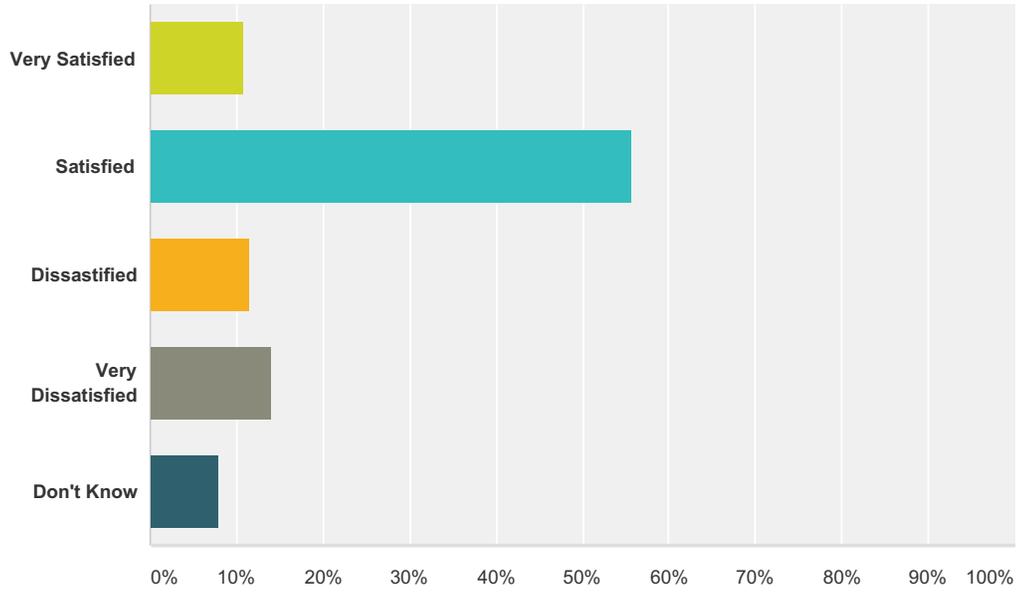


Q1 How satisfied or dissatisfied are you that the forecast rent increase will be affordable?

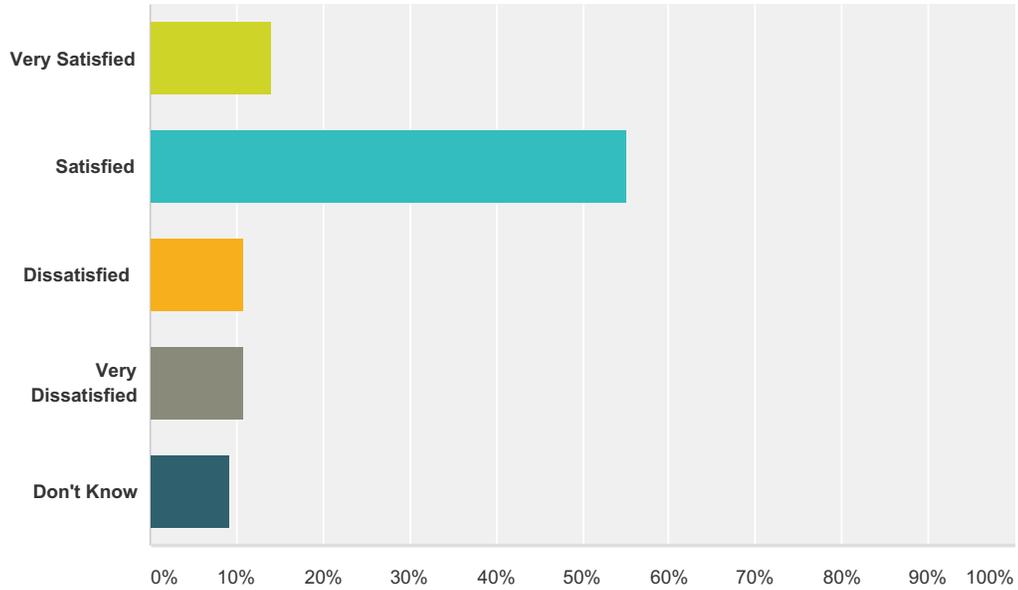
Answered: 165 Skipped: 0



| Answer Choices | Responses | |
|-------------------|-----------|------------|
| Very Satisfied | 10.91% | 18 |
| Satisfied | 55.76% | 92 |
| Dissatisfied | 11.52% | 19 |
| Very Dissatisfied | 13.94% | 23 |
| Don't Know | 7.88% | 13 |
| Total | | 165 |

Q2 How satisfied or dissatisfied are you that the forecast rent increase will represent value for money?

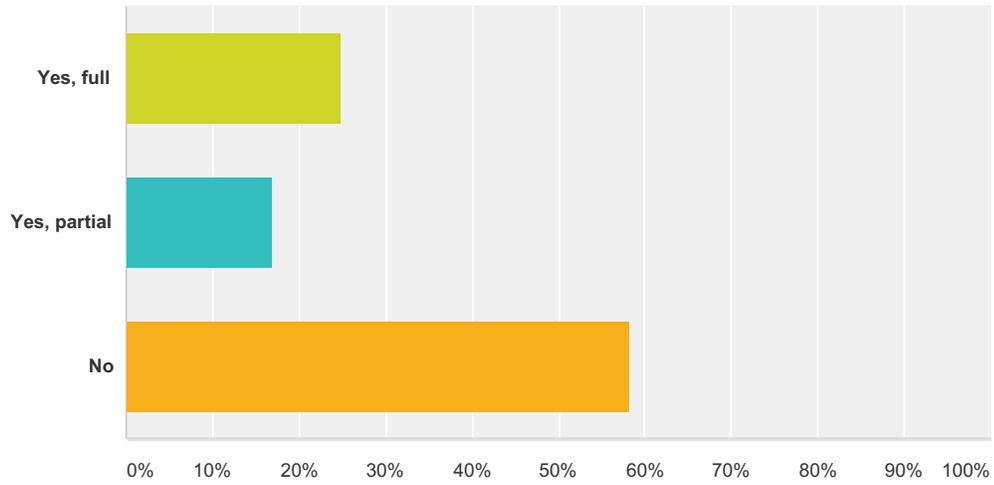
Answered: 165 Skipped: 0



| Answer Choices | Responses | |
|-------------------|-----------|------------|
| Very Satisfied | 13.94% | 23 |
| Satisfied | 55.15% | 91 |
| Dissatisfied | 10.91% | 18 |
| Very Dissatisfied | 10.91% | 18 |
| Don't Know | 9.09% | 15 |
| Total | | 165 |

Q3 Do you receive Housing Benefit?

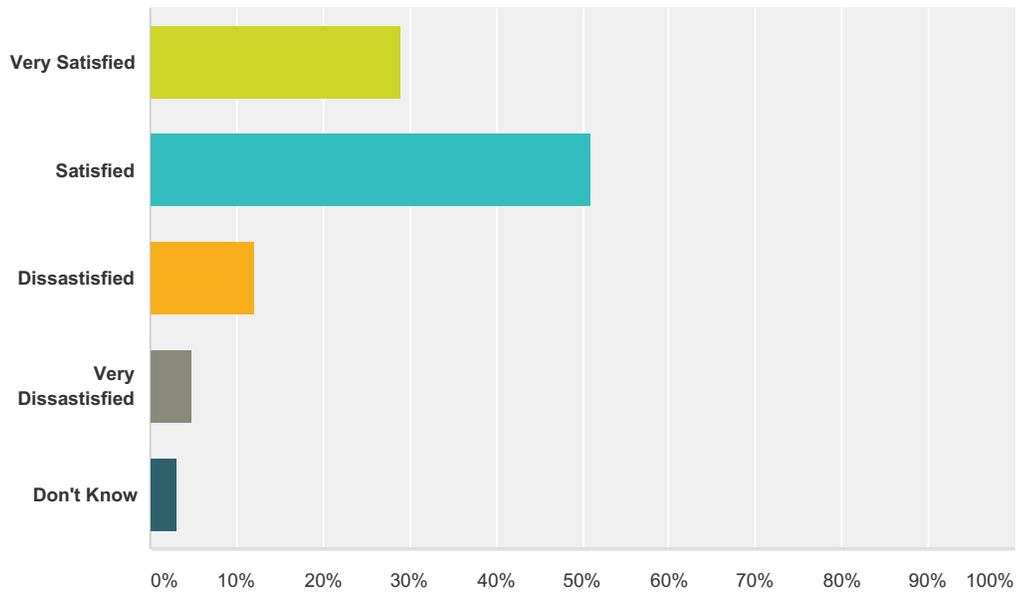
Answered: 165 Skipped: 0



| Answer Choices | Responses | |
|----------------|-----------|------------|
| Yes, full | 24.85% | 41 |
| Yes, partial | 16.97% | 28 |
| No | 58.18% | 96 |
| Total | | 165 |

Q4 Overall, how satisfied or dissatisfied are you with the Council as a landlord?

Answered: 165 Skipped: 0



| Answer Choices | Responses | Count |
|-------------------|-----------|------------|
| Very Satisfied | 29.09% | 48 |
| Satisfied | 50.91% | 84 |
| Dissatisfied | 12.12% | 20 |
| Very Dissatisfied | 4.85% | 8 |
| Don't Know | 3.03% | 5 |
| Total | | 165 |

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Q5 Do you have any other comments?

Answered: 82 Skipped: 83

| # | Responses | Date |
|----|---|--------------------|
| 1 | I get state pension increase every year of 2.5, but Falkirk Council increase rents by 3.6 year on year, so anything I gain is wiped out. Also the council tax is too high, I pay £18 per week so that Falkirk Council fat cats can have a gold plated pension | 1/11/2016 11:09 AM |
| 2 | I am not a council tenant however I think Falkirk Council's rents should be brought into line with other local authorities. | 1/11/2016 11:04 AM |
| 3 | I am not a council tenant | 1/11/2016 11:03 AM |
| 4 | It is disgraceful that the percolate deducted by the council from small increases in excess income is so high when calculating rent and council tax benefits. Between them both benefits the council currently GRABB 85%!! It is high time this subject is removed. | 1/11/2016 11:02 AM |
| 5 | No upgrades to housing in street unlike others nearby & rent is very expensive for an old tired house like mine. Old windows, roof needs repaired and no cladding. House needs brought up to same standard as others in the area, e.g Lamond View, Vale view, Please, Thanks | 1/8/2016 11:52 AM |
| 6 | As a full council tax payer I resent subserdising fit able bodied benefit scroungers, who have no intentions of seeking work and treat their front gardens as a tip, that somebody else will clean up for them | 1/8/2016 11:50 AM |
| 7 | I would maybe more satisfied with the above if repairs came to satisfaction, where you do not have to continuously complain. What is wrong no communication between departments and no follow up after. Falkirk Council is needing to take heed of adressing council in every department, no wonder FDC is in such a state. You must listen to your householders! (wasting money on everything). Also many phone calls have to wait about 10 minutes before you get through to department. | 1/8/2016 11:48 AM |
| 8 | I have no worries with the Council. Having worked with other councils I do agree FDC is one of the best in central region. If not the best. Well Done | 1/8/2016 11:42 AM |
| 9 | I am totally very dissatisfied because I got two children and one them goes to college and she does not receive any grant from the Government because she is not up to 3 years in the United Kingdom. I paid everything for them, likewise my could not get full time employment, she works has a bank staff. Please consider my condition | 1/8/2016 11:40 AM |
| 10 | There are some teenagers who smoke to the staircases leaving cigarette filters and other litter scattered everywhere including spitting. This makes the whole block look messy hence no one cares to clean. It stinks, horrible! | 1/8/2016 11:37 AM |
| 11 | The only problem is that there is no bus service where I live and at 78 years of age I have given up driving. I have lived at this address since 1963 and would like to finish my days here. | 1/7/2016 10:43 AM |
| 12 | I would like to make a suggestion of putting lights at the rear of each house as a deterrent on dark nights | 1/7/2016 10:41 AM |
| 13 | stay in the new flats in Broad street. The rent is far too high for a 2 bedroom flat and so is the council tax | 1/7/2016 10:40 AM |
| 14 | I just do not know how many more rent increases and income will support. have an answer Do we get £4,000 worth of maintenance every year? | 1/6/2016 2:10 PM |
| 15 | I work 32.5 hours a week in my local supermarket (shifts). We did not receive a pay rise last year and don't think we will get one this year. I have applied for housing benefit before and have been refused or it' not been worth getting (only a few pounds) as a single parent I struggle to pay all my bills. My rent is my biggest outgoing bill, if this goes up again I don't know where I will get the extra money from. I don't know where I will get the extra money from. I don't earn enough to be eligible for a mortgage as I'd probably be cheaper! (my rent is £338.80 at the moment) | 1/6/2016 12:06 PM |
| 16 | It is inevitable that rent increases must occur so no point moaning about it | 1/6/2016 12:01 PM |
| 17 | The Council would benefit from more traffic wardens on the streets (residential and business) to fine more drivers for illegal and dangerous parking habits i.e parking on junctions (residential) and double yellow lines (business). The revenue generated could pay toward road maintenance | 1/6/2016 11:59 AM |
| 18 | I live in a flat and I like very much, neighbours are great (6 in block) two are private and if anything needs done in the block we have to wait because of this, not that I'm really complaining but the issue with the main door is worrying and 9 times out of 10 it is not locked and this worries me | 1/6/2016 11:57 AM |

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| 19 | Having lived in this house since new built 43 years ago I now feel building has become rundown and in need of a face lift. Hoping something will be done to improve in near future. No complaints as regard work done inside home but disappointed with outside condition, lets whole area down. | 1/6/2016 11:54 AM |
| 20 | Dog fouling - raise the fines | 1/6/2016 11:36 AM |
| 21 | I feel you get nothing in return for a rent increase | 1/5/2016 3:02 PM |
| 22 | I think £49.50 is too much a week for a room and a kitchen so it is too much to put in a rent increase. It would be more money we are, that is my husband and me are 79 years old | 1/5/2016 3:01 PM |
| 23 | I have enclosed a photograph of rubbish that has been left at the side of our pathway. My partner and I and our neighbours are fed up with this. We have been to the one stop shop on numerous occasions about people leaving rubbish. The rubbish has been lifted before by the Council after we complained. We have also asked to get notices put on the side of the building telling people this is not a dumping area. | 1/5/2016 2:59 PM |
| 24 | After meeting at your open day at Howgate. I issued a complaint in great detail to the appropriate person and agreed that my complaint was justified and he would investigate the delay and get back to me. Still waiting. 2. If the Council would be more vigilant when employing their tradesmen and following up on their qualifications it would save the Council alot of money in materials and sending someone else out to do the jobs properly. 3. I would also like to point out re wasted money in having scaffolding erected to remove skylights when this should or could have been done when renewing roof tiles. I was told our roof & cleaning was to be done shortly this was more than 5 years ago when you first removed the main chimneys. Again should have been done when re roofing houses. All this counts when there is such a shortage of money. All main road houses have been renovated Dunndaroch St is off the Benson track and is always last to have anything done. But we still pay rent increases. I also submitted some months ago re water piping being (lead). I was advised to do this by the water board who renew the piping to the boundary, Your technical officer was informed via email by myself. The reason for my complaint is the foul taste from the drinking supply. I am still being supplied with bottled water by the board. Can you please inform the relevant head of department as the taste of this water is getting worse and worse by the week. | 1/5/2016 2:55 PM |
| 25 | Why give us a survey when nothing changes, You are putting money into the wrong places and wasting it | 1/5/2016 2:41 PM |
| 26 | yes we been very dissatisfied with the Council about my windows which are unsafe and one is ready to fall out due to being fobbed off for nearly a year and half my house is freezing in winter and I am no further forward with getting them fixed. | 1/5/2016 2:39 PM |
| 27 | Still waiting for a new door to be replaces on my son's bedroom I've now bee waiting for 2 and a half years now but it is not urgent thankfully | 1/5/2016 2:37 PM |
| 28 | Yes you are doing a very good job. So keep up the good work. | 1/5/2016 2:36 PM |
| 29 | I was born in Shieldhill in 1946 at no 6 Main Street. I lived at 91 Main Street with an aunt who suffered from dementia. I was threatened with violence by 3 Gow's one of whom lives at 89 Main Street, Sheildhill. After my aunt died I had to leave as it became intolerable living near the Gow's. I am a retired postman and know others who have problems with neighbours. This problem should be as a priority by Falkirk Council | 1/5/2016 2:34 PM |
| 30 | To save money switch off the tower block spotlights. They are not needed along with street lights this would help lengthen the times times between rent increases | 1/5/2016 2:29 PM |
| 31 | service is very good | 1/5/2016 2:27 PM |
| 32 | I have tenants in my close smoking cannabis and the council will do nothing. | 1/5/2016 2:26 PM |
| 33 | 1. Service should have longer opening hours, working full time means it is often difficult to engage or deal with problems call centre could be open longer during the weekend or Saturday mornings 2. Repairs being more flexible to avoid taking time off work 3. deal with anti- social neighbours more effectively | 1/5/2016 2:21 PM |
| 34 | Two years ago I was promised a new kitchen but I am still waiting | 1/5/2016 2:15 PM |
| 35 | Sympathise with Council's continued provision of services in very difficult financial times | 1/5/2016 2:14 PM |
| 36 | I think care and repair service is a great thing | 1/5/2016 2:11 PM |
| 37 | The removal of lobby & passages cleaner is despicable!! no substitute will or be can as nearly effective | 1/5/2016 2:09 PM |
| 38 | I work long hours on a low wage and have other bills to pay so rent increase is not a good thing. | 1/5/2016 2:08 PM |
| 39 | Can't get a ramp because I can't get out. But I go about house and my daughter is ill herself and can't take me out plus it's a communal footpath. Disabled I have to go out to clean it up when there are able bodied mean liver here and never clean the path the council don't know about | 1/5/2016 2:07 PM |
| 40 | Until a recent event, I had a lot of support for Falkirk Council but as a result of a total catalogue of farcical events by Falkirk Council. Quite frankly I am of the opinion quite a few members of staff need to retire | 1/5/2016 2:04 PM |

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|----|--|-------------------|
| 41 | Soundproofing properties would ensure privacy etc. More thought should be given to how you house where you need to understand that you cannot always work to a given set of rules/ policies perhaps some of your rules/policies have the word "normally" inserted | 1/5/2016 2:02 PM |
| 42 | You state the average weekly rent is £59.64 per week yet mine is £86.94 per week? £27.30 above average. Each week £109.20 each month. I find it shocking that I am single parent in part time employment working 24 hours each week yet I am paying full rent when all the scroungers in my street pay nothing and get numerous benefits! | 1/5/2016 1:58 PM |
| 43 | Rent in this street is a lot more than comparable properties elsewhere in the district and increases are always more than average. McTear's put in new central heating 2 years ago and we're still waiting for them to complete snagging | 1/5/2016 1:54 PM |
| 44 | I don't think the Council tax payments are fare because I am on ESA because don't get much money | 1/5/2016 1:51 PM |
| 45 | I have been in this house when it was built over 50 happy years, no complaints | 1/5/2016 1:50 PM |
| 46 | After paying £500 per month for 6 years to a private landlord I am more than satisfied with Falkirk Council | 1/5/2016 1:48 PM |
| 47 | At the moment I get discretionary housing payment till April 2016. Which is a massive help as I am presently suffering cancer and receiving treatment | 1/5/2016 1:47 PM |
| 48 | We have applied for a 2 bed flat in Broton Court. We have medical support from hospitals, doctors etc backing our need for a 2 bed. Yet we have never been offered any property yet there are single persons currently in two bed flats, surely that cannot be right? we know of at least 3 in Broton | 1/5/2016 1:45 PM |
| 49 | Substandard windows repairs kept to a minimum no showers in toilets. other tenants I know from outwith Falkirk have all he above for less rent. | 1/5/2016 1:02 PM |
| 50 | repairs are a joke. I have been requesting for new windows for almost 3 years. I have explained that my windows are damp. They are that bad if I don't clean them every week the frame is mouldy. The drafts are terrible, And trying to move or swap is beyond impossible. | 1/5/2016 1:00 PM |
| 51 | For the last 3 years we have been expecting to have the roof replaces and rough casting done. My neighbour who is an owner got 3 quotes 3 years ago for his work to see who would be cheapest at the request of the council- nothing's been done. I've had a leak and had to put a bucket up the loft myself. No one has been to look up loft insulation wet needing replaced- walls have almost no rough casting on the outside- House is freezing. This is only one complaint have lots of others. | 1/5/2016 12:57 PM |
| 52 | I'm 80 years old and have been a tenant for 51 years and have been happy with my houses and all that time, so have no complaints. | 1/5/2016 12:52 PM |
| 53 | Will be a case of many people getting evicted from their homes to rent rises. It's hard enough as it is. House is just the same which doesn't justify rent increase | 1/5/2016 12:50 PM |
| 54 | I am very satisfied with the Council as my landlord. All my requests for repairs etc have always been attended to satisfactory and anyone I have spoken to has always been pleasant and helpful. I have no complaints all cheers. | 1/5/2016 12:47 PM |
| 55 | As a pensioner I feel it's a disgrace to have to pay for special uplift from the council. I feel that is what we pay council tax for. | 1/5/2016 12:45 PM |
| 56 | I have very bad comments about the One Stop Shop in Grangemouth I've put in a claim for carperts. But once they found out I got a loan fee they refused any application for carperts. I need to appeal this but I'm finding it hard to do this as I have no carpets and suffer seizures and fits and I have a concrete floor | 1/5/2016 12:43 PM |
| 57 | I would like to know when I am getting a new fence up. Every street has been done in Slamannan bar Bank Street | 1/5/2016 12:38 PM |
| 58 | Still awaiting outcome of my gas fire & flute, as they keep failing annual service tests | 1/5/2016 12:37 PM |
| 59 | I know that rent increase every year to keep up with the cost of everything,. But when you have a limited pension to live on every pound counts. It is good that you are the lowest Council locally. Keep it up | 1/5/2016 12:36 PM |
| 60 | Been waiting 12 months for a kitchen sink | 1/5/2016 12:33 PM |
| 61 | The rent increase is higher than the cost of living and certainly higher than any wage increase I have received. However I have never had to call on the council for any repairs etc yet only time will tell if it is value for money. So far I have no feelings on the subject. | 1/5/2016 12:15 PM |
| 62 | The windows in my house are rotten and you get the wind and rain coming through. They are coming to put something around them which I hope will help as I have to have my heating on at 23 and also have electric fire on. It's costing a fortune. | 1/5/2016 12:12 PM |
| 63 | Since I arrived in September, I have no complaints. If I have in the future I will let you know. | 1/5/2016 12:09 PM |
| 64 | I have ticked satisfied but there are some upgrading to be required to our flats. Windows in particular as they are framed with wood. The rise is reasonable but pensions are based on the inflation which won't be 3.6% | 1/5/2016 12:08 PM |

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|----|--|---------------------|
| 65 | Rent Increase but no wage increase = Financial ruin | 1/5/2016 12:03 PM |
| 66 | Only one comment: Bins that have been over turned they don't clean it up. For a year the back garden has looked like a tip and it does not matter how letters, they're being ignored. I've not been able this year to keep mine tidy as I've had a major operation | 1/5/2016 12:02 PM |
| 67 | I am very happy living in Belmont Tower, Falkirk. I have great neighbours and people look out for me | 1/5/2016 12:00 PM |
| 68 | The council are very good at their job | 1/5/2016 11:59 AM |
| 69 | unsure if they receive housing benefit | 1/5/2016 11:58 AM |
| 70 | no complaints whatsoever | 1/5/2016 11:57 AM |
| 71 | I feel that today's financial climate the increase is very reasonable. The thoughts of the Council keeping the rents at a reasonable level is appreciated. | 1/5/2016 11:56 AM |
| 72 | Could do much better keeping public areas free from weed and grass. Clipping/cutting grassy areas is "fine" but leaving grass clippings to rot "Not fine" and leaving foot paths covered in grass clippings also very not fine | 1/5/2016 11:52 AM |
| 73 | You can get a much better deal with Falkirk Council than the private landlords | 1/5/2016 11:49 AM |
| 74 | 1. When I moved here, there was a caretaker service. Any rubbish dumped outside bin loading areas was removed at least twice a day. This no longer happens and some tenants continue to dump rubbish which can now lie for days. This is an absolute eyesore!! 2. Do "not" expect rent increase in heating/ hot water charges as all utility supplies at least 30% cheaper in the last year | 1/5/2016 11:47 AM |
| 75 | Council Tax will have to be raised at some point, or we will lose more of our services. I think it's disgusting that we are losing our mobile library van | 1/5/2016 11:44 AM |
| 76 | When I've had any problems the staff at Grangemouth One Stop Shop have been more than helpful. | 1/5/2016 11:42 AM |
| 77 | When I needed a home Falkirk District Council stepped up to the plate and provided me with a good house right next to local amenities/ public services. I cannot thank them enough. The Councils proposal is still a fair increase in rent as is very affordable | 12/22/2015 2:57 PM |
| 78 | I do not like having to pay for special uplifts because where I stay at the back of the old Ice Rink (Grangemouth), it only encourages people to dump household goods and garden refuse because they cannot afford a special uplift | 12/22/2015 10:32 AM |
| 79 | Why should we pay more rent when you are cutting services? | 12/22/2015 10:29 AM |
| 80 | The only way to solve issues regarding the very bad living conditions of many Falkirk Council Tenants is to have their homes independently surveyed. The results then passed to the government. Their minimum standard will never be met in this area | 12/22/2015 10:03 AM |
| 81 | Repairs should not need to take a month or more to be carried out. New windows are needed they were supposed to be. Once a year the boiler gets checked, which is a good thing. The downside in living alone is I'm not happy with two repair men . In my bedroom downstairs and one upstairs in my private space. I know repairs and checks need to be done. The fence out the back is completely blown down and part of my neighbours wall has crumbled so it's not safe. | 12/22/2015 10:01 AM |
| 82 | 1. The proposed 3.6% increase is above the increase in pensions, therefore many people will find this just another added financial burden and that these measures are affecting those least able to cope. 2. Dissatisfied when council's spend thousands on fireworks- money going up in smoke- while too many people now rely on food banks Q4. Changed from satisfied to dissatisfied due to the fact that allocation of tenancies to the high flats is no longer restricted to the over 60's. The largest age group in the population statistics in the country. By allocating these highly desired flats to the homeless of any age bracket means that these standards are falling to the detriment of those who care for and look after their flat. These people DO NOT CARE for their surroundings and bring the standard of this show - case housing stock down. Contrary to popular opinion, they DO NOT TRY to emulate their fellow tenants/residents and elevate their own standards. Instead they bring everything and everyone down to their own mediocre levels. Council should seek to address this problem immediately. | 12/21/2015 2:19 PM |