call: 01324 506070 (open 24/7)

Email: housingservices@falkirk.gov.uk

Online at: www.falkirk.gov.uk/requestacommonrepair

Antisocial Behaviour

Report it online: via My Falkirk

Call: 01324 506070 (open 24/7)

Factoring Charges Review

The introduction of our new Housing Management System has delayed progress on this task. We will update you on progress as soon as possible.

Insurance Revaluation

We intend to undertake the revaluation of the high-rise blocks during 2024. This will be reflected in your Annual Insurance Statement/Sum Insured notification: we will confirm when this has been applied.

Callendar Park Draft Management Plan Consultation

For your information, Falkirk Council Parks Team are in the process of developing a new 10 year management plan for Callendar Park. A consultation is now live to seek views on the draft plan, and what the priorities for the Parks management and development should be over the coming years.

We have added a link to the live consultation on our Factoring webpage (www.falkirk.gov.uk/factoring) for your information and will remove the link when the consultation closes on 19/1/24. Should you wish a paper copy of the consultation, once live, please contact 01324 506070 and ask for Mike Ewart or email planenv@falkirk.gov.uk.

Privacy Statement

The Council must comply with Data Protection Legislation as defined by the Data Protection Act 2018. If you supply personal information to us you can find out how we handle personal data at www.falkirk.gov.uk/privacy

If you would like this information in another language, Braille, LARGE PRINT or audio tape please contact the Private Sector Team.

If you have any queries regarding this newsletter, please contact the Private Sector Team:

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FALKIRK COUNCIL

