

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](#)

2020/2021

Homes and rents

At 31 March 2021 this landlord owned
720 homes.

The total rent due to this landlord for
the year was **£3,044,804**.

The landlord increased its weekly rent
on average by **1.0%** from the
previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£73.71	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	75	£80.49	£79.78	0.9%
3 apartment	428	£84.77	£82.72	2.5%
4 apartment	197	£94.58	£89.84	5.3%
5 apartment	20	£99.34	£100.02	-0.7%

Tenant satisfaction

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

Overall service

87.8%

89.0% national average

87.8% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

97.2%

91.7% 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 **91.7%**.

Opportunities to participate

95.1%

86.6% 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 **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

97.4%

86.8% national average

97.4% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **86.8%**.

Emergency repairs

1.5 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **1.5 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

10.8 days

6.7 days national average

The average time this landlord took to complete non-emergency repairs was **10.8 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

99.1%

91.5% national average

This landlord completed **99.1%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

89.3%

90.1% national average

89.3% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

100.0%

94.4% national average

100.0% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.4%**.

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 **99.1%**.

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

44.3 days

56.3 days national average

It took an average of **44.3 days** to re-let homes, compared to the Scottish average of **56.3 days**.

