

# 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](#)

2019/2020

## Homes and rents

At 31 March 2020 this landlord owned **674 homes**.

The total rent due to this landlord for the year was **£2,958,874**.

The landlord increased its weekly rent on average by **2.4%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	-	-	£73.48	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	75	£71.83	£78.02	-7.9%
3 apartment	397	£83.26	£80.13	3.9%
4 apartment	185	£91.64	£87.10	5.2%
5 apartment	17	£99.20	£96.20	3.1%

## Tenant satisfaction

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

### Overall service

**87.8%**

89.2% national average

**87.8%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

### Keeping tenants informed

**97.2%**

92.0% 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 **92.0%**.

### Opportunities to participate

**95.1%**

87.2% 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 **87.2%**.

## Quality and maintenance of homes

## Scottish Housing Quality Standard

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**98.4%**

94.4% national average

**98.4%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

### Emergency repairs

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**1.6 hours**

3.6 hours national average

The average time this landlord took to complete emergency repairs was **1.6 hours**, compared to the Scottish average of **3.6 hours**.

### Non-emergency repairs

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**5.9 days**

6.4 days national average

The average time this landlord took to complete non-emergency repairs was **5.9 days**, compared to the Scottish average of **6.4 days**.

### Reactive repairs 'right first time'

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**96.6%**

92.4% national average

This landlord completed **96.6%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

### Repair or maintenance satisfaction

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**98.7%**

91.4% national average

**98.7%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.4%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**100.0%**

94.1% national average

**100.0%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

## Value for money

### Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.7%** 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 **0.4%** of rent due because homes were empty, compared to the Scottish average of **0.9%**.

### Re-let homes

**20.4 days**

31.5 days national average

It took an average of **20.4 days** to re-let homes, compared to the Scottish average of **31.5 days**.

