

# 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](#)

2018/2019

## Homes and rents

At 31 March 2019 this landlord owned  
**674 homes**.

The total rent due to this landlord for  
the year was **£2,880,197**.

The landlord increased its weekly rent  
on average by **3.5%** from the previous  
year.

## Average weekly rents

| Size of home | Number of homes owned | This landlord | Scottish average | Difference from Scottish average |
|--------------|-----------------------|---------------|------------------|----------------------------------|
| 1 apartment  | 0                     | -             | £70.22           | N/A                              |

| Size of home | Number of homes owned | This landlord | Scottish average | Difference from Scottish average |
|--------------|-----------------------|---------------|------------------|----------------------------------|
| 2 apartment  | 75                    | £69.77        | £76.11           | -8.3%                            |
| 3 apartment  | 397                   | £81.52        | £77.70           | 4.9%                             |
| 4 apartment  | 185                   | £89.10        | £84.43           | 5.5%                             |
| 5 apartment  | 17                    | £96.29        | £93.50           | 3.0%                             |

## Tenant satisfaction

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

### Overall service

**91.6%**

90.1% national average

**91.6%** said they were satisfied with the overall service it provided, compared to the Scottish average of **90.1%**.

### Keeping tenants informed

**91.6%**

91.6% national average

**91.6%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.6%**.

### Opportunities to participate

**92.7%**

86.5% national average

**92.7%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.5%**.

## Quality and maintenance of homes

## Scottish Housing Quality Standard

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**97.9%**

94.1% national average

**97.9%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.1%**.

### Emergency repairs

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**1.5 hours**

3.7 hours national average

The average time this landlord took to complete emergency repairs was **1.5 hours**, compared to the Scottish average of **3.7 hours**.

### Non-emergency repairs

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**5.6 days**

6.6 days national average

The average time this landlord took to complete non-emergency repairs was **5.6 days**, compared to the Scottish average of **6.6 days**.

### Reactive repairs 'right first time'

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**97.6%**

92.5% national average

This landlord completed **97.6%** of reactive repairs 'right first time' compared to the Scottish average of **92.5%**.

### Repair or maintenance satisfaction

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**100.0%**

91.6% national average

**100.0%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.6%**.

## Neighbourhoods

### Anti-social behaviour

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**5.3 cases**

7.6 cases national average

For every 100 of this landlord's homes, **5.3 cases** of anti-social behaviour were reported in the last year.

## Cases resolved

**102.8%**

87.9% national average

**102.8%** of these cases were resolved, compared to the Scottish figure of **87.9%**.

## Value for money

### Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.2%** 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 **0.4%** of rent due because homes were empty, compared to the Scottish average of **0.9%**.

## Re-let homes

**15.5 days**

31.9 days national average

It took an average of **15.5 days** to re-let homes, compared to the Scottish average of **31.9 days**.

