

Factoring Service Newsletter 2021

Factoring Registration No.: PF000365



Our Factoring Newsletter outlines the results of the 2019/20 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?

Very satisfied & Fairly satisfied	68%
Neither satisfied nor dissatisfied	10%
Fairly dissatisfied & Very dissatisfied	22%
Answered	31
Not Answered	0

Q2 Which High-rise do you live in?

Belmont Tower	2
Breton Court	2
Corentin Court	2
Eastburn Tower	7
Leishman Tower	2
Marshall Tower	3
Maxwell Tower	3
Parkfoot Court	3
Paterson Tower	2
Symon Tower	5
Answered	31
Not Answered	0

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

Very satisfied & Fairly satisfied	55%
Neither satisfied nor dissatisfied	16%
Fairly dissatisfied & Very dissatisfied	29%
Answered	31
Not Answered	0

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

Very satisfied/Fairly satisfied	55%
Neither satisfied nor dissatisfied	6%
Fairly dissatisfied & Very dissatisfied	39%
Answered	31
Not Answered	0

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

Very satisfied & Fairly satisfied	36.7%
Neither satisfied nor dissatisfied	16.6%
Fairly dissatisfied & Very dissatisfied	46.7%
Answered	30
Not Answered	1

Q6 How satisfied or dissatisfied are you with the refuse arrangements?

Very satisfied/Fairly satisfied	32%
Neither satisfied nor dissatisfied	16%
Fairly dissatisfied & Very dissatisfied	52%
Answered	31
Not Answered	0

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

Very satisfied & Fairly satisfied	62%
Neither satisfied nor dissatisfied	10%
Fairly dissatisfied & Very dissatisfied	28%
Answered	29
Not Answered	2

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

Very satisfied & Fairly satisfied	67%
Neither satisfied nor dissatisfied	33%
Fairly dissatisfied & Very dissatisfied	0%
Answered	6
Not Answered	25

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

Very satisfied & Fairly satisfied	42.8%
Neither satisfied nor dissatisfied	28.6%
Fairly dissatisfied & Very dissatisfied	28.6%
Answered	14
Not Answered	17

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

Very satisfied & Fairly satisfied	65%
Neither satisfied nor dissatisfied	27%
Fairly dissatisfied & Very dissatisfied	8%
Answered	26
Not Answered	5

Factoring Service: Satisfaction Survey Results

Responses to our March 2020 survey told us that overall satisfaction with our service had reduced 5%, to 68%. Looking at the findings, we could see that satisfaction had fallen in the following four areas. These areas were:

- Cleanliness of Common Parts
- Maintenance & Repair of Common Parts
- Refuse
- Grounds Maintenance

To better understand what might have caused this dissatisfaction, we invited you to take part in a follow-up Telephone survey over the summer: 23 homeowners participated in the survey. Feedback from this survey showed us that:

- Similar issues were raised across the blocks relating to all four areas
- Issues were raised around Communication
- You wanted more information on how to raise a repair
- A lot of positive comments were made about the services provided

We are pleased that there are areas of the service you are happy with. For the above highlighted areas we have:

- logged repair lines for those issues raised with us
- added information to our website about how to raise a communal repair. This can be accessed from our factoring page or by searching "Communal Repair" on our website.
- forwarded some issues on to other Services to action, where they fall out with the remit of our service

Due to the COVID pandemic we are only providing essential services. We hope to address some of the issues raised, as we carry out our restricted activities and be able to progress all areas as soon as possible.

Fire, Smoke and Carbon Dioxide Alarms

In our 2019/20 Newsletter, we highlighted the new Fire, Smoke and Carbon Dioxide Alarm regulations were due to be introduced on 1/2/21.

The Scottish Parliament agreed to postpone these regulations in December 2020. These regulations now come into effect on 1/2/22. The main requirements are:

- One smoke alarm installed in the room most frequently used for general daytime living purposes
- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen

All alarms should be ceiling mounted and interlinked. There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, fires, heaters and stoves) or a flue.

2020/21 Sum Insured Amount & Insurance:

We will write to you confirming the 2021/22 Sum Insured amount for your home, in May 2021.

- If you insure your property with Falkirk Council, the increased amount will automatically be covered: no action is required
- If you insure your property independently you may wish to check the insurance cover that you have in place is adequate. We will ask you to forward evidence of cover up to this amount when we write to you.

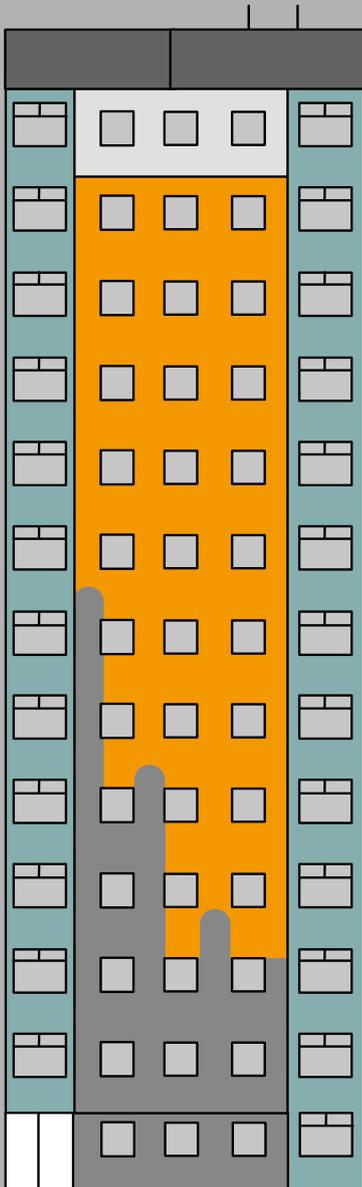
Factoring Charges Review

This task has been delayed due to COVID. We will continue to progress this task during 2021/22 and will update you as soon as possible.

Other News:

The Scottish Government recently published the following report on their website: you may find it of interest:

The Scottish Government response to the Grenfell Tower Inquiry Phase 1 recommendations produced for Scottish Ministers by the Scottish Government Grenfell Inquiry Fire Safety Working Group (GIFSWG).



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

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

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Falkirk Council