

# 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

2021/2022

## Homes and rents

At 31 March 2022 this landlord owned **724 homes**.

The total rent due to this landlord for the year was **£3,204,989**.

The landlord increased its weekly rent on average by **4.0%** from the previous year.

### Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£75.92	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	76	£80.56	£81.35	-1.0%
3 apartment	436	£89.62	£84.21	6.4%
4 apartment	193	£98.42	£91.50	7.6%
5 apartment	19	£105.66	£100.75	4.9%

## Tenant satisfaction

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

### Overall service

**87.8%**

87.7% national average

**87.8%** said they were satisfied with the overall service it provided, compared to the Scottish average of **87.7%**.

### Keeping tenants informed

**97.2%**

91.2% national average

**97.2%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.2%**.

### Opportunities to participate

**95.1%**

86.8% national average

**95.1%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.8%**.

## Quality and maintenance of homes

## Scottish Housing Quality Standard

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**97.4%**

72.9% national average

**97.4%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **72.9%**.

## Emergency repairs

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**2.0 hours**

4.2 hours national average

The average time this landlord took to complete emergency repairs was **2.0 hours**, compared to the Scottish average of **4.2 hours**.

## Non-emergency repairs

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**15.2 days**

8.9 days national average

The average time this landlord took to complete non-emergency repairs was **15.2 days**, compared to the Scottish average of **8.9 days**.

## Reactive repairs 'right first time'

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**98.3%**

88.3% national average

This landlord completed **98.3%** of reactive repairs 'right first time' compared to the Scottish average of **88.3%**.

## Repair or maintenance satisfaction

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**90.9%**

88.0% national average

**90.9%** 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

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**91.9%**

94.7% national average

**91.9%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.7%**.

## Value for money

### Total rent collected

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The amount of money this landlord collected for current and past rent was equal to **99.8%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

### Rent not collected: empty homes

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It did not collect **1.1%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

### Re-let homes

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**47.7 days**

51.6 days national average

It took an average of **47.7 days** to re-let homes, compared to the Scottish average of **51.6 days**.