

Ore Valley Housing Association Ltd

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Assurance statement 2025/2026

Each year landlords tell us how they are meeting regulatory requirements

Engagement plan from 1 April 2025 to 31 March 2026

Engagement plans describe our work with each social landlord

Compare this landlord to others

[Landlord Comparison Tool](#)

PDF 195KB

Landlord report

Landlord details

Housing stock

Documents

[View report by year](#)

2024/2025

Homes and rents

At 31 March 2025 this landlord owned
737 homes.

The total rent due to this landlord for
the year was **£3,867,830**.

The landlord increased its weekly rent
on average by **4.6%** from the
previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£87.12	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	81	£86.44	£93.27	-7.3%
3 apartment	440	£100.09	£96.00	4.3%
4 apartment	195	£109.54	£104.51	4.8%
5 apartment	21	£119.65	£115.58	3.5%

Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

Overall service

90.7%

86.9% national average

90.7% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.9%**.

Keeping tenants informed

96.6%

90.0% national average

96.6% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.0%**.

Opportunities to participate

100.0%

86.3% national average

100.0% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.3%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

99.5%

87.2% national average

99.5% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **87.2%**.

Emergency repairs

1.8 hours

3.9 hours national average

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **3.9 hours**.

Non-emergency repairs

6.7 days

9.1 days national average

The average time this landlord took to complete non-emergency repairs was **6.7 days**, compared to the Scottish average of **9.1 days**.

Reactive repairs 'right first time'

99.4%

88.0% national average

This landlord completed **99.4%** of reactive repairs 'right first time' compared to the Scottish average of **88.0%**.

Repair or maintenance satisfaction

96.4%

86.8% national average

96.4% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **86.8%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

94.4%

93.7% national average

94.4% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **93.7%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.6%** of the total rent it was due in the year, compared to the Scottish average of **100.2%**.

Rent not collected: empty homes

It did not collect **0.4%** of rent due because homes were empty, compared to the Scottish average of **1.3%**.

Re-let homes

26.8 days

60.6 days national average

It took an average of **26.8 days** to re-let homes, compared to the Scottish average of **60.6 days**.

