

Ore Valley Housing Association Ltd

Correspondence address

114-116 Station Road
Cardenden
Fife
KY5 0BW

Email address

ovha@orevalleyha.org.uk

Website

<https://www.orevalleyha.org.uk>

Phone number

01592 721917

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](#)

2022/2023

Homes and rents

At 31 March 2023 this landlord owned
724 homes.

The total rent due to this landlord for
the year was **£3,423,441**.

The landlord increased its weekly rent
on average by **5.4%** from the
previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£78.28	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	76	£80.56	£83.51	-3.5%
3 apartment	436	£89.62	£86.29	3.9%
4 apartment	193	£98.42	£93.97	4.7%
5 apartment	19	£105.66	£103.74	1.9%

Tenant satisfaction

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

Overall service

90.7%

86.7% national average

90.7% said they were satisfied with the overall service it provided, compared to the Scottish average of **86.7%**.

Keeping tenants informed

96.6%

89.7% 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 **89.7%**.

Opportunities to participate

100.0%

85.9% 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 **85.9%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

97.7%

79.0% national average

97.7% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **79.0%**.

Emergency repairs

1.8 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

9.9 days

8.7 days national average

The average time this landlord took to complete non-emergency repairs was **9.9 days**, compared to the Scottish average of **8.7 days**.

Reactive repairs 'right first time'

97.8%

87.8% national average

This landlord completed **97.8%** of reactive repairs 'right first time' compared to the Scottish average of **87.8%**.

Repair or maintenance satisfaction

94.2%

88.0% national average

94.2% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **88.0%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

98.2%

94.2% national average

98.2% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.2%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.4%** of the total rent it was due in the year, compared to the Scottish average of **99.0%**.

Rent not collected: empty homes

It did not collect **0.8%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

31.9 days

55.6 days national average

It took an average of **31.9 days** to re-let homes, compared to the Scottish average of **55.6 days**.

