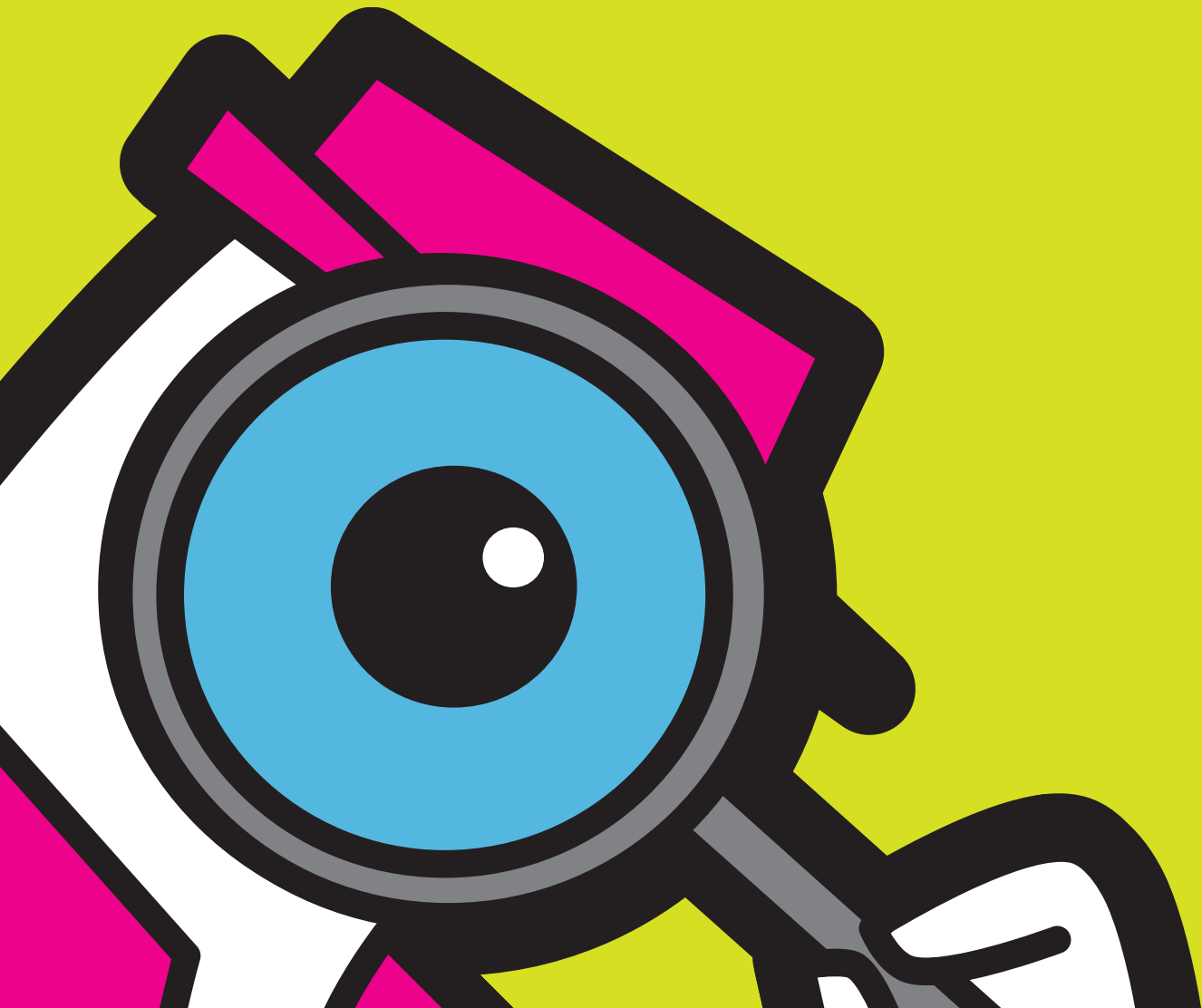


Landlord Report to Tenants 2016

CUSTOMER
APPROVED



Context Indicators

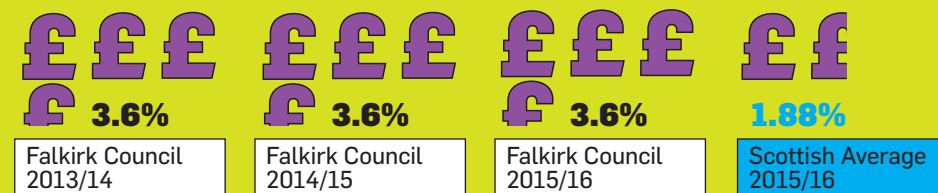
Indicator C17

Stock by House Type, Apartment Sizes and Average Weekly Rents

	House	High Rise	Tenement	Four in a Block	Other Flat/ Maisonette	Total	Nos of Lettable Units	Average Weekly Rent	Scottish Average
1 APT	0	0	0	0	69	69	63	£35.32	£65.94
2 APT	602	364	319	390	930	2,605	2,579	£47.70	£70.39
3 APT	2,819	617	1,629	2,703	891	8,659	8,588	£57.74	£71.55
4 APT	3,404	0	475	441	214	4,534	4,523	£65.98	£77.60
5+ APT	440	0	3	41	18	502	500	£75.40	£85.98
Total	7,265	981	2,426	3,575	2,122	16,369	16,253	£58.90	£72.99

Indicator C21

Percentage rent increase in 2014/15



Although our percentage rent increase is above the overall landlord average, our rent levels continue to be amongst the lowest nationally. This is reflected in our above average customer satisfaction with value for money, reported at 82.2% in 2015/16, significantly above the overall landlord average reported as 78.99% by the Scottish Housing Regulator.



Welcome to Falkirk Council's third Landlord Report to you, our customers!

Whether you are a tenant or simply use the Housing Service for some other reason, it is important that you know how we perform as a landlord. This report, which was written in consultation with our tenants & residents, is designed to provide you with information on our performance.

The content of the report follows the themes of the Scottish Social Housing Charter, and provides performance information on:

- **Our relationship with you, our customers.**
- **The quality of the housing we provide you with and how well we maintain our homes for rent.**
- **How we manage your neighbourhood and community.**
- **How our customers can access housing from us and any support they require.**
- **Whether the rent we charge, or other service charges we make, represents value for money.**
- **What other customers (for example travelling people) think of the services we provide.**

You can visit the Scottish Housing Regulator's website and see how our performance compares with other landlords across Scotland. You can do this by visiting <http://www.scottishhousingregulator.gov.uk/> At the site, you can choose which landlords you want to compare us with.

I hope you find the information in the report useful and easy to understand. If you want to know more, or be involved in scrutinising our performance, you can call Alan Christie (Community Engagement Co-ordinator) on 01324 590796 or by email at inspector.tenant@falkirk.gov.uk

Jennifer Litts
Head of Housing

We have set out our Charter performance in each area against the Scottish Local Authority Average under each performance indicator.

Graphics are indicative and not to scale.

Content

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Other Customers	9



Customer - Landlord Relationship

Indicator 1

Percentage of tenants satisfied with our overall landlord service



74.70%

Falkirk Council
2013/14



77.37%

Falkirk Council
2014/15



77.37%

Falkirk Council
2015/16



89.00%

Scottish Average
2015/16

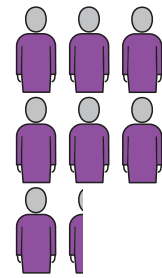
Overall satisfaction levels have not changed from the previous years as our performance is taken from our tenant satisfaction survey carried out in 2014/15. From this survey 77.37% of the 1,034 tenants surveyed, reported that they were satisfied with the overall service provided by Falkirk Council. Our performance is below the all landlord average for 2015/16, reported by the Scottish Housing Regulator.

Results from the 2013/14 survey indicated that the main reason given for overall dissatisfaction related to repairs. Our performance in relation to satisfaction with repairs carried out in the last 12 months, has significantly improved each year over the last two years, indicating we have gone some way to addressing this issue. This improvement is the result of measures put in place that mean our tenants are kept better informed about the progress of their repair.

The next large scale tenant satisfaction survey will be completed in 2016/17, which will provide evidence of whether our improved performance across the related indicators has impacted positively on overall satisfaction levels.

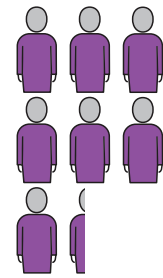
Indicator 3

Percentage of tenants who feel we are good at keeping them informed about our services and decisions



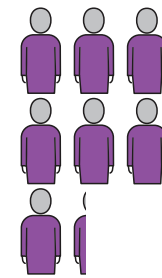
72.71%

Falkirk Council
2013/14



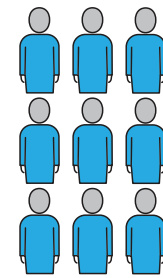
72.71%

Falkirk Council
2014/15



72.71%

Falkirk Council
2015/16



90.60%

Scottish Average
2015/16

From the tenants satisfaction survey carried out in 2013/14, 72.7% of the 1,004 tenants surveyed said that they felt the council was good at keeping them informed.

We recently launched a new Tenant & Customer Participation Strategy 2016 - 19 to help keep tenants better informed and involved. The corresponding action plan will help tenants track our progress, particularly in relation to overall satisfaction and satisfaction with being kept informed.

Generally, older tenants continue to feel better informed than younger tenants. Attempts to increase satisfaction within this group have included better use of social media for engaging with younger people. The next large scale survey is due to be carried out in 2016/17 which will give an indication as to whether these improvement measures have had a positive effect on satisfaction levels.

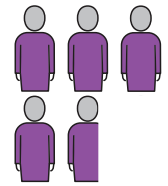
Indicator 6

Percentage of tenants satisfied with the opportunities to participate

Surveys carried out with 1,004 tenants in 2013/14 told us that our performance was below the Scottish Average. It was important that we understood the reason why our tenants felt this way. A second survey of 1,034 tenants was carried out in late 2014 with 75.63% of respondents reporting they were satisfied with the opportunities to participate.

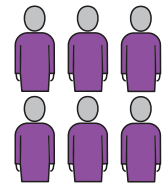
The results from the 2014 survey highlighted that for the most part our tenants are happy with communication and engagement as a way to participate (i.e. to give/receive information through surveys, publications complaints and comments etc.), when prompted on the broad range of options available for participation. Tenants were prompted by presenting them with a list of the options for participation offered by the council, before then asking about satisfaction with opportunities to participate. This resulted in the increase from 49.2% in 2013/14 to the 75.6% reported on for the previous two years. Our performance continues to be above that recorded as an all landlord average.

Our Tenant & Customer Participation Strategy was approved in February 2016 and was completed in consultation with our tenants. We will continue to provide our tenants with a variety of opportunities to participate.



49.20%

Falkirk Council
2013/14



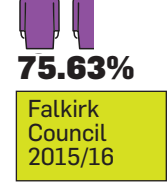
75.63%

Falkirk Council
2014/15



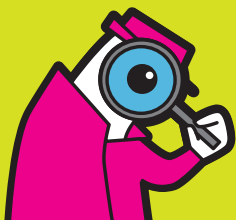
75.63%

Falkirk Council
2015/16



81.30%

Scottish Average
2015/16



Housing Quality & Maintenance

Indicator 7

Percentage of our stock meeting the Scottish Housing Quality Standard



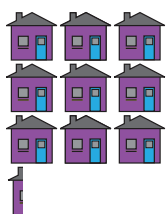
81.30%

Falkirk Council
2013/14



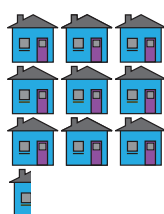
82.70%

Falkirk Council
2014/15



91.10%

Falkirk Council
2015/16



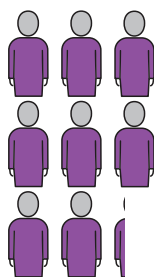
93.0%

Scottish Average
2015/16

We have increased the proportion of homes meeting the Scottish Housing Quality Standard (SHQS) from 82.7% in 2014/15 to just over 91% in 2015/16 this is just below the average reported for all Scottish Social Landlords in 2015/16. This has been achieved through the introduction of energy efficiency measures and a proactive approach to engaging with our tenants reducing the number of no-accesses. The remaining 8.9% non-compliant properties have been classed as either abeyances or exemptions.

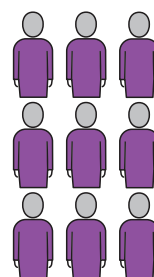
Indicator 9

Percentage of tenants satisfied with the standard of their home when moving in



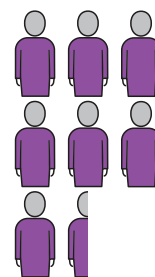
82.28%

Falkirk Council
2013/14



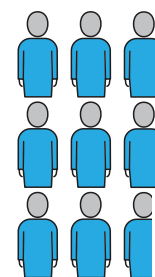
90.79%

Falkirk Council
2015/16



84.09%

Falkirk Council
2014/15



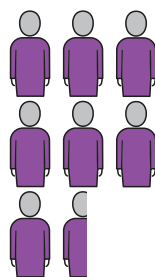
87.9%

Scottish Average
2015/16

Our re-let standard was increased following tenant consultation, resulting in the satisfaction levels with the standard of homes when moving in significantly improving. This improvement highlights the significant part tenant participation plays in improving service standards. We will continue to listen to the views and respond to the needs of our customers, whilst acknowledging the part played by tenants in improving the overall service. We continue to perform above the all landlord average reported by the Scottish Housing Regulator for 2015/16.

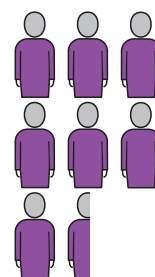
Indicator 10

Percentage of tenants satisfied with the quality of their home



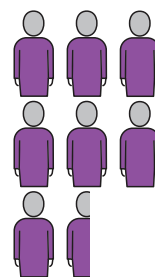
76.00%

Falkirk Council
2013/14



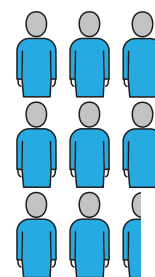
76.00%

Falkirk Council
2015/16



76.00%

Falkirk Council
2014/15

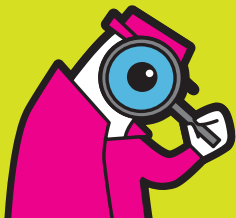


86.50%

Scottish Average
2015/16

This figure remains unchanged as it is taken from the last comprehensive tenant satisfaction survey completed in 2013/14. Of the 1,004 respondents from the 2013/14 survey 76% reported that they were satisfied with the quality of their home. We are currently working towards completing our latest survey and will be in a position to report on this for next year's Charter return. We would expect that our satisfaction levels will increase, as we continue to carry out significant improvements to our existing properties.

We are committed to investing on improvements such as: roofing and roughcasting, insulation measures; kitchen and bathroom replacement; electrical safety checks and the installation of Carbon Monoxide detectors.



Housing Quality & Maintenance (Continued)

Indicator 11

Average time to complete
Emergency repairs (in hours)



6.24 Hrs

Falkirk
Council
2013/14



5.35 Hrs

Falkirk
Council
2014/15



5.04 Hrs

Falkirk
Council
2015/16



5.10 Hrs

Scottish
Average
2015/16

The introduction of our vehicle tracking system has helped improve our performance by almost one hour and continues to be above the Scottish Average. The current review of our Building Maintenance Team will aim to further improve this area of service by ensuring repairs are allocated and carried out more effectively and efficiently.

Indicator 12

Average time to complete
non-emergency repairs
(in working days)

**14.06
DAYS**

Falkirk Council
2013/14

**11.82
DAYS**

Falkirk Council
2014/15

**11.27
DAYS**

Falkirk Council
2015/16

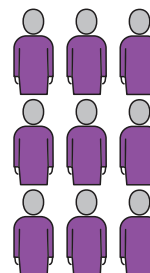
**7.50
DAYS**

Scottish
Average
2015/16

We took longer than the Scottish average of 8.10 days to carry out non-emergency repairs. However our performance did improve from 11.82 days in 2014/15 to 11.27 days in 2015/16. We are developing a mobile working IT solution to schedule repairs more effectively and efficiently, which will have a positive impact on our performance in relation to this indicator. We have reported continuous improvement over the three Charter reporting years and the improvements detailed above will lead to a continuation of this trend.

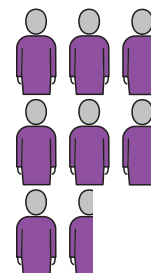
Indicator 16

Percentage of tenants
satisfied with the repairs and
maintenance service



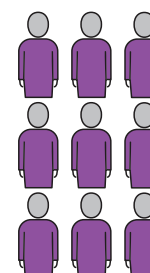
90.11%

Falkirk
Council
2013/14



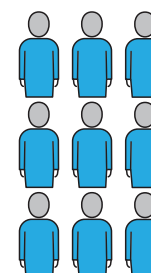
89.31%

Falkirk
Council
2014/15



93.35%

Falkirk
Council
2015/16



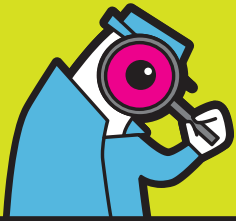
89.90%

Scottish
Average
2015/16

Our performance has improved from the previous year's return with 93.35% of the 3,325 customers who returned surveys in 2015/16 reporting being satisfied with the repairs and maintenance service. This is well above the average of 89.20% reported by the Scottish Housing Regulator for all social landlords (2015/16).

We have taken positive steps which have been reflected in our improving performance. These include increasing the number of post repair quality inspections and the continued development of our designated Workflow Planning Team which provides the main point of contact for reporting repairs.

**Falkirk Council
have taken positive
steps which have
been reflected in
our improved
performance.**

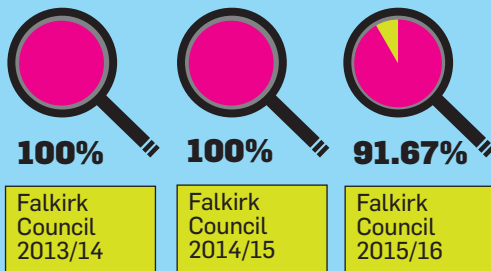


Neighbourhood & Community

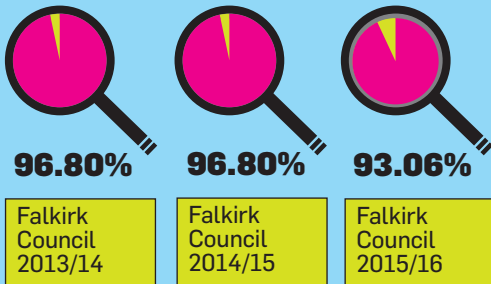
Three quarters of our 1st stage complaints were answered within the Scottish Public Services Ombudsman (SPSO) recommended timescales (5 days), an improvement of 25% on the previous year. Almost two thirds of our 2nd stage complaints were answered within the recommended 20 days.

As well as a recording tool, by monitoring our complaints we are able to review our processes to further improve the standard of services we provide.

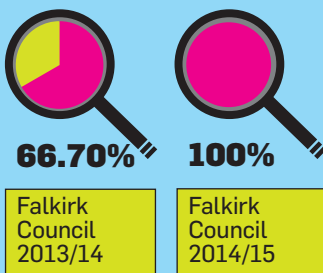
Indicator 4a:
Percentage of 1st Stage complaints (on Equalities) responded to in full



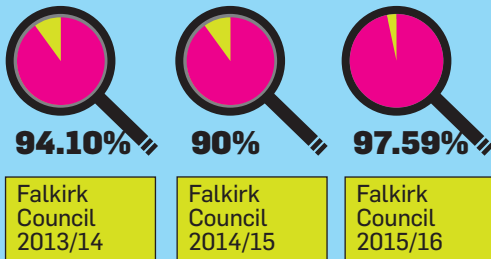
Indicator 4b:
Percentage of 1st Stage complaints (on other issues) responded to in full



Indicator 4c:
Percentage of 2nd Stage complaints (on Equalities) responded to in full

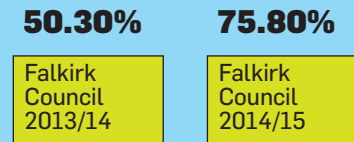


Indicator 4d:
Percentage of 2nd Stage complaints (on other issues) responded to in full



The regulator has changed the way it calculates complaints results to fit more closely with the SPSO measurements. As a result there are no consistently applicable benchmarks for the complaints indicators for 2014/15. Instead we have simply stated the Falkirk Council results for 2013/14 and 2014/15.

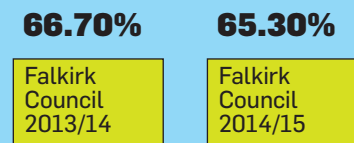
Indicator 5a:
Percentage of 1st Stage complaints that were answered within the Scottish Public Services Ombudsman recommended timescale (5 days)



92.54%



Indicator 5b:
Percentage of 2nd Stage complaints that were answered within the Scottish Public Services Ombudsman recommended timescale (20 days)



74.07%

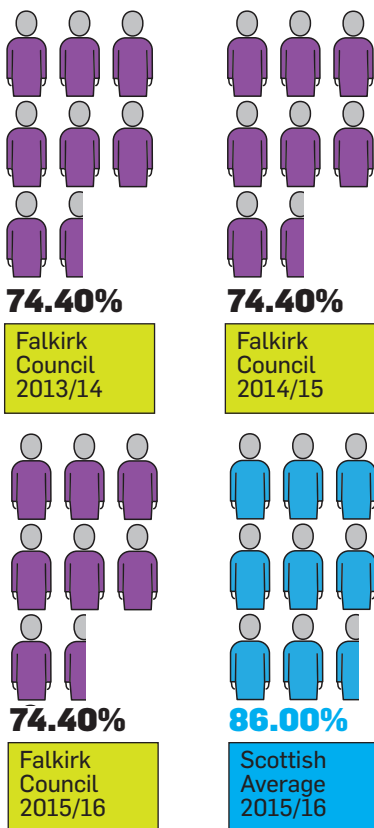




Neighbourhood & Community (Continued)

Indicator 17

Percentage of tenants satisfied with the management of their neighbourhood

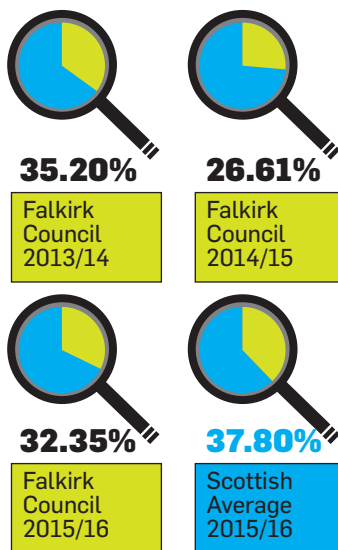


Our performance remains unchanged as it continues to be based on our large scale tenant satisfaction survey carried out in 2013/14, where 74.40% of the 1,004 customers surveyed, reported being satisfied with the management of their neighbourhood.

A customer led inspection of Estates Management (2015) has led to the development of an action plan which we are implementing in partnership with other services. The next large scale tenant satisfaction survey will be completed in 2016/17, which will provide evidence of whether the above measures have improved our performance in relation to this indicator.

Indicator 18

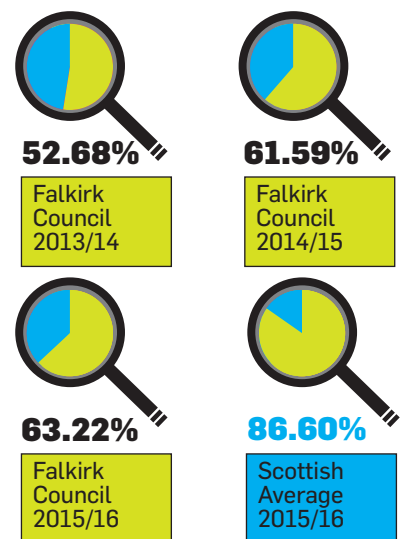
Percentage of tenancy offers refused



There has been an increase in the number of refusals of tenancy offers by 6% since the previous year. The majority of refusals are due to applicants deciding that their preferences haven't been met after they bid for a property. In order to address this we will review the advice and information that we give to applicants to ensure that they are only bidding for properties that they are willing to accept.

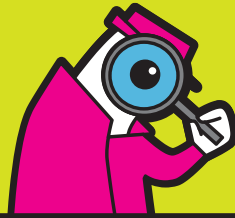
Indicator 19

Percentage of antisocial behaviour cases resolved within our locally agreed targets



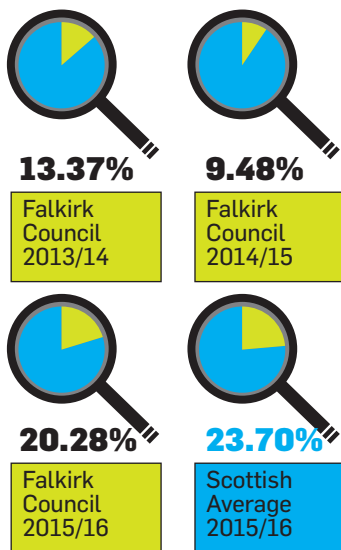
Falkirk Council takes complaints of antisocial behaviour seriously and we work through a range of interventions before closing a case. This includes a 28 day review period. Over the last 12 months we have improved, reviewed and streamlined processes and we forecast an increase in this target for year 2016-2017.

A customer led Inspection of Estates Management Services (2015) has led to the development of an action plan which we are implementing in partnership with other services.



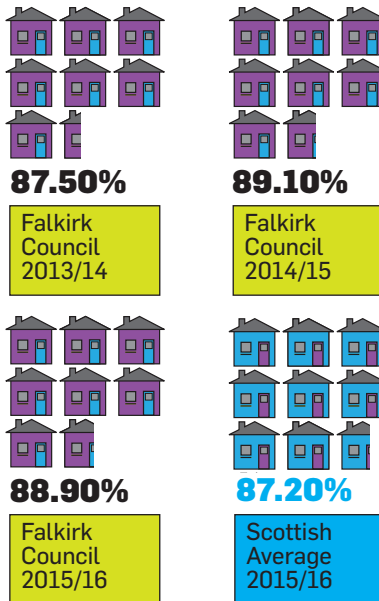
Access to Housing & Support

Indicator 24 Percentage of court actions initiated which resulted in eviction



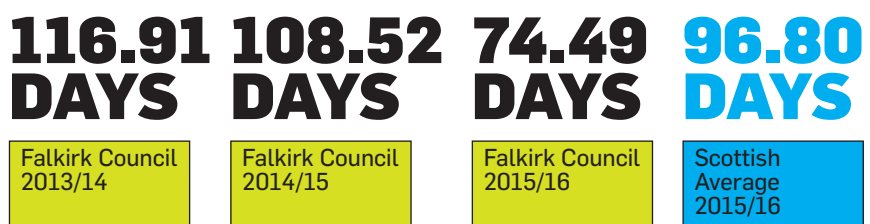
The proportion of our court actions which result in eviction is close to Scottish Average (20.28% compared to 23.7%). During 2015/16 we evicted 73 tenants.

Indicator 20 Percentage of new tenancies sustained for more than 12 months



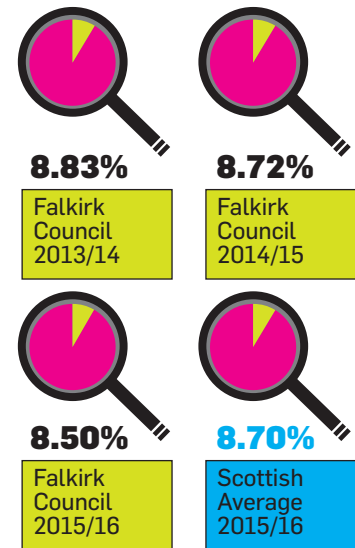
Our performance for tenancy sustainment has slightly declined since last year. However we are still above the national average for the number of tenancies sustained for more than 12 months. The majority of tenancies that were not sustained for 12 months did not fail but were ended by choice. To minimise tenancies failing, we offer a number of housing support initiatives such as the Tenancy Sustainment Officers who seek to support tenants at an early stage who run the risk of rent arrears and other debts. We have also developed an action plan to target key areas and initiatives where we will try to increase tenancy sustainment levels.

Indicator 25 Average length of time spent in temporary or emergency accommodation (in days)



We have improved the length of time that applicants need to spend in temporary accommodation and are performing below the Scottish Average for this indicator. We continue to ensure that we are not using bed and breakfast accommodation for those who need temporary or emergency accommodation.

Indicator 21 Percentage of lettable houses that became vacant



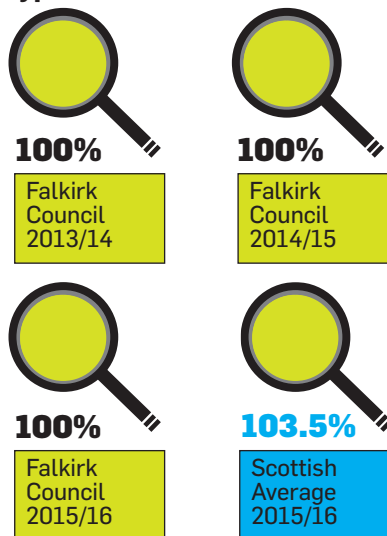
We have seen a decrease in the number of properties available to let this year and this is below the national average. This is because in previous years we have had new stock available in the letting year from new build projects and properties that have been bought through our buy back scheme. It is important that there is a turnover of housing stock. To support this we have incentives to encourage stock turn over, for example our tenant incentive scheme which supports tenants who wish to move to a smaller property.



Access to Housing & Support (Continued)

Indicator 26

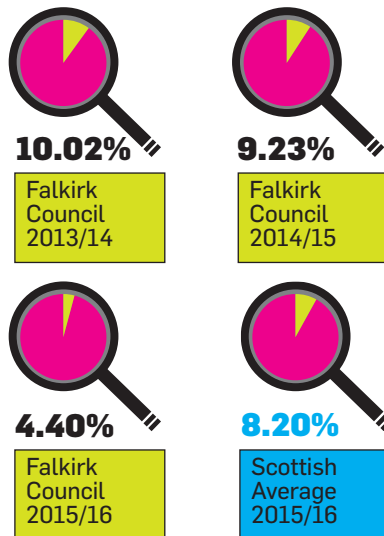
Percentage of households requiring temporary or emergency accommodation who receive an offer of that type of accommodation



We have provided accommodation to all those who require it and continue to offer, when possible a choice of area and property that meets the applicants needs.

Indicator 27

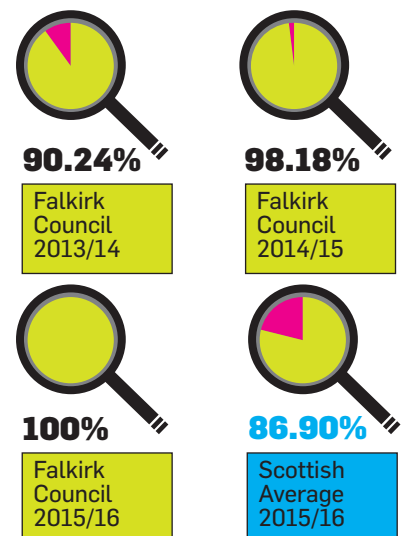
Percentage of temporary or emergency accommodation offers refused



We have significantly improved the number of refusals for temporary accommodation and the percentage reported for 2015/16 is now below the Scottish Average. We are able to give most clients the choice of areas where they can be temporarily rehoused therefore reducing the number of refusals for accommodation.

Indicator 28

Of those households homeless in the last 12 months, the percentage satisfied with the quality of temporary or emergency accommodation



Our performance has improved from last year and we are performing above the Scottish Average with regards to satisfaction with the quality of our temporary accommodation. All our clients are satisfied with the quality of our temporary accommodation. This is an improvement on the previous year and acknowledges the time and investment that we have delivered within our temporary accommodation

We are able to give most customers the choice of areas where they can be temporarily rehoused.

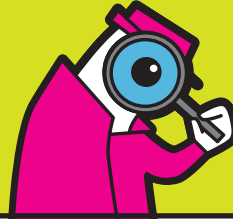
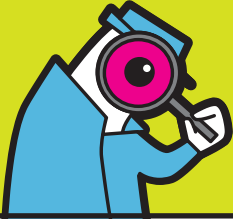
Indicator 35

Average time to re-let properties



Although we have reported an increase in the average time to re-let properties, which is also above the national average, our performance in regard to this indicator should not be viewed in isolation. Following direct consultation with our tenants, a new improved void standard was introduced which impacted on the average re-let time. However this was set against higher levels of satisfaction with homes when moving in.

This can be viewed as a direct result of the improved void standard. We also brought back into use a number of properties previously classed as low demand which contributed to the increase in the average re-let time. With these low demand properties now back in use we would expect to see improvements in our performance in the coming year.



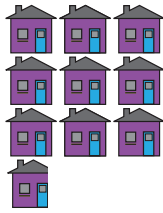
Getting Good Value for Rents & Service Charges

Indicator 30
Rent we collected as a percentage of the total rent due



102.79%

Falkirk Council
2013/14



99.47%

Falkirk Council
2014/15



99.33%

Falkirk Council
2015/16



99.50%

Scottish Average
2015/16

We continue to collect over 99% of rent levied each year and in 2015/16 this meant we collected almost £49.6m out of £49.9m rent billed. We are below the Scottish Average as we now benchmark against all social landlords (and not just Local Authorities).

Our reported performance has improved significantly.

Indicator 34
Percentage of rent due that was lost through properties being empty

1.22%

Falkirk Council
2013/14

1.73%

Falkirk Council
2014/15

0.98%

Falkirk Council
2015/16

1.00%

Scottish Average
2015/16

Our reported performance has improved significantly from 1.73% rent loss in 2014/15 to 0.98% in 2015/16. Our performance is now in line with the 1.00% reported as an all landlord average by the Scottish Housing Regulator.

Other Customers (Gypsy Travellers)

Indicator 36
Average weekly rent per pitch



Falkirk Council
2013/14



Falkirk Council
2014/15



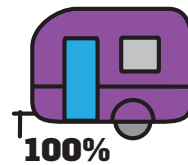
Falkirk Council
2015/16



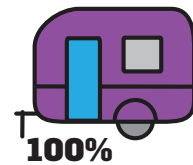
Scottish Average
2015/16

Our rents have increased this year and have been fully consulted on with the residents of the Travellers Site. We aim to provide high quality accommodation on our Travelling Persons Site.

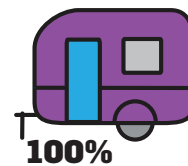
Indicator 37
Percentage of Gypsies/Travellers satisfied with our management of the Travelling Persons' site



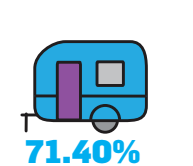
Falkirk Council
2013/14



Falkirk Council
2014/15



Falkirk Council
2015/16



Scottish Average
2015/16

For the third year running our residents on our travelling persons' site are satisfied with the management of the site. We continue to consult with gypsy/travellers to identify service improvements.

How can you get involved?

Falkirk Council's Inspector Tenant 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' & Residents' Forum
 - Open Days
 - Questionnaires & Surveys
 - Exhibitions
 - Comment Cards
 - Consultation Register
 - Customer Scrutiny Panel
 - Project Award Panel
 - Registered Tenants' & Residents' Organisations
 - Editorial Panel
 - Estate Walkabouts
 - Tenant Magazine
- and much more...

Tenant Feedback Contact Details

Falkirk Council Community Engagement Team

The Forum
Callendar Business Park
Falkirk
FK1 1XR

Tel: 01324 590796 or 01324 590858

Email: inspector.tenant@falkirk.gov.uk

Web: www.falkirk.gov.uk/inspectortenant

Scottish Housing Regulator

Highlander House
58 Waterloo Street
Glasgow
G2 7DA

Tel: 0141 242 5642

Email: shr@scottishhousingregulator.gsi.gov.uk

You can compare how Falkirk Council's performance compares with other social landlords across Scotland by visiting the Scottish Housing Regulator's website at:
<http://www.scottishhousingregulator.gov.uk/contact-us>

If you would like this information in another language, Braille, LARGE PRINT or audio tape, please contact one of our Neighbourhood Offices/One Stop Shops.



Falkirk Council

www.falkirk.gov.uk