



## Corporate & Housing Services

### **Tenants and Residents Forum**

**29.06.2019**

### **Municipal Buildings Falkirk**

#### **PRESENT:**

Karen Strang (KS), Chair, Strategy and Development Co-ordinator  
Moiria Fitzsimmons (MF), Senior Property Co-ordinator  
Carol Glass (CG), Home Energy Strategy Officer  
Gary Young (GY), Asset & Performance Co-ordinator  
Lynne Dougal (LD), Housing Pperations Co-ordinator  
Dawna Chisholm (DC), Community Engagement Officer  
Daniel Keast (DK), Perfomance and Compliance Officer  
Angela Milne, Scrutiny Panel  
Maria Ford (MF), Bo'nness Tenants and Residents Association  
Janice Brown (JB), Bo'nness Tenants and Residents Association  
Sybil Watt (SW), Bo'nness Tenants and Residents Association  
Sharon Macado (SM), How Your Rent is Spent Group  
Jim Gannon (JM), Scrutiny Panel  
Andy Borland (AB), Tenant Representative  
Mary MacDonald (MMac), Thornwood Tenants and Residents Association  
Liz Godfrey (LG), Thornwood Tenants and Residents Association  
Lorraine Sutherland (LS), Tamfourhill Tenants and Residents Association  
Colin Rowbotham (CR), HAMP Group  
Kaye Findlay (KF), Scrutiny Panel and Editorial Panel  
Liz Jardine (LJ), Scrutiny Panel and Editorial Panel  
Dennis R Shovlin (DS) – Scrutiny Panel, Editorial Panel, How Your Rent is Spent Group  
Anne Reid (AR) – Tamfourhill Tenants and Residents Association  
Katrina Fraser (KFr) – Editorial Panel, Scrutiny Panel

#### **APOLOGIES:**

Alan Christie (AC), Community Engagement Coordinator  
Cllr Gordon Hughes (Housing Portfolio Holder)

|    | ITEM  |                     |
|----|---|---------------------|
| 1. | <b>Opening remarks &amp; welcome</b>  |                     |
|    | <p>KS welcomed all to the Forum. KS asked members to give some thought to alternatives venues for the Tenants Forum, as some members have experiences physical discomfort in walking from the lift along to corridor to the Committee Rooms. Members were asked to pass suggestions to DC.</p>  | ALL                 |
| 2. | <b>Garden Aid</b>   |                     |
|    | <p>LD provided information on the garden aid service, as per attached presentation.</p> <p>LD advised that the contractor appointed to carry out the garden aid contract, is also contracted to cut grass and hedges of properties managed by the homeless service.</p> <p>Questions and answers as follows:</p> <p>SM asked if the eligibility criteria will be reviewed in the future. SM described a situation whereby an applicant would be refused if they are not in receipt of a community care package from Social Work. SM felt this was unfair for applicants receiving care from family and friends, but live independently.</p> <p>LD advised that she understood that the current criteria was agreed by Council Executive in February 2016. Existing applicants would continue to receive the service, however new applicants would be assessed on the new criteria.</p> <p>SM felt it was unfair for existing applicants to continue to receive garden aid based solely on the fact that they are over 65, whereas applicants who have clear mobility issues, but don't receive a car package are refused. SM asked if any consultation was done with applicants and services users regarding proposed changes to eligibility.</p> <p>MF advised that the service was part of a joint health and social care initiative between Falkirk Council and the NHS, and that the wider system was being reviewed.</p> <p>SM said in her opinion this was not a well thought out decision which doesn't have an appeals process. SM is of the opinion this may be a human rights issue in terms of discrimination against applicants who don't receive a care package, but still need assistance. SM went on to say that Falkirk Council is not in a position to decide who and who isn't disabled. SM stated she was not having a 'go' at staff, more at the system. SM suggested that the Community Payback System be made available to those who have been refused the service, seeing this as an opportunity to pay back the community.</p> <p>LD said she would note the points made by SM.</p> <p>LJ said she had a number for a grass cutter, whose prices were reasonable.</p> <p>MF suggested SM consider Trusty Trader.</p> <p>JB said she received garden aid, but that the service is not consistent, JB stated that her garden continues to be 'left out'. JB did not understand why as she was on the list and access not a problem is.</p> <p>MF agreed to follow this up, asking for JB contact details outwith the meeting.</p> <p>LJ asked why hedges were cut twice a year</p> <p>MF advised there is a cut at the start of the growing season, and another at the end</p> <p>LS asked if fences and stones were being installed and laid to avoid the need for garden aid.</p> <p>LJ stated that she has observed the mess left by the contractors on common land.</p> | <p>LD</p> <p>MF</p> |

|           |   |           |
|-----------|---|-----------|
|           | <p>LD advised this project will save money in the long term in relation to maintenance and resources.</p> <p>MF remarked that the hedges can be a mess by the end of the season</p> <p>AB who introduced himself as a new tenant, said the garden should be handed over to the tenant in a manageable condition, referring to slabs of concrete being left in the garden.</p> <p>LD will look into this, and explained the void standard. LD advised that the garden is part of this standard.</p>  | <b>MF</b> |
| <b>3.</b> | <b>Energy Efficiency</b>  |           |
|           | <p>GY and CG presented information on energy efficiency standards as per attached presentations. Questions and answers as follows:</p> <p>SM asked why it is so difficult to switch suppliers when you have an electric wet system</p> <p>CG responded, the economy 2000 is best for the electric wet system, that Scottish Power have 2 tariff rates 10p at off peak times and 15p at peak times.</p> <p>GY added that with standard tariff prices increasing every year PV panels are seen as the best and most efficient solution. Prices for PV panels are coming down, although the price for battery storage as an additional measure remains costly. KF stated that Scottish Power advised her that there is no such tariff for electric wet systems</p> <p>GC advised that this information is on Scottish Powers website, CG referred to the information packs left on table, which will contain contact details for all providers.</p> <p>KF asked if you can get a smart meter when you have electric wet, or get a meter moved</p> <p>CG responded that the utility companys priority services may be able to help</p> <p>GY added that independent advice should always be sought about these matters</p> <p>AB asked when the window replacement programme will begin ?</p> <p>GY the programme is set to begin in 2020 on a phased programmed basis. The Housing Investment Programme will be made available online soon; members will be able allocated equal numbers of replacement.</p> <p>CR advised that the programme will start with approx 500 properties per area.</p> <p>MF asked if roughcasting was going to be done at the same time – to save the tenant disruption, and whether or not owners have the option to participate.</p> <p>GY advised that Scottish Government moved away from grants and interest free loans for owners. This was replaced with initiatives such as Warmer Homes (Home Energy Scotland). This scheme assists owners in receipt of eligible benefits. GY suggested that MF contact the Private Sector Team for further information.</p> |           |
| <b>4.</b> | <b>Factoring</b>  |           |
|           | <p>KS advised members that she had prepared information on factoring to share, did members have any particular questions. Given the time restraints it was agreed to move onto the next item on the agenda, but to include the prepared information in the minutes.</p>   |           |

|    |   |    |
|----|---|----|
| 5. | <b>SHR Engagement Plan (Homelessness)</b>   |    |
|    | <p>DK described the Scottish Housing Regulator Engagement Plan with Falkirk Council. Documents attached to minutes. No questions.</p> <p>DK described the process associated with the annual return on the charter (ARC), and thanked members who offered their time to assist with the sign off. DK advised he was keen to involve members in presenting performance in a more engaging way. Providing an example from Aberdeen City Council – this video can be accessed here:<br/> <a href="https://www.bing.com/videos/search?q=aberdeen+city+council+perfomance&amp;&amp;view=detail&amp;mid=EFDF715B02B493F6C718EFDF715B02B493F6C718&amp;&amp;FORM=VRDGAR">https://www.bing.com/videos/search?q=aberdeen+city+council+perfomance&amp;&amp;view=detail&amp;mid=EFDF715B02B493F6C718EFDF715B02B493F6C718&amp;&amp;FORM=VRDGAR</a></p> <p>After watching the video DK asked members if they felt this was an engaging way of presenting performance information.</p> <p>MF felt that reporting on rent arrears could have had a more serious tone.</p> <p>LG thought it was presenting information</p> <p>DC asked for a show of hands as to how many members felt it was a good option for presenting performance information, the vast majority of members agreed this was something they would like to see developed. DK agreed to explore options, and will provide an update at the next Forum meeting.</p> | DK |
| 6. | <b>Landlord Report to Tenants/Annual Assurance Statement</b>  |    |
|    | <p>Considering the 2019 Landlord Report, DK asked members for feedback on the hard copy of the Landlord Report 2018, DK asked members for feedback on the graphics, colors and layout. Members like the graphics, but felt the colors, particularly blue on pink were not appealing. The front and back page color could be dulled down. Roofs on the high flat graphics would have been better. KFr suggested that the publication be checked for easy reading for those with learning difficulties or sensory impairment.</p>   |    |
| 7  | <b>Sub Group updates</b>  |    |
|    | <p>Attached updates from HAMP, Editorial Panel, Scrutiny Panel, How your Rent is Spent Group, and an update on recently registered RTO's.</p>   |    |
| 8. | <b>Agenda Items for next Forum</b>  |    |
|    | <p>DC asked members for suggestions for the next Forum meeting:</p> <p>Estate Walkabouts were suggested. DC asked if this could be a resolution type discussion, asking members to think about ways to promote and maximise participation in estate walkabouts.</p> <p>ASB – the legal and enforcement process, the length of time time taken to investigate, coboration</p> <p>Neighbourhood Officers – what has changed, are there going to be annual visits</p> <p>Communication – how can we improve this internally and externally</p>   |    |
| 9. | <b>AOCB</b>   |    |
|    | <p>KS asked if there was anything anybody wanted to raise – no further questions. KS closed the meeting</p>   |    |

|            |  |  |
|------------|--|--|
| <b>10.</b> | <b>Date of next meeting</b>            |  |
|            | 28.08.2019 6 – 8 pm Municipal Building |  |

## **HAMP GROUP**

We met last week to discuss the progress in meeting SHQS and EESSH targets. We were pleased to see that the new builds in Graham Place have now been allocated.

We were given information on the total spend on housing investment in the last year.

We talked about how to best take count of the land owned by housing, and also to review the use of garages and lock ups.

The number of properties being managed by Housing Services has increased due to the completed new builds and through the buy back scheme. The increase results in the need for an update on asset valuation which should be completed by the end of the year.

For more information please have a look over the minutes which will be attached the Forum minutes.

Thank you,

### **Editorial Panel Update**

The Editorial Panel will be meeting on the 6th June to discuss the content of the next edition of Tenant Talk, welcome new members and sample a recipe.

There was a slight delay in sending the last edition to print.

The competition section is a favourite with our readers.

The garden competition is open to both tenants and residents, we would like to encourage people to enter, or nominate a garden – as long as you let the person know.

If you have any feedback on Tenant Talk or would like to join the panel, please let us know.

Thank you,

## **How Your Rent Money is Spent Group**

The How Your Rent Money is Spent Group is relatively new, having been set up last year with tenants who indicated their interest from the Rent Consultation.

We had a training session with Elaine Byrne, Director of Scotland's Housing Network in November, to speak to the tenants on the group about how Housing Revenue Accounts work, and how to scrutinise this spending. She also worked with the tenants to develop a workplan of the areas they were most interested in looking into further.

In the most recent meetings, we have had presentations from our Property & Asset Manager and Procurement & Commissioning Manager, to give the group more of an understanding on how we decide on major works and how we procure contractors for this. These presentations were very interesting, and there was lots of questions for the managers, which they were happy to answer.

In future meetings, we will be looking further into this, and have also asked for information on how we handle our repairs telephone calls. We will keep the Forum updated on these.



# Falkirk Council

## Tenants' & Residents' Forum Meeting 29 May 2019

### Garden Aid

Lynne Dougall – Housing Operations Co-ordinator  
Moira Fitzsimmons – Snr Property Co-ordinator (Housing)



Falkirk Council



# Service Provision

**The Garden Aid scheme is a basic garden service and includes:**

- **GRASS CUTTING (13 occasions)**
- **HEDGE CUTTING (2 occasions)**

**All work is carried out from April to October  
(Weather Permitting)**



## Service Provision Cont'd

### **The Applicant is responsible for:**

- The maintenance of flower beds
- Keeping down weeds
- Pruning trees/bushes
- Clearing paths



# Service Users

To access this service applicants must be in receipt of a **‘Community Care Support’**

The current customer base consists of:

| LIVE LIST | WAITING LIST |
|-----------|--------------|
| 3834      | 5            |



# Application Process

- Complete Application Form
- Check carried out with Social Services to confirm community care support is in place
- If the qualifying criteria is met, the applicant will be added to the list (Waiting / Live). This is subject to an assessment of the garden to ensure it is currently in a manageable condition.



# Contractor Monitoring

Meetings with the Garden Aid providers are held at regular intervals throughout the contract period. These are used to review:

- **Performance**
  - Work being carried out as per the approved list
  - Work being carried out timeously
- **Monitor service standards**
  - Quality of workmanship
  - Complaints



Falkirk Council

Tenant's & Resident's Forum Meeting  
29 May 2019

Energy Efficiency Presentation

Gary Young, Asset & Performance Coordinator  
Carole Glass, Home Energy Strategy Officer



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# Asset and Investment Team

- Responsible for delivering the Housing Investment Programme and ensuring that Scottish Government energy efficiency targets are met
- 16,404 properties
- 80 - 90 Buy backs each year
- 3 mortgage to rent per year
- 405 New Build





# Scottish Housing Quality Standard

Launched in 2004. The Standard consisted of 5 criteria which were to be met by 2015:-

- Compliant with the tolerable standard
- Free from serious disrepair
- Energy Efficient
- Provided with modern facilities & services
- Healthy, safe and secure

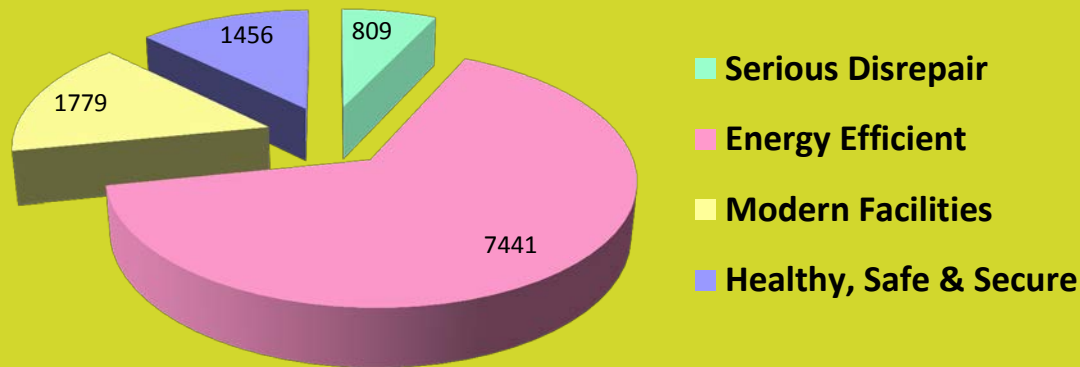


# Where We Were

The Local Housing Strategy (LHS) 2011-2016 reported:

- **54%** of homes passed the Energy Efficiency Criterion of the SHQS in 2010

## SHQS Failures LHS 2011-2016



# The Energy Efficiency Standard For Social Housing (EESH)

EESH came into effect on April 2015.

The EESH aims to improve the energy efficiency of homes and reduce carbon emissions by **42%** by **2020** and **80%** by **2050** in line with the Climate Change (Scotland) Act 2009.

EESH will be replaced by EESH2 and Falkirk Council is already working towards these tougher standards.

**79.3%** of homes passed the EESH in 2015/16

Improving the energy efficiency of homes helps to reduce the numbers of those living in Fuel Poverty.



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# Identifying Energy Improvement Measures

Scottish Government recommend the following reasonable measures to improve energy efficiency.

**These include as standard:**

1. Loft insulation top-up
2. Double / secondary glazing
3. External wall insulation
4. Heating controls
5. Storage heaters
6. Floor insulation
7. Low energy lighting
8. Condensing boilers

**Other measures include:**

- Internal wall insulation
- Floor Insulation
- CHP extension and Solar PV



# Investment in the Housing Stock

Listed below are the measures that the Council has been installing and plans to install in the future:

## Fabric & Heating Improvements

- Cavity Wall Insulation
- External Wall Insulation
- Loft Insulation
- Modern, efficient gas heating systems
- Window Replacement



## Renewable Technologies

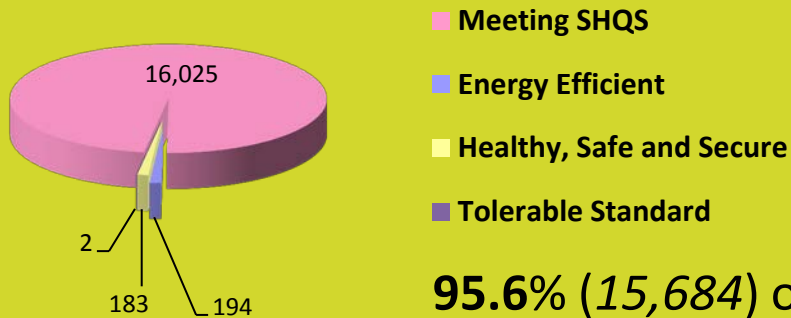
- Combined Heat & Power (CHP) Scheme extension to Belmont, Eastburn and Leishman Towers
- Air Source Heat Pump heating for Glenfuir, Glenbrae & Parkfoot Court
- Solar PV to properties in gas desert areas
- Low energy light bulbs installed to void properties



# Where we are now

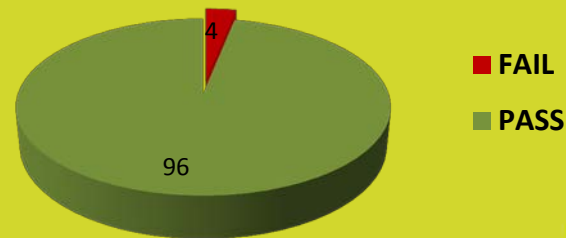
**97.73% (16,031) of properties passing SHQS**

## SHQS Non Compliance 2019



**95.6% (15,684) of properties passing EESSH 2020**

## EESSH % Performance 2019



# Where we want to be

**...100% of homes compliant with EESSH/SHQS by 2020,**

**...in 12 months (by March 2020)**

- **99.4%** of homes passing the Energy Efficiency criterion of the SHQS
- **98.2%** of homes passing EESSH 2020 Targets

## **SHQS / EESSH Compliance (Abeyances & Exemptions)**

- Tenants have refused work
- Unable to gain access
- Owners have refused to participate
- Planned Works



# Fuel Poverty

The Scottish Fuel Poverty Statement 2002 defines Fuel Poverty as:-

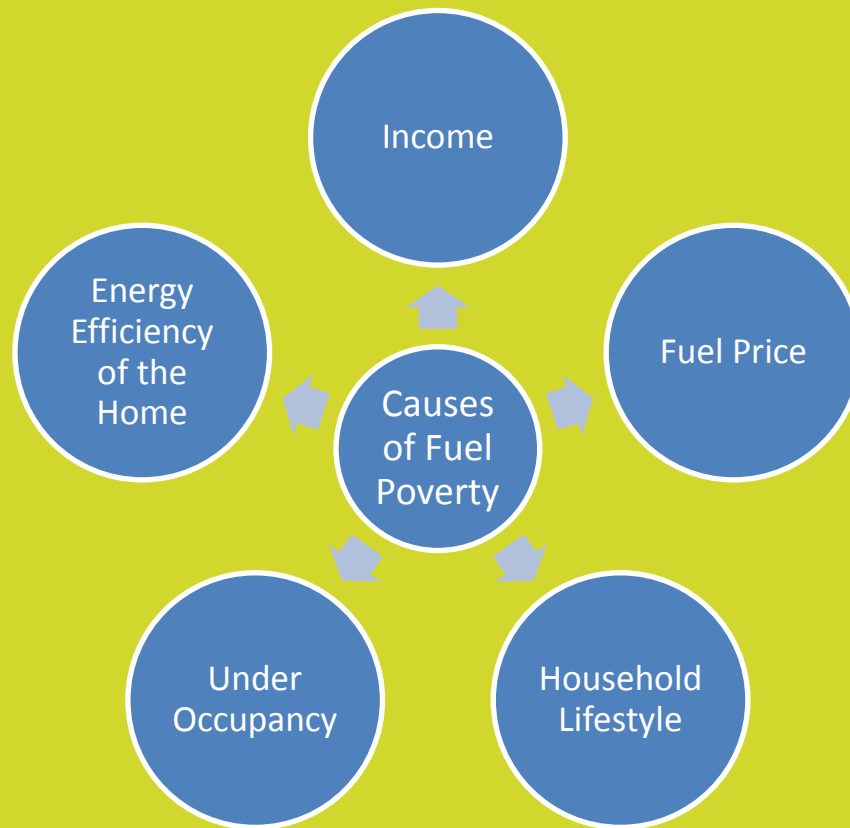
*“A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its (net) income (including Housing Benefit or Income Support for Mortgage Interest) on all household fuel use”*

Extreme fuel poverty is where a household spends more than 20% of their income on fuel costs.





# Causes of Fuel Poverty



# Fuel Poverty

Figures from the Scottish House Condition Survey show the following Fuel Poverty figures:-

| Fuel Poverty   | Falkirk Council Area | Social Tenants | Scotland | Scotland Social Tenants |
|----------------|----------------------|----------------|----------|-------------------------|
| 2012/2014 SHCS | 28%                  | 42%            | 35%      | 38%                     |
| 2015/2017 SHCS | 22%                  | 30%            | 27%      | 31%                     |

How can the Council help?

- Train Staff to identify those in need
- Refer residents to Home Energy Scotland for advice
- Offer advice on the Council website
- Work closely with partners



# And Finally.....

Any questions?

Contact us



01324 590797  
option 2



[programmes.resources@falkirk.gov.uk](mailto:programmes.resources@falkirk.gov.uk) or

**HOMEENERGYSCOTLAND.ORG**  
**0808 808 2282**  
**FUNDED BY THE SCOTTISH GOVERNMENT**

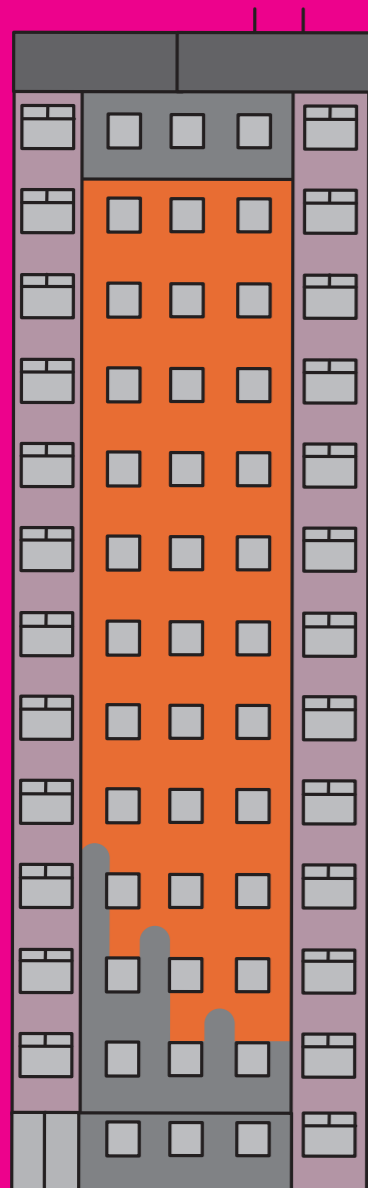


Falkirk Council



# Factoring Service Newsletter 2018/19

Factoring Registration No.: PF000365



## 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](http://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 questionnaire, please contact the Private Sector Team:

Tel: 01324 590797 (Option 2)

Email: [privatesector.housing@falkirk.gov.uk](mailto:privatesector.housing@falkirk.gov.uk)

Post: Falkirk Council,  
Corporate and Housing Services,  
Private Sector Team,  
The Forum,  
Callendar Business Park  
Falkirk, FK1 1XR

March 2019



Falkirk Council



Our Factoring Newsletter outlines the results of the 2017/18 Factoring Questionnaire, which was sent to all homeowners in high-rise blocks, factored by Falkirk Council.

We have listened to what you have said and have included information on how we are improving our service.

### Q1

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

| 38 responses                          |       |
|---------------------------------------|-------|
| Very satisfied/fairly satisfied       | 60.5% |
| Neither satisfied nor dissatisfied    | 15.8% |
| Fairly dissatisfied/very dissatisfied | 23.7% |

### Q2

Which High-rise do you live in?

| 40 responses   |   |
|----------------|---|
| Belmont Tower  | 4 |
| Breton Court   | 1 |
| Corentin Court | 3 |
| Eastburn Tower | 6 |
| Leishman Tower | 4 |
| Marshall Tower | 4 |
| Maxwell Tower  | 4 |
| Parkfoot Court | 4 |
| Paterson Tower | 4 |
| Symon Tower    | 6 |

### Q3

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

| 40 responses                          |       |
|---------------------------------------|-------|
| Very satisfied/ fairly satisfied      | 67.5% |
| Neither satisfied nor dissatisfied    | 10%   |
| Fairly dissatisfied/very dissatisfied | 22.5% |

**Positive Comment:**  
"We have the best cleaner ever"

### Q4

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

| 38 responses                          |     |
|---------------------------------------|-----|
| Very satisfied/ fairly satisfied      | 66% |
| Neither satisfied nor dissatisfied    | 16% |
| Fairly dissatisfied/very dissatisfied | 18% |

### Q5

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

| 39 responses                          |     |
|---------------------------------------|-----|
| Very satisfied/ fairly satisfied      | 54% |
| Neither satisfied nor dissatisfied    | 13% |
| Fairly dissatisfied/very dissatisfied | 33% |

**Positive Comment: "Much improved"**

### Q6

How satisfied or dissatisfied are you with the refuse arrangements?

| 40 responses                          |       |
|---------------------------------------|-------|
| Very satisfied/ fairly satisfied      | 72.5% |
| Neither satisfied nor dissatisfied    | 20%   |
| Fairly dissatisfied/very dissatisfied | 7.5%  |

### Q7

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

| 40 responses                          |       |
|---------------------------------------|-------|
| Very satisfied/ fairly satisfied      | 82.5% |
| Neither satisfied nor dissatisfied    | 7.5%  |
| Fairly dissatisfied/very dissatisfied | 10%   |

### Q8

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

| 19 responses                          |     |
|---------------------------------------|-----|
| Very satisfied/ fairly satisfied      | 53% |
| Neither satisfied nor dissatisfied    | 47% |
| Fairly dissatisfied/very dissatisfied | 0%  |

### Q9

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

| 14 responses                          |     |
|---------------------------------------|-----|
| Very satisfied/ fairly satisfied      | 29% |
| Neither satisfied nor dissatisfied    | 57% |
| Fairly dissatisfied/very dissatisfied | 14% |

### Q10

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

| 36 responses                          |     |
|---------------------------------------|-----|
| Very satisfied/ fairly satisfied      | 75% |
| Neither satisfied nor dissatisfied    | 17% |
| Fairly dissatisfied/very dissatisfied | 8%  |

### Factoring Service - Satisfaction Survey Results

As you can see from the results respondents to our satisfaction survey told us their level of satisfaction with our services had dropped at the end of year 2017/18.

To find out why, we invited you to one of our three Drop-in Sessions in June 2018.

67 people came along and told us the improvements that they would like to see. Following the drop-in sessions, we worked on your feedback and in October 2018 let you know what we were doing to improve our services. Six months on, we have provided you with a further update. (See separate leaflet.)

### Drop-in Sessions - June 2019

Following the success of last year's drop-in sessions, we have arranged three sessions for this year. Taking account of requests to hold them in a variety of locations, please see details below. We hope you will come along to one of the sessions to let us know your thoughts about the services we deliver to you:

- **Tuesday, 18 June 2019**  
Parkfoot Court Common Room between 10am and 12 noon
- **Friday, 21 June 2019**  
Leishman Tower Common Room between 1pm and 3pm
- **Monday, 24 June 2019**  
Glenfuir Court Common Room between 10am and 12 noon

If you are unable to attend any of these sessions, you can give feedback at any time by contacting the local housing office in Callander Square on 01324 506868 or emailing [housing.falkirk@falkirk.gov.uk](mailto:housing.falkirk@falkirk.gov.uk)

### Insurance Revaluation

Last year we advised you that we were commissioning an insurance revaluation for each block. This revaluation is now complete. It has given us a reinstatement value for each property: this helps to ensure that adequate cover continues to be in place.

We plan to commission the next property revaluation in 2025.

### Insurance

If you insure your buildings cover with Falkirk Council, our 2019/20 insurance charge covers the reinstatement value of your property. If you use an independent insurance provider we need to check that the reinstatement value is covered. We recently asked you to return a copy of your Summary of Cover: please return this to us by 15 April 2019, in the Freepost envelope we gave you.

### Factoring Charges Review

Over the coming months, we will undertake a review of the Factoring charges to provide more transparency. We plan to share the findings of the review with you, during autumn 2019. If it is felt that changes are necessary, we will consult with you late 2019.

### **Factoring background:**

- Satisfaction in our Factoring Service dropped at the end of 2017/18 (from 86% to 61%) (28% response rate in 2017/18)
- To find out why, we invited residents to come to one of our three drop in sessions in June 2018
- Following the drop in sessions we worked on the feedback received and in October 2018 let residents know what we were doing to improve our services
- We issued a further update to all residents in March 2019
- We issued our satisfaction survey in March 2019 and satisfaction has increased
- We issued our Factoring Newsletter in March 2019 this confirms that we were undertaking a Factoring Fees Review
- We call all factored homeowners, where they tell us they want to discuss their feedback with us
- Further drop in sessions are being arranged in June 2019: we will be inviting residents to tell us, face to face, what they think of our services (local office, property services and PST attending) (see dates below)
- Breakdown of Functions:
  - Daily Management = Local Office
  - Improvement Works = Local Office & Property Services
  - Satisfaction/ Compliance Monitoring & Registration = Private Sector Team
- Scottish Government are reviewing Factoring Code of Conduct that all Property Factors are required to comply with
- Scottish Housing Regulator are including an Assurance Statement from October 2019
- Our webpage is [www.falkirk.gov.uk/factoring](http://www.falkirk.gov.uk/factoring)

### **Drop-in Sessions 2019 dates** (*locations varied this year following received feedback*):

- Tuesday 18 June 2019, Parkfoot Court Common Room, between 10am and 12 noon
- Friday 21 June 2019, Leishman Tower Common Room, between 1pm and 3pm
- Monday 24 June 2019, Glenfuir Court Common Room, between 10am and 12 noon

## Falkirk Council

### Why we are engaging with Falkirk Council (Falkirk)

We are engaging with Falkirk about its **services for people who are homeless**.

To assess the risks to people who are homeless we have reviewed and compared the data for all councils from the Scottish Government's 2017/18 national homelessness statistics, the Annual Returns on the Charter, and information from our previous engagement with Falkirk. From this we identified areas where we require further information and assurance from Falkirk:

- how people access the service: in Housing Options cases, the low percentage of people Falkirk recorded as presenting for homelessness reasons for whom the council completed a homelessness application;
- Falkirk's assessment of homelessness applications:
  - the percentage it assessed as intentionally homeless is above the Scottish average; and
  - the percentage withdrawn before assessment is above the Scottish average;
- outcomes for people who are homeless:
  - the percentage of its lets Falkirk makes to people who are unintentionally homeless is below the Scottish average; and
  - the relatively high number of people waiting for more than one year for an outcome.

### What Falkirk must do

Falkirk must provide us with the information we require in relation to its homelessness service.

### What we will do

We will:

- review the information we require Falkirk to provide and meet with it in quarter one and quarter three to discuss its homelessness service; and
- review our engagement with Falkirk when it has finalised its Rapid Rehousing Transition Plan.

### Regulatory returns

Falkirk must provide us with the following annual regulatory returns:

- Annual Assurance Statement;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.



**[Read more about Falkirk Council >](#)**

**Our lead officer for Falkirk Council is:**

**Name:** Kirsty Porter, Regulation Manager  
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