

Landlord Report to Tenants 2024



Introduction

Welcome to Falkirk Council's latest edition of our landlord report. This report is to update you on how your Housing Service performed during the last reporting year and covers the period 1st April 2023 to 31st March 2024.

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Performance against these outcomes and standards is measured via our Annual Return on the Charter (ARC) which we submit to the Scottish Housing Regulator (SHR) by 31st May each year.

Over the past year, our combined efforts have resulted in substantial improvements across many aspects of our service, demonstrating our dedication to ensuring tenant satisfaction. These achievements include improved performance in meeting the Scottish Housing Quality Standard (SHQS), which emphasizes our commitment to providing safe, energy-efficient and well-maintained homes.

This year we have made many positive changes to our Housing Service, these include:

- Progressing our Rapid Rehousing Transition Plan, which improves homelessness outcomes.
 - Continued investment through our Housing Investment Programme. Over the next 5 years £184m will be invested in our stock to ensure homes are well-maintained and meet the SHQS.
 - Launched our new Falkirk Community Safety Partnership Antisocial Behaviour Strategy (2023-2028). Which places prevention, early intervention, engagement, rehabilitation and communication at the heart of the strategy.
 - Improved collaborative working practices and are working with communities to inform decisions and approaches when tackling and resolving antisocial behaviour.
 - Responding to reports of ASB more effectively by increasing face to face contact and engagement with residents living in our communities so we can better support those experiencing ASB.
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- Actively promoting effective engagement as a way of developing positive relationships between our service, tenants and groups of all ages.
 - Working to proactively engage with young people, through joint working with Education services, Fairer Falkirk our Homelessness and Tenant Participation teams. We are developing a training module which will enable our young people to gain a qualification and explore issues such as homelessness, tenancy sustainment budgeting and money advice.
 - Our tenant representatives are coproducing Tenant Voices, which is a new tenant organised and promoted group. The most recent session focused on the customer journey related to the allocations process.
 - The Strategic Housing Investment Plan (2023-24) delivered an additional 210 affordable homes. The target set out in the Local Housing Strategy is between 180-200.
 - Achieved full International Organisation for Standardisation (ISO) accreditation for the Housing Service demonstrating our commitment to quality control and continuous improvement.

We are committed to continuous service improvement and we have detailed improvement plans in place and are making good progress in areas such as void relet times, repairs, capital improvement works and improving energy efficiency. Further information can be found on the improvement and modernisation section of our [website](#).

We recognise the challenges many of our tenants' face and continue to do all that we can to support the most the most vulnerable households. Further information on available support and assistance can be found on the [Cost of living section](#) of the website.

Information on how we are regulated is available on our [Housing Performance webpage](#), along with copies of our current Engagement Plan and Annual Assurance Statement. To compare how we performed with other landlords across Scotland and find out more about the Scottish Social Housing Charter, you can visit the Scottish Housing Regulator's website at www.housingregulator.gov.scot.

We hope you find the information in the report useful and easy to understand. If you feel you could make a positive contribution to your local area by becoming more actively involved and helping us improve our service, please contact our Community Engagement Service on 01324 590706 or email tenant.participation@falkirk.gov.uk. Further information is also available on the [Customer Involvement](#) section of our website.

We would like to thank all tenants and residents, whether you are involved in our groups or not, for your feedback and participation.

By telling us what you think, this allows us to shape our service as it continues to change and improve in these challenging times.

Kenny Gillespie
Head of Housing & Communities.
Transformation, Communities & Corporate Services

The Customer Landlord Relationship

Indicator 1

Percentage of tenants satisfied with the overall service provided by their landlord

We are required by the Scottish Housing Regulator to carry out a large scale survey at least every three years. The information provided to the Scottish Housing Regulator in our Annual Return on the Charter 2023/24 was collected via the Tenant Satisfaction Survey we conducted in 2021.

75.3%

Falkirk Council

2021/22 75.3% | 2022/23 75.3%

86.5%

Scottish Average

Indicator 2

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions

We have listened to what our tenants told us about preferred methods of communication and made changes to reflect this. In response, we use personal letters where the information to be communicated is of a personal nature. Other more general information is published in the tenants' magazine, 'Tenant Talk' and/or available on the Falkirk Council website. The introduction of our new Housing Online portal means that we can now tailor individual preferences for communication to each tenant. This information was collected during the 2021 Tenant Satisfaction Survey.

This information was collected during the 2021 Tenant Satisfaction Survey. We use the results from our tenant Satisfaction Survey to tailor communication preferences based on tenant feedback.

85.2%

Falkirk Council

2021/22 85.2% | 2022/23 85.2%

90.5%

Scottish Average



98%

**of our tenants
are satisfied with
opportunities to
participate**

Indicator 5 | 2023/24

Indicator 5

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes

We continue to promote and encourage tenants to become actively involved and give their views via a method they feel most comfortable. We offer a range of opportunities to participate including tenant groups, surveys and consultations. We actively encourage tenant participation as a way of developing positive relationships between our service and tenants and resident groups of all ages.

98.0%

Falkirk Council

2021/22 **98.0%** | 2022/23 **98.0%**

87.7%

Scottish Average

Our Properties and Rent

Indicator C5

Rent Increase to be applied next year

When considering any proposed rent increase, we aim to balance affordability with investment in new and existing homes. All rent increases are agreed following extensive consultation with our tenants.

5.0%

Falkirk Council

2021/22 **2.0%** | 2022/23 **2.0%**

6.1%

Scottish Average

Our Housing Stock

As at the 31st March 2024, our total housing stock was 16856 properties. Here we show the average weekly rent for our housing stock by apartment size.

Size of home	Number of homes owned	Average Rent	Scottish Average
1 Apartment	17	£51.88	£82.24
2 Apartment	2741	£62.02	£87.87
3 Apartment	9042	£75.53	£90.29
4 Apartment	4546	£90.10	£98.30
5+ Apartment	510	£95.15	£108.29

Housing Quality And Maintenance

Indicator 6

Percentage of properties meeting the Scottish Housing Quality Standard (SHQS) at the reporting year end

The number of properties meeting the 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 (EESH) targets.

79.4%

Falkirk Council

2021/22 **59.9%** | 2022/23 **70.1%**

84.4%

Scottish Average

Indicator 7

Percentage of existing tenants satisfied with the quality of their home

We continue to invest in our homes and have a £184m capital investment programme in place over the next 5 years to ensure our stock is maintained in accordance with the SHQS. The percentage of tenants satisfied with the quality of their home was taken from the 2021 Tenant Satisfaction Survey.

77.0%

Falkirk Council

2021/22 **77.0%** | 2022/23 **77.0%**

84.0%

Scottish Average



3.1

**The average time
to respond to an
emergency repair
was 3.1 hours**

Indicator 8 | 2023/24

Indicator 8

Average length of time taken to complete emergency repairs (hours)

The average time to complete an emergency repair has improved over the last year and is currently below the Scottish Average.

3.1

4.0

Falkirk Council

Scottish Average

2021/22 4.6 | 2022/23 4.3

Indicator 9

Average length of time taken to complete non-emergency repairs (days)

Over the last 2 years the average time to complete a non-emergency repairs has improved. This year the time taken to complete was slightly above the Scottish average.

10.7

9.0

Falkirk Council

Scottish Average

2021/22 17.0 | 2022/23 10.1

Indicator 12

Percentage of tenants who have had repairs carried out in the last 12 months satisfied with the repairs and maintenance service

We monitor satisfaction with the repairs and maintenance service annually. This year the percentage of tenants satisfied with the service has increased and is above the Scottish Average.

96.9%

87.3%

Falkirk Council

Scottish Average

2021/22 92.4% | 2022/23 93.5%



96.9%

of tenants who have had a repair carried out in the last year are satisfied with the service received.

Indicator 12 | 2023/24

Neighbourhood And Community

Indicator 3

Percentage of all complaints responded to in full at Stage 1

All complaints and concerns are responded to in line with our complaints handling procedure which adheres to the Scottish Public Services Ombusman (SPSO) guidance. We act on all feedback received from our customers and use this to monitor and improve service delivery.

88.3%

Falkirk Council

2021/22 **93.2%** | 2022/23 **90.9%**

96.7%

Scottish Average

Indicator 3

Percentage of all complaints responded to in full at Stage 2

92.4%

Falkirk Council

2021/22 **84.3%** | 2022/23 **96.0%**

90.7%

Scottish Average

Indicator 4

The average time in working days for a full response at Stage 1 (complaints)

7.7

Falkirk Council

2021/22 **4.8** | 2022/23 **7.8**

5.1

Scottish Average

Indicator 4

The average time in working days for a full response at Stage 2 (complaints)

18.9

17.5

Falkirk Council

Scottish Average

2021/22 20.7 | 2022/23 24.1

Indicator 13

Percentage of tenants satisfied with the contribution to the management of the neighbourhood that they live in

This information was taken from the 2021 Tenant Satisfaction Survey.

84.0%

84.70%

Falkirk Council

Scottish Average

2021/22 84.0% | 2022/23 84.0%

Indicator 14

Percentage of tenancy offers refused during the year

The percentage of tenancy offers refused is lower than the Scottish National Average. We regularly review our housing allocation policy to ensure those in most housing need can secure accommodation as quickly as possible. We continue to monitor reasons for refusals to actively reduce the number of offers refused.

25.6%

30.50%

Falkirk Council

Scottish Average

2021/22 34.5% | 2022/23 33.2%



**We launched our new
Falkirk Community Safety
Partnership Antisocial
Behaviour Strategy
during 2023/24.**

Indicator 15

Percentage of antisocial behaviour cases reported in the last year which were resolved

This year we have launched our new Falkirk Community Safety Partnership ASB Strategy (2023-2028). Which places prevention, Early Intervention, Engagement, Rehabilitation and Communication at the heart of the strategy. We are improving collaboration and working with communities, using community led intelligence to inform decisions and approaches when tackling and resolving antisocial behaviour. We have increased face to face contact and engagement with residents living in our communities so we can better support those experiencing ASB.

74.0%

Falkirk Council

2021/22 **88.9%** | 2022/23 **80.1%**

94.3%

Scottish Average

Indicator 22

Percentage of the court actions initiated which resulted in eviction

The decision to proceed to court action is always a last resort. We do not make comparisons between other landlords for this indicator as it would not be appropriate to set targets for evictions.

27.7%

2023/24

2021/22 **0.0%** | 2022/23 **8.9%**

Access To Housing And Support

Indicator 16

Percentage of new tenancies sustained for more than a year

Our approach to tenancy sustainment is based on building positive relationships with our tenants. We ensure tenants get the advice, information and support they need on how to obtain support to remain in their tenancy.

94.1%

Falkirk Council

2021/22 **93.1%** | 2022/23 **93.7%**

94.2%

Scottish Average

Indicator 17

Percentage of lettable houses that became vacant during the year

The percentage of houses becoming vacant this year has increased, however is lower than the Scottish average. We continue to increase our stock through our buy back and new build schemes.

6.4%

Falkirk Council

2021/22 **6.5%** | 2022/23 **5.9%**

7.2%

Scottish Average

Indicator 19

Number of households currently waiting for adaptations to their home

The number of households waiting for adaptations has increased. We have secured additional resources to deal with the backlog and anticipate this will improve in the coming year.

406.0

24.3

Falkirk Council

Scottish Average

2021/22 **202.0** | 2022/23 **268.0**

Indicator 21

The average time to complete adaptations (days)

The increase in our average time to complete adaptations reflects the increased demand. We anticipate the average time to complete will improve in the coming year.

106.8

44.8

Falkirk Council

Scottish Average

2021/22 **62.6** | 2022/23 **67.0**

Indicator 30

Average time to re-let properties (days)

The average time to relet has increased this year. We have a detailed improvement plan in place to reduce the average time to relet and are making progress towards this aim. We anticipated this will reduce in the coming year.

111.4

56.7

Falkirk Council

Scottish Average

2021/22 **77.0** | 2022/23 **98.0**



210

**Affordable homes
delivered through
our Strategic Housing
Investment Plan**

Getting Good Value From Rents And Service Charges

Indicator 26

Rent collected as percentage of total rent due in the reporting year

The percentage of rent collected has improved this year. This year we have introduced rent account analytics to our rent management system. This allows us to target resources effectively and offer assistance at the earliest stage for those who may be experiencing financial difficulty. This allows us to maximise rental income and we continue to see a sustained reduction in rent arrears.

98.8%

Falkirk Council

2021/22 **98.2%** | 2022/23 **96.6%**

99.4%

Scottish Average

Indicator 18

Percentage of rent lost through homes being empty during the last year

The increase in the percentage of rent loss through empty properties reflects the increase in average days to relet a property. We have a detailed improvement plan in place to reduce relet times and anticipate this figure will reduce over the coming year.

2.2%

Falkirk Council

2021/22 **1.8%** | 2022/23 **2.0%**

1.4%

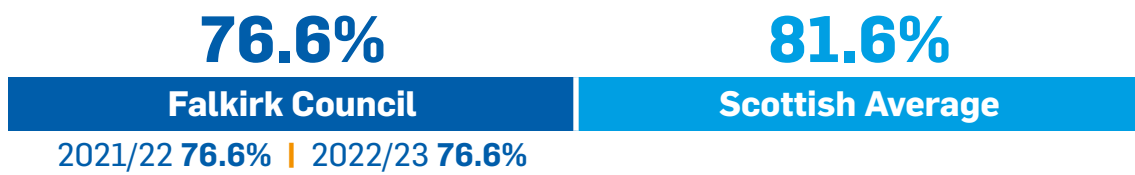
Scottish Average

Indicator 25

Percentage of tenants who feel that the rent for their property represents good value for money

We continue to balance our rent charges with the cost of services, planned investment and affordability. Our rents remain one of the lowest social rents in Scotland.

The percentage of tenants who feel their rent represents good value for money was taken from the 2021 Tenant Satisfaction Survey.



Other Customers

Indicator 31

Average weekly rent per pitch

£92.32

Falkirk Council

2021/22 **£88.76** | 2022/23 **£90.51**

£79.59

Scottish Average

Indicator 32

Satisfaction with management of site

The percentage of satisfied by residents satisfied with management of the gypsy/traveller site has improved and is above the Scottish Average. We have adopted a multi-agency approach to ensure our residents have the same access to services as other local residents. This includes working in collaboration with Education services and the NHS.

66.7%

Falkirk Council

2021/22 **100.0%** | 2022/23 **40.0%**

65.5%

Scottish Average

Tenant Feedback Contact Details

Falkirk Council Community Engagement Team

The Forum
Callendar Business Park
Falkirk FK1 1XR

Tel: 01324 590796/590858

Email: tenant.participation@falkirk.gov.uk

Web: www.falkirk.gov.uk/inspectortenant

Scottish Housing Regulator

Buchanan House
58 Port Dundas Road
Glasgow G4 0HF

Tel: 0141 242 5642

Email: shr@shr.gov.scot

You can compare Falkirk Council's performance with other social landlords across Scotland, view our Engagement Plan, and learn more about the Charter by visiting the Scottish Housing Regulator's website at www.housingregulator.gov.scot

If you would like this information in another language, Braille, LARGE PRINT or audio tape, please contact one of our Advice & Support Hubs.

How can you get involved?

Falkirk Council's Community Engagement Team is here to help you tell us how Housing Services could improve its performance.

With your involvement, you will be able to tell us what you think about the services we provide, make suggestions on how we could do better, and check out how we are performing.

There are many ways that you can get involved and help Housing Services to keep you informed. These include:

- [Tenants Voices Meetings](#) (run by tenants)
- Open days
- Questionnaires and surveys
- Exhibitions
- Comment cards
- Housing Consultation Register
- Service Improvement Scrutiny Group
- Community Choices
- [Registered Tenants and Residents Organisations](#)
- Editorial Panel for Tenant Talk magazine
- Tenant led Estate Walkabouts
- [Housing Online portal](#)

If you would like to be involved, please contact the Community Engagement Team on 01324 590796 or by email at tenant.participation@falkirk.gov.uk

FALKIRK COUNCIL

