

# 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](#)

2023/2024

## Homes and rents

At 31 March 2024 this landlord owned  
**726 homes**.

The total rent due to this landlord for  
the year was **£3,594,032**.

The landlord increased its weekly rent  
on average by **6.0%** from the  
previous year.

## Average weekly rents

| Size of home | Number of homes owned | This landlord | Scottish average | Difference from Scottish average |
|--------------|-----------------------|---------------|------------------|----------------------------------|
| 1 apartment  | -                     | -             | £82.21           | N/A                              |

| Size of home | Number of homes owned | This landlord | Scottish average | Difference from Scottish average |
|--------------|-----------------------|---------------|------------------|----------------------------------|
| 2 apartment  | 77                    | £81.07        | £87.81           | -7.7%                            |
| 3 apartment  | 435                   | £94.52        | £90.24           | 4.7%                             |
| 4 apartment  | 194                   | £103.95       | £98.26           | 5.8%                             |
| 5 apartment  | 20                    | £113.27       | £108.25          | 4.6%                             |

## Tenant satisfaction

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

### Overall service

**90.7%**

86.5% national average

**90.7%** said they were satisfied with the overall service it provided, compared to the Scottish average of **86.5%**.

### Keeping tenants informed

**96.6%**

90.5% 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 **90.5%**.

### Opportunities to participate

**100.0%**

87.7% 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 **87.7%**.

## Quality and maintenance of homes

## Scottish Housing Quality Standard

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**99.3%**

84.4% national average

**99.3%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **84.4%**.

### Emergency repairs

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**1.8 hours**

4.0 hours national average

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **4.0 hours**.

### Non-emergency repairs

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**5.8 days**

9.0 days national average

The average time this landlord took to complete non-emergency repairs was **5.8 days**, compared to the Scottish average of **9.0 days**.

### Reactive repairs 'right first time'

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**94.3%**

88.4% national average

This landlord completed **94.3%** of reactive repairs 'right first time' compared to the Scottish average of **88.4%**.

### Repair or maintenance satisfaction

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**96.6%**

87.3% national average

**96.6%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **87.3%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**100.0%**

94.3% national average

**100.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.3%**.

## Value for money

### Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.6%** of the total rent it was due in the year, compared to the Scottish average of **99.4%**.

### Rent not collected: empty homes

It did not collect **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

### Re-let homes

#### 36.5 days

56.7 days national average

It took an average of **36.5 days** to re-let homes, compared to the Scottish average of **56.7 days**.

