



in the neighbourhood

falkirk council tenants newsletter

Issue 4 // summer 09

Building for the Future



Thirty affordable new Council houses are to be built by Falkirk Council following a successful bid for £750,000 from the Scottish Government.

The funding will allow for:

- 11 homes in Chisholm Place, Grangemouth
- 8 in Sawyers Avenue, Denny
- 4 in Carse Crescent, Laurieston and,
- 7 in the Langlees area.

Planning applications will now be drawn up as soon as possible for the new housing.

Falkirk Council also has plans for further house building at sites in Carron Road and Shiel Gardens, Falkirk and at the former Chequers site in Hallglen.

In applying for national funding the Council had to liaise with housing experts from the Convention of Scottish Local Authorities (CoSLA) and the Scottish Government on the design and best value aspects of its plans.

Given the high level of private housing development in the Falkirk Council area over recent years it took time to find the right land for building.

The Council is also working closely with housing associations to help them develop social housing.

BMD Apprentices Scheme



Falkirk Council apprentice electrician David Hunter working on a shower unit for a Council tenant.

David, who won the British APSE Male Mechanical and Electrical Apprentice of the Year 2008, is one of 47 apprentices being trained across all trades working in Falkirk Council's housing repairs teams.

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Next Edition // November 2009 - features Accommodation Resource Centre / Homelessness/ Housing Options and Allocations



Councillor Gerry Goldie,
Convener, Housing &
Social Services Committee

Welcome to the fourth issue of “In the Neighbourhood” tenants newsletter with news about current projects and Falkirk Council’s plans for investment in new housing and improvements to the Housing Service.

I am pleased to say we have a number of positive things to report.

We are making excellent progress with the co-operation of our tenants in reaching and beating most of the targets set for our housing service improvement plan.

The focus of our service improvement is you, our customers – both tenants and other service users. We need and appreciate your continued involvement by helping us identify what we do well and where we can do better.

One of the ways we plan to do this is by introducing a “Mystery Shopper” programme for customers to measure the quality of services see page 5 to find out how to get involved.

We are also helping to create more new housing for rent through our partnerships with housing associations.

As “In the Neighbourhood” goes to print we have received confirmation of the amount of funding we’ll receive from the Scottish Government to help us provide even more new homes. Read more about this on the front cover

Finally, I’d like to thank all those readers who took the time to return the questionnaire sent out with the last newsletter. Around 200 tenants gave us their views about the newsletter and told us they found it interesting, informative and value for money.

Tenants also suggested the kind of information they’d like to see for future issues and we have taken that information on board. Your feedback is always welcomed.



High Flats Heating Success

The community heating project at the Callendar Park high flats won a national award for excellence in local energy-saving.

The awards scheme, run by Energy Action Scotland and supported by eaga, recognises the best in local energy-saving initiatives which tackle fuel poverty and improve domestic energy efficiency across Scotland.

Projects had to involve lower income or disadvantaged households or communities.

Falkirk Council, whose entry was up against a range of others from community and voluntary groups, local authorities, housing associations and other organisations involved in energy efficiency, was named runner-up in the awards and won a cash prize of £1000 which will be used to benefit the residents using the scheme.

The Council’s Combined Heat and Power (CHP) project - providing heat and hot water to the mainly elderly residents of Breton and Corentin Courts, and Maxwell, Paterson, Symon Towers and

Marshall Towers - has proved very popular.

A recent survey of people using the scheme showed:

- 92% of respondents would recommend the system to a friend or relative
- 92% of respondents were either very happy (64%) or happy(28%) with the system and
- 77% felt that the system either saves them money (51%) or that they are receiving more for their money (26%)

The CHP project, which cost nearly £2.5 million with grant of £983,800 by the Energy Savings Trust Community Energy Programme, uses a central boiler to produce heat for central heating and to generate electricity.

Any surplus electricity generated is sold back to the national grid.

Previously, most high flats residents were paying £50 to £80 per month in winter and often only heating the main living area. Now they pay up to £7.25 per week for unlimited heating and hot water.

Neighbours get a helping hand

Antisocial behaviour can get anyone down.

Dog fouling, rubbish dumping, noise, inconsiderate neighbours make life difficult.

If you are having a problem there is help at hand.

Mediation can help in many situations, with intervention at an early stage to address issues or concerns before they escalate.

Falkirk Council's Mediation Service plays an important role in the Council's strategy for tackling antisocial behaviour, helping more than 3000 people resolve disputes since it was set up in 1996.

Mediation will feature alongside noise, detached youth work and environmental enforcement in a new antisocial behaviour campaign – Community Concerns Us – launched in May.

Over the past year the Mediation Service (call 01324 503700) has helped people in 84 cases to reach an agreement to improve their quality of life

Along with its partners, Falkirk Council is working hard to tackle antisocial behaviour.

There are Council officers on the ground monitoring noise, issuing fixed penalties for litter, dog fouling and fly tipping.

While the Mediation Service helps people reach agreement the Council's Conflict Resolution Service uses Acceptable Behaviour Agreements (ABAs) to combat antisocial behaviour before it gets out of hand.

Over the past year, 29 ABAs have been reached locally.

An ABA involves a person acknowledging their antisocial behaviour and signing a written agreement to change that behaviour with the support of various services in the Falkirk Council area.

Where a person does not change their behaviour, and continues to cause a problem to others, Falkirk Investigation, Response and Support Team (F.I.R.S.T), part of the Conflict Resolution Service, will investigate complaints and gather evidence to prepare a case for enforcement action through the Sheriff Court as a last resort.

Over the past year F.I.R.S.T have investigated 123 cases and been successful in obtaining 12 enforcement actions through the Sherriff Court.

Contact F.I.R.S.T on 01324 508826.

For more information or to make a complaint about antisocial behaviour:

- call the free phone Antisocial Behaviour 24hr Helpline on 0800 100 3161
- call Central Scotland Police on 01786 456000.
- visit Falkirk Council's website www.falkirk.gov.uk
- speak to your local Community Constable
- contact your Neighbourhood Office/One Stop Shop, or contact the Conflict Resolution Service on 01324 508826.

community concerns.

Tenants can now make an appointment for most types of repairs including joinery, plumbing, electrical, roofing and plastering work in a new service from Falkirk Council.

Tenants reporting a repair are being offered either a morning or afternoon appointment.

The service aims to provide tenants with a precise appointment which suits them and allows planning and allocation of work to be carried out at the first point of contact.

It also ensures tenants are kept up to date with their repair schedule and any

REPAIRS BY APPOINTMENT

proposed changes to appointment times, resulting in a higher level of customer satisfaction.

The only exception is where the work is extensive or requires specialist contractors.

The appointment service is offered to customers if their repair falls within the categories of:

- **urgent** - 5 working days
- **non-urgent** - 10 working days and,
- **routine** -20 working days.

All other categories of work like emergency repairs continue as normal.

Currently there are 500 appointments available each week to tenants but this is being expanded to cover even more types of repairs and inspections.

Tenants can contact Falkirk Council by: calling the 24-hour Contact Centre on **01324 590590** visiting, writing to or emailing their local Neighbourhood Office/One Stop Shop or on line at www.falkirk.gov.uk where tenants can specify their preferred appointment time. An adviser will call back to confirm the arrangements.

Registered Tenants Organisations

On this page, Registered Tenants Organisations contribute information about what's happening in their areas

PARKFOOT COURT

Parkfoot Court Tenants Association, which generously donated £500 to Strathcarron Hospice at its Christmas Dinner, is planning to raise a similar amount this year for the Children's Hospice Rachel House.

The Association's entertainment nights for members and friends continue including a Burns Night in March which keeps the association's committee very busy.

Anyone passing Parkfoot Court is invited to drop in and get a nice cuppa and biscuit or even try a hand at carpet bowls which the association runs in the evenings from Monday to Thursday.

THORNWOOD TENANTS AND RESIDENTS ASSOCIATION

Thornwood successfully bid for £30,000 from the Fairer Scotland Fund to upgrade the existing play park area in Westfield Park. News of the award was announced last November.

The Association will continue throughout 2009 to reach its target of £55,000 with a Fun Day on Saturday, June 20th.

GLENWOOD TENANTS & RESIDENTS ASSOCIATION

Glenwood TRA held its first annual general meeting on February 21st in Fankerton Village Hall when 26th people attended including local Councillors and housing staff.

All of the committee who had resigned, were re-elected and a new committee member was welcomed.

Glenwood looks forward to continued work with Falkirk Council over the next year, particularly in relation to the reinstatement of Johnston Park leading to Carron Glen.

The TRA has just circulated its latest newsletter featuring all the work they have done over the past year. On Saturday, March 21st, Glenwood linked up at a "Conversation" in Fankerton Hall with the "Communities along the Carron" project which was very enlightening.

LETHAM

The Letham Tenants and Residents Association will be busy over the coming months organising events at the Hub including a Prize Bingo on May 14th, a Games Night on May 28th and a Jumble Sale on 21st June. All donations are welcome!

More information on these events will be available nearer the time, look out for notices going up. The Association is keen to involve all the residents in the local community and welcomes any offers of assistance. Likewise, if you want to get involved in Letham TRA it meets monthly at the Hub and welcomes new blood!

CALENDAR PARK

Callendar Park Tenant/Residents Association & Social Club has come on leaps and bounds since the Special General Meeting on November 6th through the diligent work of the new committee. Within a week the new Secretary had arranged a holiday in Llandudno - from August 17th to 21st - which was fully booked. More trips have also been arranged for May and looking to 2010 another outing in January!

Normal weekly functions will continue to be held in the community room. Association members have also become involved in "Friends of Callendar Park" where the TRA hopes to assist Falkirk Council in attaining a "Green Flag Award" for environmental efforts around the area.

HALLGLEN AND GLEN VILLAGE

Hallglen and Glen Village Tenants and Residents Association continues to be involved in the development of a work schedule for the HEROS, and has been able to contribute to the maintenance of the estate. The Association has also recently secured funding to support programmes in the Ettrick and Dochart Centre, including soup clubs, salsicse, dance class for juniors, studio space for artists and rock-the-talk sessions for young people. It has played a crucial role in developing programmes for the centre and is working on getting the centre working at full capacity. The survey completed in 2007/08 has resulted in the community police officer having a monthly surgery. Councillor Georgie Thomson has also moved her surgery to the Ettrick and Dochart Centre to ensure all residents have access and the TRA is working closely with other groups in the area, to ensure all voices are heard and represented.

BOLD

Denny's BOLD group was sorry to lose secretary Amanda Cameron who has moved out of the area to be closer to her family. The committee would like to thank her for all her hard work over the last two years. Redevelopment of the flats in Little Denny Road and Overton Crescent is now underway and it's hoped the community can see progress being made. After numerous meetings we are glad to see things starting to move on. We thank the new members for volunteering to join the committee and perhaps we can look forward to more people getting involved in 2009.

CARRONVALE TENANTS & RESIDENTS ASSOCIATION (CTRA)

CTRA continues its main focus on flood defence issues for Vale Estate in Dunipace and seeks to plant new trees in the neighbourhood. The new foot bridge is in place at the Avon Burn behind Allen Crescent and further flooding from the burn is not expected. Now the group is tackling flood issues on the River Carron side of the neighbourhood.

CTRA is also working with the police, community wardens and Council to combat antisocial issues stemming from local youth travelling through the neighbourhood.

The environmental work started by CTRA has been taken on by the Community Green Initiative (CGI) with litter picks, mural paintings, the Green Dog Walkers project and, with funding from the Scottish Environment Protection Agency, the removal of fly tipped waste from the River Carron.

CGI's second annual Keep Scotland Beautiful litter pick was held on April 25th to clean up the paths leading to Denny High School. CGI has joined with the Heritage Society (based in the CTRA community centre on Milton Row) to refurbish the Heritage Rooms and also seeking funding for an oral history project on the area's 200-year mill history.

PARKLIFE

Parklife Tenants and Residents Association was formed on October 28th, 2008, following two public meetings in Camelon Education Centre. A committee was formed from a Steering Group to represent the area comprising: Fleming Gardens, Nailer Road, Simpson Street, Telford Square and Watt Gardens.

In April the TRA distributed surveys to learn about the concerns and priorities for the Parklife area. The committee will use this information to represent the views of our area and while working with Falkirk Council and other agencies, we will hopefully resolve any issues and improve our living environment as much as possible.

BRETON & CORENTIN COURT RESIDENTS ASSOCIATION (BACCRA)

BACCRA has been in existence in one form or another since 1963. It began when new neighbours got together in their new community room for a blether, accompanied by tea, biscuits and home baking. The two tower blocks, situated just outside Callendar Park contain some 180 homes - like vertical villages. The Housing Scotland Act 2001 changed it from a social club to a pro-active, thriving Residents Association. The Rules and Constitution had to be radically updated and regularly amended to suit changing conditions. The AGM on April 7th returned the committee of the last six years, reinforced by some welcome new blood.

BRAESVIEW TENANTS AND RESIDENTS ASSOCIATION

A new Association has been formed to represent the interests of people living in the Braes View Area of Denny.

The aims of this new Association are; to improve the living conditions, facilities and services for tenants and residents in the area comprising "Braesviews".

The Association has been registered with Falkirk Council and the Scottish Government as a Tenants and Residents Association. Local tenants and residents will shortly be advised of these details, and later be asked to submit any concerns about the area. At the moment we are considering arranging a "fun day" during the school holidays for the kids and maybe a "dance night" later in the year for the adults to try and get locals to get together within the Association.

If you would like some information about starting a group in your neighbourhood, contact the Tenant Participation Team on 01324 590780 or e-mail tenant.participation@falkirk.gov.uk

What's Happening in YOUR Area

AN EVENTFUL DAY

Around 500 people braved the wind and rain to come along to our Tenants Event last October. We held the event in a shop unit in Callendar Square to provide a wide range of information about the Council's Housing Services and related services. It also gave visitors the opportunity to talk to staff and tell us what they think about the services. Comments included "there's nothing like good information and communication – the Council should do more of this type of event" and most people also welcomed the event being held outwith Council offices.

Council staff provided information about:

- Rents & Council Tax
- Accommodation Resource Centre
- Regeneration
- Private Sector
- Neighbourhood Offices
- Diagnostic Repairs Service
- Conflict Resolution
- Community Wardens
- Energy efficiency and the Scottish Housing Quality Standard
- Litter Team
- Allocations proposals
- Homelessness Strategy
- Tenant Participation
- Adult Literacy
- Healthy eating (with sample foods and drinks)

Other agencies represented were:

- Link Housing Association
- Forth Valley College
- Community Green Initiative
- International Cultural Forum
- Police
- Energy Saving Scotland

We intend to hold another event in Autumn 2009 so, if you are interested in being involved in planning for this, please contact the Tenant Participation Co-ordinator on 01324 590780 or e-mail tenant.participation@falkirk.gov.uk

MYSTERY SHOPPING

Your Chance to Measure the Service

We are continually looking at ways to improve our services and we carry out various quality checks to make sure we are meeting the high standards we set. One way of doing this is through Mystery Shopping – this method measures customer satisfaction with services through telephone calls and visits to offices, using the Council web-site and e-mail to gauge responses to enquiries. This year, we will do a "pilot" mystery shopping exercise in July with a follow-up exercise in August. We want to involve tenants in carrying out the enquiries and we'll provide training, from the Tenants Information service, to prepare volunteers for this process. So, if you think you would like to get involved, please contact the Tenant Participation Co-ordinator on 01324 590780 or e-mail tenant.participation@falkirk.gov.uk for an application form.

And a Reminder...

There are currently 15 Tenants and Residents Associations registered with the Council. These operate in various parts of the area and do some excellent work for local residents. Two new groups are in the process of setting up in Camelon and in Denny. If you and your neighbours are interested in forming a group in your area, please contact your Neighbourhood Housing Office for advice. We can provide support and training, premises for meetings and funding to help your group become established. There's also the opportunity to meet with people from the other, more established, Associations and they are always keen to offer assistance and advice to newer groups.

Maybe you'd like to get more involved but don't have the time to take part in running a committee or going along to meetings – why not join our Consultation Register? This is a register of interested tenants who are prepared to be consulted about various housing issues by post, telephone or e-mail. So, you don't need to leave the house to tell us what you think. For more information about this, please contact the Tenant Participation team on 01324 590780 or e-mail tenant.participation@falkirk.gov.uk



HOUSING IMPROVEMENT PLAN ON TARGET

A wide-ranging plan to improve Falkirk Council's Housing Service is well on target.

In just one year, 91 of the 99 improvement targets set out in the plan have been met and the rest are making good progress towards completion.

The Council was given two years to carry out the improvement plan following the Communities Scotland inspection in 2007 which looked at homelessness, repairs, customer care and partnership working.

Housing Service achievements to date include:

- reducing the amount of rent loss from empty houses
- re-let houses more quickly
- completing more emergency repairs on time
- setting up an online repairs service
- creating a Tenants Handbook with advice and guidance on repairs
- increasing the number of temporary properties to re-house homeless applicants
- beginning house condition surveys to improve planning for meeting national housing standards
- developing and introducing new working methods to ensure service users receive the appropriate advice and assistance
- finalising Neighbourhood Plans for improving local estates
- appointing a debt advisor and an income maximiser to work in the Homeless Service
- improvements to the Gypsy Travellers site in Redding
- increasing the uptake of the Community Heating Project in the high flats at Callendar Park, Falkirk
- distributing energy advice savings packs to tenants throughout the Falkirk Council area
- working towards Investors in People Award

The Tenants Handbook providing advice and guidance about the repairs service has been sent to all tenants.

It complements the **Tenancy Book** given to all new tenants when they sign their tenancy agreement.

An **on-line repairs reporting system** for tenants has been introduced on the Falkirk Council web site www.falkirk.gov.uk/housing

Housing staff now have a **diagnostic repairs reporting system** which helps them to diagnose what repair is required when the tenant reports it and leads to a more efficient and effective repairs service.

House condition surveys are underway with a sample selection of council houses being surveyed in each area.

This information will help us to plan the improvement works needed to bring Falkirk Council houses up to the national Scottish Housing Quality Standard (SHQS) by 2015.

Good progress is being made in the Council's **Housing Investment Programme** including:

- windows replaced in 45 houses
- 119 houses re-roofed
- electrical upgrading of 150 houses
- 204 properties roughcasted
- 1239 new kitchens and bathrooms installed
- extensive upgrading of Belmont Tower in Callendar Park
- a new Council house building programme with seven already completed in Falkirk, Stenhousemuir and Denny for people with disabilities

The Tenancy Book is given to all new tenants when they sign their tenancy agreement. We have also recently distributed a Tenants Handbook to every council tenant which provides advice and guidance about repairs. Staff have been trained to operate the diagnostic repairs reporting system - this helps them to identify the repair required and leads to a more effective and efficient repairs system.

The table below shows the improvements in performance from 2007/08 to 2008/09

Customer satisfaction monitoring is used to show if the Housing Service is improving. Falkirk Council continually reviews how to make best use of customer feedback to ensure service improvements are influenced by tenants' needs.

	2007/08	2008/09
Rent loss due to voids	1.5%	1.0%
Average time to relet a void	84 days	27 days
Emergency repairs completed on target	93%	96%
Gas Safety Checks completed on target	93%	98%
Overall % of customers satisfied with housing service	90.8%	93.7%

The table below shows satisfaction levels in the following areas of service:

Customer Satisfaction	% Satisfied at Mar 2009
Repairs	91%
New tenant visit - satisfaction with offer	100%
New tenant visit - satisfaction with condition of house	97%
New tenant visit - satisfaction with information & advice at sign-up stage	100%

CHANGING ROOMS IN DENNY



A £2 million makeover is underway on more than 80 homes in the Little Denny Road and Overton Crescent area of Denny.

Falkirk Council is carrying out a range of external and internal improvements on seven blocks of flats.

Inside the improvements include:

- new, high efficiency gas central heating systems
- new, high performance windows (and doors where appropriate)
- new, kitchens and bathroom installations
- new or upgraded electrical systems where needed

Outside work is underway on:

- new enhanced wall and roof insulation
- new rendering
- refurbished door entry systems and
- redecorated common stairs and access hallways.

The 10-month project represents a significant investment for the Little Denny Road and Overton Crescent tenants which will bring their homes up to a modern and energy-efficient standard that will ultimately save them money over the longer term.

Residents are being decanted on a phased basis but every effort is being made to keep disruption to a minimum.

Caring for Customers

Our aim is to provide high quality housing services to you. We have developed a Customer Care Code of Practice which sets out how we will treat our customers and what standards of service you should expect to receive from us.

Service Standards

- We will produce all written material in plain English
- We will continually train all Neighbourhood Office/One Stop Shop staff on our Customer Care Standards to enable them to communicate clearly and effectively
- We will contact other agencies on your behalf, where Housing Services are also providing a service
- We will ensure that information about you is treated confidentially
- We will bring our service to your home and neighbourhood
- We can provide translating and interpreting services if English is not your first language
- We will ensure that Council staff and our contractors carry identification when visiting you

We want to know what you think about the service you receive from us – tell us what you think we get right, or don't get right. Please pass on any enquiries, suggestions, comments or compliments to any of our staff. This all helps us to improve the service we give in the future. Leaflets are available on the Council website and from One Stop Shops.

Planning for the Future

Work is underway on planning the type of housing needed over the next five to 15 years in the Falkirk Council area.

It is part of the Council's Local Housing Strategy which will consider:

- what type of housing people need
- compare it to what is already available and,
- make plans to provide housing that meets people's needs.

As part of this work, the Council plans to ask people what they think about their future housing needs.

A survey form was tested on a small group of people from the Tenants Consultation Register who were asked how it could be improved.

They raised a number of interesting issues for older people in relation to care services, adaptations and specialist housing.

Thanks to their help an improved survey will go out to all tenants in the consultation later this year.

Tenants will be kept informed on the progress of the Local Housing Strategy through future issues of "In the Neighbourhood".

Information on the Local Housing Strategy can also be found on the Falkirk Council website: www.falkirk.gov.uk/housing



WORRIED ABOUT MONEY?

People can get into money difficulties for all sorts of reasons like losing a job or having a long-term illness.

If you are in debt or not getting the benefits which could help you then call Falkirk Council's Community Advice Service for free, confidential expert help.

There are two teams – **Debt Advice and Welfare Benefits**.

The Debt Advice Officers help people who have problems with multiple debts like rent or mortgage arrears and credit cards. Between April 2007 and March 2008 they dealt with people who had more than £14.7 million of debt.

First, they find out if urgent action is needed like legal action or a threat of eviction.

Next they look at ways to maximise your income, which may mean getting the help of the Welfare Benefits team.

Essential expenditure and family needs are all taken into account in preparing a financial statement which can be used in negotiations with creditors like power companies and banks, so you can start making affordable repayments, however small.

Other routes include setting up a Debt Payment Plan which prevents the individual being harassed by creditors, the more formal Trust Deed and a petition for bankruptcy.

Whatever your circumstances Falkirk Council's Debt Advice officers can assist. Call the Helpline on 01324 506735.

Welfare Benefits

The Council's Welfare Benefits Advice Service provides:

- advice on a wide range of welfare benefits
- help to make a claim
- benefit checks to ensure you're claiming your full entitlement
- representation if you want to dispute a decision about your benefits
- appointments and home visits

The Council's Income Maximisation Officers can help you identify and claim benefits to which you are entitled assisting with what can be the complex process of filling in claim forms.

The Welfare Benefits officers help people who have been turned down for benefits to appeal... and have an impressive track record. The UK average for successful appeals is around 38% while the Falkirk Council team have achieved a 75% success rate.

They help with claims for everything from Child or Working Tax Credit, Housing Benefit and NHS benefits, like free prescriptions, Jobseekers Allowance, Pension Credit, Disability Living Allowance or incapacity benefit, claiming free school meals, clothing grants and Child Benefit or Tax Credit.

Phone the Welfare Benefits Helpline: 01324 501404/ Minicom: 01324 504304 to check you are claiming your full entitlement or for help with an appeal if you have been turned down.

Contact Details

Neighbourhood Offices:

Bo'ness One Stop Shop
24 East Pier Street, Bo'ness EH51 9AB
T: 01506 778899

Callendar Square One Stop Shop
Callendar Square, Falkirk FK1 1ZF
T: 01324 506868

Camelon One Stop Shop
256 Main Street, Camelon FK1 4EQ
T: 01324 503640

Dawson Centre
David's Loan, Bainford FK1 4EQ
T: 01324 501450

Denny One Stop Shop
Carronbank House, Carronbank
Crescent, Denny FK6 6GA
T: 01324 504050

Grangemouth One Stop Shop
5 York Lane, Grangemouth FK3 8BD
T: 01324 504550

Stenhousemuir One Stop Shop
398 Main Street,
Stenhousemuir FK5 3JR
T: 01324 503340

Private Sector Team
Seabegs Road, Bonnybridge FK4 2BU
T: 01324 590797

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Accommodation Resource Centre
21-25 High Street, Falkirk FK1 1ES
T: 01324 503600

Debt Advice
T: 01324 506735

Welfare Benefits Advice
T: 01324 501404

Maximising your income
T: 01324 501404

Tenant Participation Co-ordinator
Suite 5, The Forum, Callendar
Business Park, Falkirk FK1 1XR
T: 01324 590780

Mediation Service
T: 01324 503700

Community Wardens
T: 01324 503634

Repairs (Contact Centre)
T: 01324 590590

www.falkirk.gov.uk/housing

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.

Jeigu jūs norite gauti šią informaciją kita kalba, Brailio šriftu, stambiu šriftu ar garsint, prašome susisiekti su vienu iš mūsų Apylinkių ofis /Filial .

Je eli chciałby /chciałaby uzyskać owe informacje w j zyku innym ani eli j zyk angielski, w j zyku Braille'a, w DU YM FORMACIE lub zapisane na kasetach audio skontaktuj si z jedn Naszych placówek.

यदि आप को इस जानकारी की और भाषा, बड़े अक्षरों में या ऑडियो टेप में चाहिए तो हमें कृपया हमारे स्थानीय सेवा केंद्रों से संपर्क करें।

如果你希望獲得此份資料的其他語言、大字、大號字印刷或者錄音格式，請與你附近的社會工作辦公室聯絡。

اگر آپ کو مطلوبہ معلومات کی دیگر زبانوں، بڑے اور کثیف فونٹ یا آڈیو کاسٹ میں ضرورت ہے تو براہ کرم ہمارے مقامی دفاتر سے رابطہ کریں۔

إذا كنت بحاجة إلى هذه المعلومات بلغة أخرى، بترتيب حروف كالمعتاد، أو على شكل تسجيلات صوتية، يرجى الاتصال بواحد من مكاتبنا الاجتماعية القريبة منك.