

CUSTOMER
APPROVED

Falkirk Council
Tenant's Magazine
Winter 2024
Edition No.27

Tenant Talk

**Update on gas
installations**

Win
£50
Vouchers

**£50 Asda
Shopping
Vouchers Up
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Editorial

Panel members welcomed new members Louise and Kaci to the group, Louise will be sharing wildlife tips, and Kaci will be keeping readers updated their housing journey. In this edition you will find out more information on preventing homelessness, the results of the tenant satisfaction survey and what community groups have been up to. As always, we have our children and adult competitions and have shared information about how the housing service is performing. Our main community story is about Westfield Community Centre and the volunteers who work for and in the community. If you are ever in the area, please stop by and see the grand mural that has been painted on the outside of the building.

If you would like to join the Editorial Panel, please contact us at tenant.participation@falkirk.gov or send a message to 07803898099. We are always looking for new members to help with Tenant Talk. Please also contact us if you have any ideas for future articles.

Katrina



Louise



Liz J



Sharon



Vacancy for Editorial Panel

To join the Editorial Panel you need to be:

- Be over 16
- Live in the Falkirk area
- Have an interest in writing and researching articles
- Have an interest graphics/desktop publishing

We have four panel members but there is room for more!

Young Persons Blog

The panel have recruited a young person who has offered to share their housing journey with readers, this is their first article. More to follow, we hope you are inspired and learn from Kacie's experience.



Hi

I'm Kacie, I'm 20 years old student and have just got my first tenancy with Falkirk Council.

I thought I might share with you my experiences about what it has been like to apply and get a home, I hope it will give an insight on what it's like to be a young council tenant.

I have been born and brought up in Falkirk and have lived in many areas including Hallglen, Bainsford, Langlees, Slamannan and Bo'ness so when I was looking for areas to choose on my application, I was open to most of Falkirk but having good public transport was high on my needs. I first started applying in June 23 so to be honest that is fast to get my own place. I did think I was going to have to go into private renting or homeless to get a place but that not what happened for me.

I found signing up for housing online quite easy as I had all the info, I needed but I have friends who have ended up with multiple accounts and found the whole thing way more stressful.

I think I bid on about 2 or 3 properties a week over the 8 months of applying meaning that I bid on approx. 96 homes. I never missed a week and was dedicated to finding a place.

I remember getting the phone call to offer me a viewing and I almost cried with happiness!

I went to visit my new space with my Mum, and I was surprised that it was so big for a bedsit. It is in Denny, and I had never been there before, but I was ready to have my own space and start moving on with my life. I hope you will enjoy following my journey as much as I will sharing it.

Kacie

Shieldhill Welfare Hall

If you're looking for a venue for a party or anything else, the Shieldhill Welfare Hall is available to let. Please email shieldhillcommunityhall@outlook.com if you want more information about booking the hall or visit their facebook page - search for Shieldhill Welfare Hall.



Up and coming events and activities include:

- Monday & Wednesday Nights Dog Training Classes
- Barbara Bryceland 28th December 7:30pm



Roots Win Community Award



One of the mums who attends the Happy Mondays Club (Dionne Hickey) nominated ROOTS for the Central FM/ Thistles Stirling Community Group Award. ROOTS won the award and picked up their plaque at the Dunblane Hydro on the 8th of November 2024. We would like to congratulate the group - we are so proud to have a group like this in Falkirk, when we spoke to Jennifer from ROOTS, she told us:

ROOTS will continue to provide as much free support to the community as they can. With Christmas just round the corner, they have taken in selection box donations to distribute to the children in their community.

If you would like to know more about ROOTS, please visit their facebook page - search ROOTS Bonnybridge or just nip into the centre.

'We were so humbled to be nominated for an award never mind winning it. As you know we don't do it for things like this, but it's great to see our hard work being recognised by the community'.

'As we have now moved into the Bonnybridge Community Centre, our new challenge is to keep the centre open for the community of Bonnybridge for as long as we can. With help from local business, volunteers and the people of Bonnybridge, we are feeling positive.'

Results Of The Tenant Satisfaction Survey 2024

Throughout the summer months we have written to all our tenants, telling them about our Tenant Satisfaction Survey, and asking them for their views on the services we provide. The survey took two formats.

1. We appointed an external contractor to conduct 1,000 face-to-face interviews, using a random, representative sample of our tenants. This survey was conducted by Research Resource, following guidance issued by the Scottish Housing Regulator. This is so that we can report to the Regulator what our tenants think.

2. To give all our tenants the chance to tell us what they thought about our services, we also made the same survey available online for any tenant to complete.



Here is what the face-to-face survey of 1,000 tenants told us:

- **93%** of Falkirk Council tenants are satisfied with the overall service provided
- **99%** of tenants are satisfied with the opportunities given them to participate in the landlord's decision-making process.
- **97%** of Falkirk Council tenants said their rent was very good, or good, value for money.
- **94%** of tenants are satisfied with the way Falkirk Council deals with their repairs and maintenance issues.
- **55.5%** of tenants said Falkirk Council should be spending their rent on internal improvements such as kitchens & bathrooms
- **41.6%** said that external improvements such as roofing & roughcasting was the second most important priority
- **39%** said that improving gardens, fencing & pathways was the third most important priority for their rent money to be spent on

There were 197 surveys completed on Participate+. We will use the survey results to inform the Tenant and Customer Participation Strategy.

Thank you too all tenants who completed the Tenant Satisfaction Survey on Participate+.

You can view the full results of the survey by scanning the QR Code below with your phone, or if you would like a hard copy of the survey, you can get this by emailing tenant.participation@falkirk.gov.uk

On this page you will also find our latest Landlord Reports to Tenants, this details how our service performs in comparison with other Landlords (the Scottish Average), this information is reported the Scottish Housing Regulator (SHR), the kind of information you will find here includes:

- Number of households currently waiting for adaptations to their home
- Rent collected as percentage of total rent due in the reporting year
- Average time to re-let properties

The page will also take you to links/ video clips where you can find out more about the role of the Scottish Housing Regulator.



Tenant and Customer Participation Strategy Consultation

Opportunity to Get Involved

We would like to hear your views on tenants and customer participation, what would encourage you to get involved, what would prevent you, please scan the QR code with your phone to take part in the consultation.



Give Us Your Views Sign Up For Participate+

Sign up to Participate+ now to have your voice heard, this only take 2 minutes!

Our platform provides a space for people who live, work or visit the Falkirk Council area to have their say and be actively involved in the local decision-making process.

Scan the QR code to sign up now!



Have your voice heard

Register for PARTICIPATE+



FALKIRK COUNCIL

Rainbow Muslim Womans Group/Youth Club

Founded in 1999, the Rainbow Muslim Women Group has been a beacon of hope and empowerment in the Forth Valley area. As a charitable organisation in partnership with Falkirk Council, it has dedicated itself to providing educational and social opportunities to the most vulnerable sectors of the community.

At the heart of the organisation's mission is its commitment to holistic community development. Through a diverse range of initiatives, the group aims to uplift individuals and families, equipping them with the skills and support they need to thrive. From educational courses on first aid and dementia to social activities like SFX makeup and cooking classes, the Rainbow Muslim Women Group offers a wide array of opportunities for personal growth and empowerment.

Central to its efforts is the youth group, which engages young members of the community in a variety of activities aimed at fostering leadership skills and

socialising with other young people. The youth group exemplifies the spirit of service and solidarity that defines the organisation.

The Rainbow Muslim Women Group actively reaches out to support families through its "Bairns & Mum's" group. This program offers a range of activities for children, from educational outings to dental hygiene classes, while also providing mothers with essential resources such as parenting courses. By addressing the needs of both children and mothers, the group promotes the overall well-being of families and strengthens community bonds.

The Rainbow Muslim Women Group stands as an example of community empowerment and solidarity. Through its dedication to education, social engagement, and support services, it continues to make a profound and lasting impact on the lives of individuals and families in the Forth Valley area and beyond.

Article written by Rahima Sattar Rehman



“ For the first time in weeks I can see a chink of light after speaking to you.

(Relative who phoned the Support Line)



I thought Strathcarron was just there for end of life... not for helping with the bit in between.”

(Daughter of a person living with advanced cancer)



What's important to you?

Are you living with, or caring for someone, with a life limiting illness?

A direct line to
Strathcarron Hospice
Live Your Life **Support Line:**

☎ **01324 827383**

✉ **fv.sciliveyourlife@nhs.scot**



SCAN ME



strathcarronhospice.net

Support Line
Opening Hours: 10am-4pm,
Monday to Friday.

Registered charity number: SC006704

Thinking About Downsizing

- Are you living in a house that is too big for your needs?
- Are you paying too much to heat a large property just for you?
- Would you like help to move to a smaller property?

Tenants Incentive Scheme

With to the housing crisis in Scotland, Falkirk council have a lack of housing stock, in particular larger properties. This means that families who need larger properties are on waiting lists for lengthy periods of time, and some homeless families in temporary accommodation for lengthy periods of time.

Falkirk council have a tenants incentive scheme. This is to assist people who live in a property that is too big to suit your needs. The incentive scheme aims to free up larger homes for people who need it.

With the cost of living and energy prices rising the benefits from moving from a large property to a smaller property may include a reduction in your heating/ electric costs.

To assist people who undertake the scheme we can provide support and assistance with your move.

If you are a Falkirk Council tenant and wish to move house, you can exchange your home with:

- Another Falkirk Council tenant
- A tenant of another council area
- A tenant from a Housing Association

You must receive written permission from us before an exchange can take place. To find out more please visit Housing allocations - www.falkirk.gov.uk/services/homes-property/council-housing/housing-allocations/mutual-home-exchange.aspx

There are many benefits to the scheme as listed below

If you are in a Falkirk Council property that is too large for your needs, we can offer you a grant of £2,000, or more and practical help for you to move to a smaller property.

To qualify, you must:

- Be a Scottish Secure Tenant with Falkirk Council
- Be living in a Council property with 3 bedrooms or more
- Have 2 bedrooms or more that you don't need
- Move to a smaller Falkirk Council property

If you would like further information, please see our web site or contact the us.

01324 506070 • housingservices@falkirk.gov.uk

What is the Tenants Incentive Scheme?

The Tenants Incentive Scheme was introduced to encourage tenants living in large, family sized properties that are now too large for them to move to a smaller home.

This is because we have a shortage of large family homes to let to overcrowded families. By offering financial and practical support, we hope that some tenants will move to a smaller property.



Falkirk Council works with partner Registered Social Landlords (RSLs) to increase affordable housing in the area. There have been several new build sites completed over the last few years by our partner RSLs, for example, Williamson Street in Falkirk, Rosebank in Dunipace and Kinnaird in Larbert with more due in the future.

Our partner RSLs include, Cairn, Castle Rock Edinvar (Places for People), Link (Curb), Loretto, Paragon and Kingdom.

Falkirk Council publish a five-year Strategic Housing Investment Plan (SHIP) annually, approved by Executive Committee in October. The SHIP details new build and other projects to deliver affordable housing within the Falkirk area. The 2025-2030 programme aims to deliver 961 additional affordable homes over five years.

Most properties being developed are for Social Housing however there are some Mid-Market Rent and

Shared Equity properties also being built. These different types of affordable housing are delivered by our partner RSLs.

Falkirk Council can allocate people who are on the Council housing list the new build social rent houses that have been built by our partner RSLs. Falkirk Council have different nomination agreements in place for each partner, ranging between 50%-100%.

If you are looking for a new build social rent property, it is important to click the box in your application to confirm that you are happy to be nominated for a property that belongs to one of our partner RSLs.



It is also important to complete a housing application for each RSL if you are interested in a new build as some of the properties, such as Mid-Market Rent, will only be advertised on the RSL's own webpage.

The **Open Market Shared Equity (OMSE)** scheme is a Scottish Government initiative aimed at helping first-time buyers and others on low to moderate incomes buy a home. Through this scheme, eligible buyers can purchase a property with the government paying part of the purchase price, allowing them to own most of the home while sharing equity with the government. This makes homeownership more affordable, as buyers don't need to fund the entire cost upfront.

To access the OMSE scheme, applicants must meet eligibility criteria, such as being a first-time buyer or needing a more suitable

home (e.g., due to disability). Buyers can choose a home from the open market within location-based price limits. Registered agents, like Link Housing, assist with eligibility checks, explain price limits, and submit applications to the Scottish Government. They also guide buyers in finding qualifying homes. Buyers can contact these agents directly to start the process - linkhousing.org.uk/shared equity.

For more information on the different types of affordable housing being developed, to apply for a Council House or to an RSL, or to find out more about the Scottish Government OMSE, please scan the QR code with your phone



or visit Falkirk Councils webpage and search, New Build Housing.

Coming soon Summer '25 - Commissioner Street in Bo'ness, provided by Link and Paragon, and Westquarter, provided by Paragon. For information on the sites please find links on Falkirk Councils new build webpage.

Good Neighbour Award

Good neighbours can often become good friends. Housing Services are often told stories about random acts of kindness and neighbours helping each other in crisis. It's important to recognise and encourage this. If you have a good neighbour and want to thank them for helping you out, please email us your story at tenant.participation@falkirk.gov.uk or text 07803898099. The Editorial Panel will then look at all the nominations and select one. So, get your nominations in before the 17 February 2025.

Examples of previous nominations include:

- Taking my bin out for me when I had just been discharged from hospital
- Clearing my path after the snow, so I could get out the house safely
- Cutting my grass, and maintaining my garden when I was unable to do so
- Taking in all my parcels
- Picking up the kids from school when I was running late
- Taking me to my hospital appointments
- Helping me fill out forms



Keeping An Eye On

79.4%

The number of properties meeting the Scottish Housing Standards Quality (SHQS) has improved this year. We have a 5-year investment programme in place to ensure stock is maintained in accordance with the SHQS, and progress is made towards Energy Efficiency Standard for Social Housing (ESSH) targets. 79.4% of our properties meet the standards, the HAMP (Housing Asset Management Plan) Group will keep you updated on any progress made.

Introducing Angus the New Manager of the Westfield Community Centre



We thought it would be nice to pop into the Westfield Community Centre for a coffee with the new Westfield Community Centre Manager Angus. Angus started in his new post in July 2024, he describes the community as active and vibrant. Angus is looking forward to developing a youth programme and helping older people to get online. Angus wants to keep up the good spirit in the community and wants the centre to become a hub for older and young people. Helping them build skills and confidence, while creating good role models for the community.

The Centre is run by 9 Trustees and 13 volunteers. Who work hard to deliver and facilitate to following:

Wee Nook Kitchen - where locals can pop in for a bite to eat, all they ask is that you leave a donation. The youth club provides educational and recreational activities for children 8- 13 years old.

Readers may have noticed the artwork around the centre - the mural was created by Forth Valley College Students and their Lecturer. The Community Service Team at Falkirk Council also helped. The funding for the mural came from Arnold Clark and Cala Homes. The design was inspired by the activities delivered in the centre.



Monday

Wee Nook Kitchen 10 - 2

Tae Kwon Do 5 - 9

Tuesday

Toddler Group 10 - 12

Move it and Lose It 11 -12

Young Family Group 1 - 3

Tae Kwon Do 5 - 9

Wednesday

Art and Craft 10 - 12

Wee Nook Kitchen 10 - 2

Youth Club 6.30 - 7.45

Nutrition and Meal Planning 4 - 6

Thursday

Tae Kwon Do 5 - 9

Friday

Wee Nook Kitchen 10 - 2

Art and Craft 10 - 12

Safer Communities' Youth Action Project Achievements

The Safer Communities Youth Action Project works with young people across Tamfourhill, Camelon and Bantaskin to encourage youth led community action in the area. The project is funded by the National Lottery Young Start Fund & The Falkirk Community School Fund and is managed by Tamfourhill Tenants and Residents Organisation.

The highlights of the project so far include:

- The twilight Sports Programme delivered 35 sessions on Friday nights 6pm-9pm which were delivered at 4 venues, there are 113 young people registered onto the Programme and 730 contacts were recorded over the entire programme. This included rollerblading, football and barbecues.
- A young volunteer's group has been established with 8 young people 10-15 years old
- Outdoor learning has been used in several contexts and sessions have been focussed upon learning Bushcraft and survival skills and using nature therapy to facilitate social and personal development



To find out more about upcoming projects You can join their facebook page by scanning the QR code - or by emailing John Hosie at John@ttrohub.co.uk or just pop along to the Tamfourhill Community Hub.



Housing Online

Housing Online gives you access to self-serve functions allowing you to:

- update your contact details (including phone numbers and email)
- update your personal details
- access your rent account, rent statement, and rent transactions
- complete a new housing application form
- view and bid on properties you are eligible for on Homespot

You will also be able to view your tenancy details and access the services for rent payments and reporting repairs.

If you already have an account, please remember you need to update your information, particularly if you have a disability.

Before you sign up for a Housing Online account, you must first have signed up for a myaccount through the mygovscot website.

For more details on how to sign up please scan the QR code with your phone.



It's a gas!

As most tenants will know, Falkirk Council is bringing natural gas to the villages of Avonbridge, California, Letham, Slamannan and Whitecross. This is great news for our tenants who will benefit from an affordable, efficient, and modern central heating system.

Funded by the Council and working with SGN to install the gas mains, the preparation for this project has been ongoing for the last few years. It is one of the largest gas mains extension projects that SGN have worked on in Scotland in recent years and involves planning the pipe route, engaging with landowners and establishing contracts for the work.

Letham, the smallest village, is now connected and the contractor has been appointed. Installation of gas central heating into tenants' homes to begin this month.

The timetable for the other villages is as follows:

- **Whitecross** - heating installations to start in January 2025.
- **California** - heating installations to start in January 2025.
- **Avonbridge** - heating installations to start in February 2025.
- **Slamannan** - Gas available from April 2025 - heating installation will follow.

Tenants who have had a gas service pipe and meter box installed will be contacted by our Customer Care Team when the heating installations are to begin, so keep an eye out for that letter coming through the door.

Some tenants want to keep their existing heating, and a gas service pipe and meter box will be installed so that gas heating can be put in when the current system needs replaced.

Overall, this represents a major investment in our rural villages by Falkirk Council. The new heating combined with energy efficient windows and doors means that our tenants' homes will be warmer and more economical to heat.



To find out more, search for www.sgn.co.uk/falkirk or scan the QR code which will take you to the SGN Falkirk Gas Mains Extension page.

The BBC Radio Teleswitch (RTS) What Does This Mean for Readers

Have you ever heard of the BBC Radio Tele Switch (RTS), and do you know what it does?

The BBC RTS was introduced around 40 years ago and uses a radio signal to help control and manage specific electricity meters. If you have an electric meter that has both peak and off-peak tariff rates and turns your electric heating or hot water on automatically, you may have a meter that uses the RTS technology. It is quite old technology, and the service is due to be closed on 30 June 2025.

What will happen now?

If you have one of the meters that switches between a peak and off-peak rate, your energy supplier will be in contact with you to arrange to change your meter to a more up to date one.

Your meter needs to be changed before the end of June 2025.

If you haven't heard from your energy company about changing the meter, then get in touch with them. Their contact details will be on your most recent energy bill.

ofgem

Making a positive difference
for energy consumers

BOOK A FREE
**HOME FIRE
SAFETY VISIT**

#MakeTheCall

#MAKE THE
CALL
HELP SAVE A LIFE
0800 0731 999

Repairs Survey



This survey gives our tenants the opportunity to provide feedback on the repairs service. If you have had a repair carried out within the last 12 months, we would love to hear what you think about the service provided. We value all customer feedback and use this to make positive improvements to the service. Our repairs satisfaction performance is reported annually to the Scottish Housing Regulator via our Annual Return on the Charter which shows how well we are performing against the standards and outcomes of the charter.

To take part please scan the QR Code with your phone.



Reporting Repairs Online - Opportunity to Get Involved

The new Housing Online system will enable tenants to report, appoint and track repairs online, before this part of the system goes live, we need to test it to make sure it works for our customers.

If you would like to help us test the system, please let us know, either by email at tenant.participation@falkirk.gov.uk or by texting 07803898099. It would be helpful if you have your own device to help us test the system, but this is not essential. You will also need a Housing Online account, if you don't have one, don't worry we can help you with this.

HOMELESS PREVENTION



ADVICE SUPPORT HELP

- ◆ Housing Advice
- ◆ Issues at Home
- ◆ Stay in Current Home
- ◆ Move in a Planned Way
- ◆ Making a House a Home
- ◆ Money Worries

Please don't worry or
feel ashamed about
asking for help.

Getting help early
could stop you
becoming homeless.

Losing your home
should be the
last option.



01324 503600
preventionteam@falkirk.gov.uk

FALKIRK COUNCIL

Changes to Kerbside Black Box Collections



As of **October 1, 2024**, there was a significant change to the kerbside black box collection service for residents. The Council is now focussing its service exclusively on the collection of glass bottles and jars. This means that textiles and small waste electrical and electronic equipment (WEEE) can no longer be collected at the kerbside.

What This Means for You

From October, if your black box contains textiles or small WEEE, our collection crew will collect the glass but leave the textiles and small WEEE behind. You will receive a contamination sticker explaining why those items were not collected.

Key Benefits of the Change

- **Simplified Collections:** Focusing solely on glass allows for a more efficient recycling process, ensuring your recyclables are handled properly.
- **Increased Collection Efficiencies:** Using separate vehicles for different types of waste enables more households to be serviced in a single collection route.
- **Service Continuity:** Collection frequencies will remain unchanged, with black box collections occurring every two weeks and food waste collections weekly.

Alternative Disposal Options

Whilst kerbside collections for textiles and small WEEE has ended, there are still plenty of disposal options available:

- **Textiles:** You can donate unwanted textiles via kerbside charity bags or drop them off at local recycling points www.falkirk.gov.uk/recyclingpoints or Household Waste Recycling Centres (HWRCs) www.falkirk.gov.uk/recyclingcentres. Retailers like Dunelm and Marks & Spencer also offer convenient textile take-back schemes. For more information on Dunelm takeback scheme: Textile Take Back Scheme - Help Reduce Waste | Dunelm Marks and Spencers: www.marksandspencer.com/ie/c/plan-a-shopping
- **Small WEEE:** Many retailers participate in the national electrical take-back scheme, allowing you to recycle old electrical items when you purchase new ones, regardless of where the item was originally bought. Learn More. www.recycleyourelectricals.org.uk/how-to-recycle-electronics/retailer-take-back/ Local HWRCs also accept small WEEE items. www.falkirk.gov.uk/recyclingcentres

Important Reminders

Please avoid placing textiles or small WEEE in your green bin or any recycling bins (burgundy or blue). Doing so may result in your recycling bin being tagged and left uncollected.

If you live in a flat or have excess glass bottles and jars, remember to use the many recycling points located throughout the Falkirk area. Find your nearest recycling point here: www.falkirk.gov.uk/recyclingpoints

Stay Informed

To make your waste-related inquiries easier, the Council has launched a new recycling app. This app provides all the information you need to stay up to date with your waste collection services, including checking collection days, booking HWRC appointments, or requesting bulky waste collections. Download the app here. <https://recycling.falkirk.gov.uk>

We appreciate your cooperation as we work together to make our recycling efforts more efficient and effective. Thank you for doing your part by using the services provided and recycling your produced wastes responsibly.

Useful links



Small WEEE Takeback Scheme Finder
www.recycleyourelectricals.org.uk/how-to-recycle-electronics/retailer-take-back



Textile recycling points
www.falkirk.gov.uk/recyclingpoints



Recycling Centers
www.falkirk.gov.uk/recyclingcentres



Recycling App
<https://recycling.falkirk.gov.uk>

Tenants' Voices



The Tenants Voices Panel is made up of Falkirk Council Tenants, they organise and chair all the meetings. The panel will pick a housing topic inviting tenants to submit questions about the service. They then identify the Officers who can answer these questions and invite them along to meetings. The panel meets every 3 months at different venues and times. They will meet next on **5th February between 6 and 8 pm at the Bonnybridge Community Centre.**

The topic for discussion is housing contribution to the management of estates, this can include responding to fly tipping, removing vandalism, maintaining open spaces and communal spaces. The panel will also highlight the contribution

tenants can make to managing the estates, i.e. litter picking, close cleaning and community gardens. All Falkirk Council tenants are welcome to come along to the meetings.

If you have a question about how estates are managed please submit your to tenant.participation@falkirk.gov.uk by 17th January 2025, the meeting takes a Question Time format (just like the programme on TV) - submitting questions before hand allows the panel to invite the right Officers, and also allows the Officers to prepare a response in advance. If you would like to be part of the panel, please speak to one of the members at the next meeting.

Parkfoot Court Tenants and Residents' Organisation Secures Funding For Revamp



The Parkfoot Tenants and Residents Association secured Lottery funding of £6550, to redecorate the club room, replace the blinds, lay new waterproof flooring and purchase a new music system.

Following the passing of Jim Sloan the previous Chair, the new Committee were keen to keep the day trips and yearly holidays going. The Association have arranged day trips to Dundee and North Berwick and have also arranged weeklong holidays to St Annes and Landudno.

If you're looking take part in Hogmanay celebrations the Association have arranged a party in the clubroom on the 31st of Dec 2014, please speak to the Committee if you're interested.

The Association are very experienced in organising parties, with two packed entertainment evening per year, and various other activities including:

- **Monday and Wednesday** Ladies Coffee and Natter from 1 - 3 pm
- **Tuesday and Thursday** Bingo from 7 pm

The panel hope that residents enjoyed their Christmas meal at the Three Kings.

Are you looking for support with finding a job or training?

Then Falkirk Council Employment and Training Unit (ETU) might just have the answer.

Helping parents into work

- Are you a parent looking to get back to work or improve your career opportunities?
- Do you feel you need to retrain to get a job?
- Are you worried about childcare?
- Do you need some financial advice before returning to work?

16-24's looking for a career path

- Are you a young person looking for training, an apprenticeship or job opportunities?
- Are you worried about your future and the career plans you have?
- Recently left school or college, and not sure of your next steps?
- Do you feel you need some extra support to get things back on track?

Do you have a health issue or disability?

- Are you concerned about working while managing a health issue or disability?
- Do you need some advice on your rights, workplace adjustments and funding?
- Are you unsure of what career path to take?
- Do you feel you need to retrain in a different industry?

Unemployed & looking for opportunities?

- Have you lost your job or had to give up work due to the circumstances?
- Are you considering a change in career direction?
- Do you feel you need to retrain or learn more about other industries?
- Has your confidence taken a knock since you have been out of work?

If any of the above applies to you, then our service could be right for you. Turn over to find out more about the services we offer

Contact us today to arrange an appointment with one of our friendly team of staff.

01324 504408

etu@falkirk.gov.uk

www.falkirk.gov.uk/etu

Wordsearch

R	S	W	P	E	L	O	D	R	G	A	F	I	H	T	Y	S	M
H	E	D	G	N	I	K	O	T	S	U	J	S	B	R	G	F	
F	J	H	T	G	Q	Y	S	E	F	C	L	Z	N	D	G	I	C
U	R	K	S	I	X	A	R	H	D	E	G	M	O	P	K	N	E
S	O	R	N	A	M	E	N	T	S	N	E	L	W	I	R	G	A
E	P	A	L	F	D	O	E	N	U	I	K	O	F	C	J	E	S
T	S	V	D	R	A	R	I	C	S	N	T	S	L	E	S	R	I
A	H	R	M	S	O	T	N	P	L	E	B	N	A	X	A	B	D
D	N	U	E	I	F	A	Q	Y	D	H	I	C	K	T	I	R	G
O	B	D	G	E	K	S	T	A	M	S	U	R	E	N	R	E	V
G	Y	O	S	T	D	I	U	O	H	G	E	L	E	P	O	A	K
P	L	L	T	J	V	N	F	L	A	B	A	F	S	N	C	D	P
C	E	P	R	I	O	D	I	V	M	I	S	T	L	E	T	O	E
R	D	H	T	C	R	A	T	E	S	R	E	W	M	B	L	A	H
W	I	A	J	O	B	N	C	H	R	T	C	X	O	F	Y	S	U
S	N	X	C	D	E	E	R	P	S	D	U	I	Q	T	R	D	F
U	T	H	S	L	D	K	C	W	O	N	D	E	R	L	A	N	D
F	A	R	Z	D	O	T	S	J	I	P	A	G	H	E	S	K	N

Find the following TWELVE CHRISTMAS words:

- | | |
|-------------|------------|
| DASHER | REINDEER |
| DECEMBER | RUDOLPH |
| GINGERBREAD | SNOWFLAKE |
| MISTLETOE | STOCKING |
| NATIVITY | TINSEL |
| ORNAMENTS | WONDERLAND |

Once you've found them simply draw a ring round them, fill in the form below and post us your entry. Wordsearch Competition winners will receive £50 Asda Vouchers and £25 for runners up. **Closing date is 1st February.**

Name:

Address:

.....

.....

.....

Daytime Tel No:

Post to: Tenant Talk Wordsearch, Community Engagement Team, The Forum, Callendar Business Park, Falkirk FK1 1XR.

Or take a picture of your entry and send to tenant.participation@falkirk.gov.uk
Employees of Falkirk Council are not eligible to enter.
The Editor's decision is final.

Adult Wordsearch Winners

Linzi from Bainsford **John** from Denny **Karina** from Camelon



Competition Winners

Elise from Boness

Emilia from Lauriston

Ingrid from Lauriston

Children's Competition



Name:

Address:

.....

.....

Age Group: 3-5 6-8 9-11 Daytime Tel No:

7-11-year-olds are invited to send us their own autumn themed drawing. £50 Smyths Toys Voucher for the winners of each age category.

Please send your entries to:
Community Engagement Team, Falkirk Council, The Forum,
Callendar Business Park, Falkirk FK1 1XR.

If you prefer, you can take a picture of your entry and send to tenant.participation@falkirk.gov.uk

Competition closing date is the 1st February.

Winning entries from the Children's Competition will be shown in the next edition of Tenant Talk.

Louise's Winter Wildlife Tips

Louise our new panel member is also part of a wildlife group who often visit the Helix Park to monitor pond life. Louise counted 32 swans and with seven cygnets. Here is some interesting swan facts Louise would like to share with readers:

- Swans living on fresh water will typically eat pondweed, stonewort and grass, as well as tadpoles and insects.
- If you want to feed swans then give them grains such as wheat or corn, and fresh greens such as lettuce or spinach. The food should be thrown onto the water so that they can swallow water with the food. Swans should not be fed on the nest.
- Swans mate for life. If a mate is lost then the surviving mate will go through a grieving process like humans do, after which it will either stay where it is on its own or fly off and find a new stretch of water to live on.



Check out the bird box Louise has made. Louise told us that birds will be looking for homes to raise their chicks, and that winter is a good time to give existing nest boxes a good clean, or to put up new ones. As temperatures drop and food becomes difficult to find, it's a good idea to keep tables and hanging feeders topped up with calorie-rich supplies like fat balls.

Hedgehogs, frogs, toads, newts and many more insects spend winter months hibernating. Leaving a few piles of logs and leaves in the garden will provide them with a sheltered place to rest.



Louise has suggested installing a wildlife camera at the Helix so people can watch wildlife 24/7. Wouldn't that be fun to watch.

If You See It Or Hear It - Report It!

Anti-Social Behaviour

To progress your report or give advice we need your contact details. These will be treated with the strictest of confidence. Please scan the QR code below with your phone to report online or call 01324 506070.



Crimestoppers

If you have information regarding a crime and don't want to talk to the police, contact the charity Crimestoppers on 0800 555 111. You will remain 100% anonymous. Always.

Police Scotland

email FalkirkSouthCPT@scotland.pnn.police.uk or call 101 to report a crime - call 999 in an emergency

Syringe Disposal

01324 506070

Child Protection

If you're worried about a child, please tell us. You do not have to give us your name if you do not want to.

Monday to Friday, 9am to 5pm:
01324 506070

All other times: 01786 470 500

Adult Support and Protection

If you think an adult you know is being harmed, we can help.
email asp@falkirk.gov.uk or call:

Monday to Friday, 9am to 5pm:
01324 506070

All other times: 01786 470500

Falkirk Council Complaints

We value complaints and use the information to help us improve our services.



Contact Us

One Number: **01324 506070**

Email Housing Services: housingervices@falkirk.gov.uk

Email for Housing Repairs: housing.repairs@falkirk.gov.uk

Please email tenant.participation@falkirk.gov.uk if this publication is required in another language or format.