

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

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

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

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'

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

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

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

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

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

Re-let homes

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**.

