

Our Vision For The Website

Clear

Simple

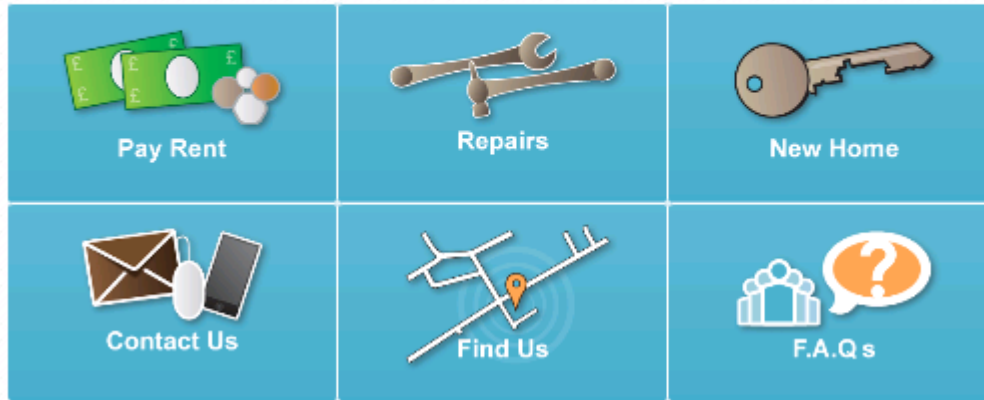
Helpful

Easy To Use



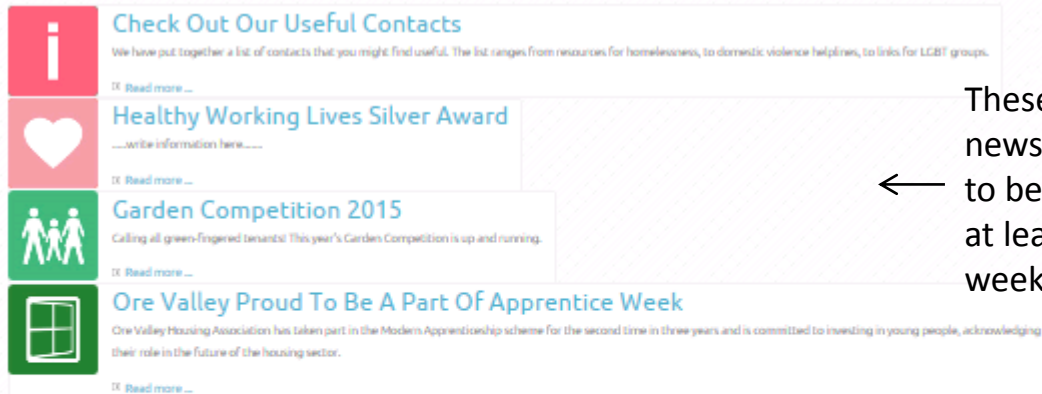
← This section is for corporate browsers of our website.

→ This section is for our tenants and our potential tenants.

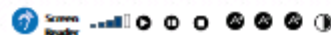


← This is our social media side tab. Keep up to date with our Facebook, Twitter, YouTube and LinkedIn accounts!

→ This is our accessibility bar to help people who are visually impaired, or have communication barriers.

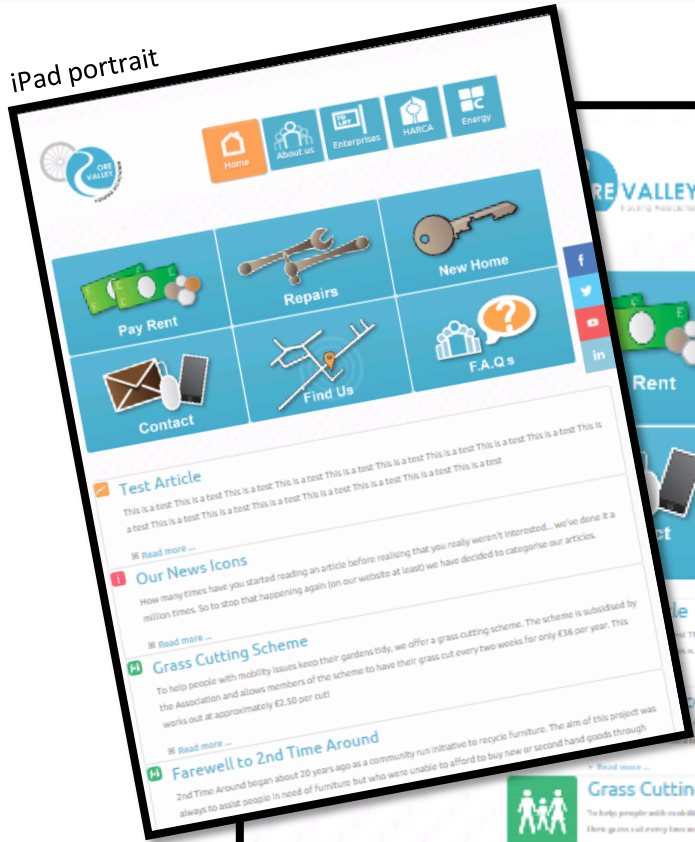


← These are our news articles, to be updated at least once a week.

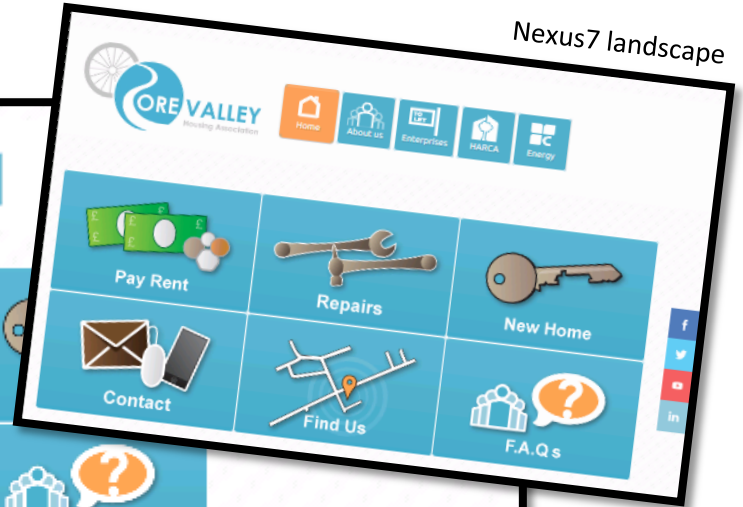


Fully Responsive Design

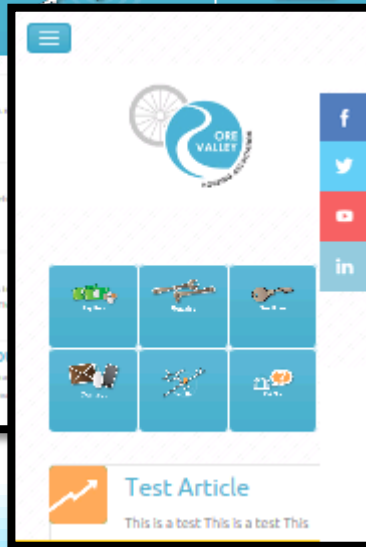
iPad portrait



Nexus7 landscape



17" monitor



Smartphone portrait

Fully Responsive Design

This means that the website moves and changes to fit to whichever device you are using, whether that's a smartphone, a tablet or a computer!

PAYING YOUR RENT

Paying your rent is now easier than ever. The AllPay method is best, as this allows you to pay in lots of different ways. For ALL of these methods you will need with you your AllPay Tenant Card which you were given at the time of sign-up. If you have lost your card, please phone the office on 01592 721 917.

Online

Via The Website

If you wish to pay your rent online, you can do so by paying through the [AllPay website](#)

Via The App

For an even easier and more convenient way to pay your rent, there is now a fantastic new app which you can download to your smartphone. Just search for "AllPay" in the app store, and follow the instructions on screen. This is available on both Apple and Android.

Offline

In Person

Visit any Post Office, or shop which is a PayPoint or a Pay Point terminal, and pay your rent directly there. Or of course, pop into our office.

Over The Phone

You can phone AllPay direct on 0870 243 6648, and they will process your payment over the phone.

Other Ways

Direct Debit or Standing Order

You can also set up a Direct Debit or a Standing Order to pay your rent, which means that your payments to come out of your bank account automatically on the same day of every month. This enables you to sit back and relax, knowing your rent will be paid on time every month. If this sounds like the best option for you then please ring the Housing Management Team at Core Valley Housing Association on 01592 721 917, or email them on housing@corevalleyha.org.uk

Trouble Paying Your Rent?

Don't suffer in silence!

If you're struggling to meet your payments, speak to one of our team who will help you to get you back on track. You can also seek independent advice from the [Money Advice Service](#) (their number is 0300 500 5000).

Mid-Market Rent Tenants

If you are a mid-market rent tenant then paying rent is a little different. You won't be given an AllPay card, so your ways of payment are more limited. You can either come into the office and pay cash, set up a direct debit or bank transfer.

To set up a Direct Debit, just click [here](#) - we use a 3rd party company called Co Cardless which is regulated by the Financial Conduct Authority.

If you would like our best details to you can bank transfer money (also known as "paying by BACS") then give the Housing Management team a ring on 01592 721 917. All major banks and building societies now have mobile apps of their own, so this may well be the easiest method for you.

Bright, colourful boxes defining clearly the different topics covered in this section

This page explains all about repairs for example, which ones we cover, and which ones we will ask you to pay for.

REPORTING A REPAIR

As your landlord, we at Ore Valley Housing Association have the responsibility to ensure your home is in good condition, including carrying out repairs to fixtures and fittings.

There are a few situations and types of repair when we will ask you in advance to cover the costs, including if you ask us to repair damage to the property that has been made by you, your family or visitors.

There is more information on this within section 5 of the Tenancy Agreement that you signed at the start of your tenancy.

With that in mind, we always advise our tenants to take out Home Contents Insurance so you are protected against accidental damage, loss or theft. Some tenants have chosen **Thistle Tenants Insurance**. You can call them on: 0845 604 7007 / 01628 586 187

Important information:

- If an appointment is made with you to complete a repair, and our contractor is then unable to gain access to your home at the time of the appointment, you will be charged a fee to cover their costs.
- If an act of vandalism has caused damage to your home, you must report it to the police first, and obtain a crime reference number before reporting the repair to us. The cost of this repair will not be charged to you.
- For important annual checks, such as gas servicing, you are required to make and keep an appointment. If this appointment is consistently not kept and the time elapsed is more than 12 months since the last check, we may in extreme cases, force access to your home, change the locks and charge this cost to you.
- You have a right to have certain small repairs carried out within fixed time limits under our **Right to Repair Scheme**.
- Where a repair needs for your carpets or laminate flooring in your house to be uplifted, this is something that you are responsible for, we will advise you before we carry out the repair if we require you to lift the carpet or laminate flooring.

Please, note that if you are responsible to cover the costs of a repair and you fail to make any payments towards it, unfortunately we will be unable to carry out any repairs, unless they are an emergency.

If you are unsure whether your repair will be charged, or for full terms and conditions about repairs, just contact us on 01592 721 917. For our full Repair Policy or our Emergency Repairs Guide head over to the [Policies and Procedures](#) page.

Emergency Repairs

To report an emergency repair 24/7 please call the office on 01592 721917 and follow the options given.

An Emergency Repair is any situation where work is required to:

- Make your home safe e.g. a broken window or external door
- Ensure your safety and that of others e.g. a smoke alarm sounding or having no heating and hot water
- Prevent or reduce property damage e.g. flooding

If you smell gas call National Grid on 0800 111 999

This orange box tells you what to do in case of emergency repairs.

Report A Repair

Name

Email

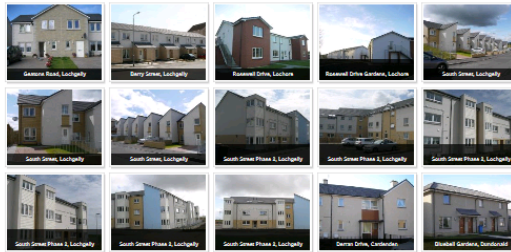
Phone

Nature of Repair

This form should be used to report a routine repair.

FIND A NEW HOME

Below are photos of some, but not all, of our housing stock. We have over 650 properties across Fife ranging from 2 to 5 beds, from flats to bungalows and everything in between. Most of our properties are in Lochgelly, Cardenden and surrounding areas, however we do have some individual properties as far as St Andrews.



Social Housing

Core Valley Housing Association has joined the Fife Housing Register (FHR), which is a Common Housing Register that allows applicants to apply for social housing across all housing associations within Fife.

There is only one application form to complete - [see our Fife](#) about details of offered forms for each individual housing association. Once your application is received, you will be assessed against a points scheme. You will get priority for those who have no previous or current homelessness, homelessness, homelessness, disability needs etc. Once your application has been accepted you will be placed on one of the following categories, based on your needs: Urgent Housing Needs, Short-Term Housing, Long-Term, Local and Shared Tenure, Management Needs, No Home Care Needs.

You can [CLICK HERE](#) to read Fife Council's guide on social housing for this guide you can search and see many points you would be awarded.

Unfortunately, at the moment you cannot apply online for social housing in Fife, however you can download the application form [HERE](#).

If you have a housing query or wish to make a complaint please do so via our Contact Us page or please call us on 01592 721917

Further information on the Fife Housing Register can be found [HERE](#)

Average Rent Prices

Based on bed room only, and not taking into account location or type of property, these are the current average rent prices for our social housing stock:

- 2 Bed Property - £275 pcm
- 3 Bed Property - £325 pcm
- 4 Bed Property - £375 pcm
- 5 Bed Property - £475 pcm

Mid-Market Rent

We also have a range of private rented stock (apartments and flats) in the Fife area, for the high end of the Fife area.

Located in Rosendean Drive in Rosendean, these homes are ideal for families with 2-3 child dependant properties available. These properties are not social housing, and may not be suitable for your needs. There is currently no waiting list for a HomeShare scheme, and we would be happy to advise for these properties.

To discuss if you have the best rental property right for you, or if you would like more information, just call the number highlighted above.

You can download the application form [HERE](#)

Rent Prices

The rental prices for our Mid-Market Rent properties are as follows:

- 2 Bed Flat - £475 pcm
- 3 Bed Flat - £485 pcm
- 4 Bed House - £600 pcm

This shows examples of our property stock, and the type of home you could move in to.

This is information about finding a housing association property, or social housing.

This is information about our Mid-Market Rent properties.



CONTACT US

Name

Email

Phone

Subject

Message
Please include as much detail as possible.

Ore Valley Housing Association

114-116 Station Road
Cardenden
Fife
KY5 0BW

T: 01592 721 917

Ore Valley Business Centre

93 Main Street
Lochgelly
Fife
KY5 9AF

T: 01592 786 700

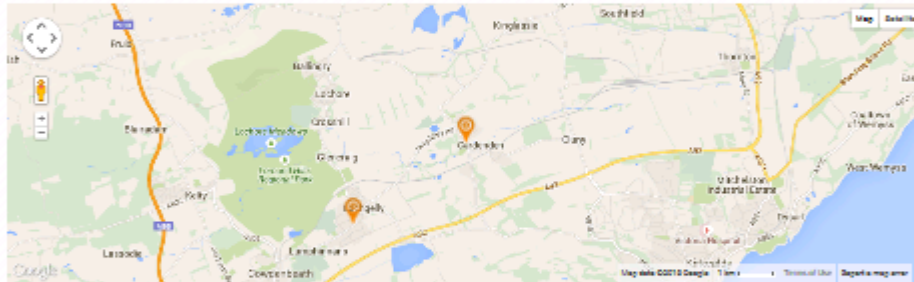
A contact form which send an email directly to our office.

Addresses and phone numbers for the Housing Association in Cardenden and the Business Centre in Lochgelly.



FIND US

Large, interactive map showing the two office locations, along with the addresses of each



Ore Valley Housing Association
114-116 Station Road
Cardenden
Fife
KY5 0BW
T: 01592 721 917

Ore Valley Business Centre
93 Main Street
Lochgelly
Fife
KY5 9AF
T: 01592 786 700



A list of topics for the FAQs, which lead you through to questions and answers

The screenshot shows the website header with the CORE VALLEY Housing Association logo on the left and a navigation menu with icons for Home, About us, Enterprises, HARCA, and Energy on the right. Below the header is a large blue banner with the text "F.A.Qs" in white. Underneath the banner, the word "Topic:" is followed by a list of links: "Paying Rent", "Repairs", "New Home", "Housing Management", and "All Other FAQs". At the bottom of the page, there is a footer with the text "Developed by Untangled Web Ltd" on the left and a horizontal menu with links for "Board Login", "Articles", "Paying Your Rent", "Repairs", "New Home", and "Contact Us". The "Paying Your Rent" link is expanded to show sub-links for "FAQ" and "FAQ". A small blue square with a white arrow pointing up is located on the right side of the footer.

News Icons



Budgeting and
Welfare



Business
Development



Community and
Neighbourhood



Guest Blog



Health and
Wellbeing



Repairs and
Maintenance



Opportunities



Regulation and
Performance



Tenant
Involvement



Useful
Information

Ore Valley's Values

Responsible and Caring

How the website met this:

We understood a need to make our website easier to use for our service users and this was a main focus throughout the project.

Ore Valley's Values

Open and Accountable

How the website met this:

By simplifying our website right down, and adhering to the “3-click-rule”, we make all our information (including policies and performance reports) easily accessible.

Ore Valley's Values

Pro-active and Innovative

How the website met this:

We have a dedicated person for Communications, unlike many Housing Associations, and our super-modern new website is easily viewable on all devices (smartphone, tablets, laptops etc)

Ore Valley's Values

Honest, Approachable and Reliable

How the website met this:

Using jargon-free wording we are hoping to make everything we say really clear and easy to understand.

Ore Valley's Values

Respectful and treat everyone fairly

How the website met this:

Again, using clear language, a fully responsive design and having the accessibility toolbar ensures no one is excluded.

Ore Valley's Values

Listen to and learn from
customers and other networks

How the website met this:

During the build of the website,
constant and extensive research has
been conducted about the needs of
social housing tenants through not only
other companies' websites but also
through tenant focus groups.