

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](#)

2017/2018

Homes and rents

At 31 March 2018 this landlord owned
674 homes.

The total rent due to this landlord for
the year was **£2,780,516**.

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	-	£67.44	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	75	£66.74	£73.35	-9.0%
3 apartment	397	£78.58	£74.94	4.9%
4 apartment	185	£85.88	£81.38	5.5%
5 apartment	17	£92.58	£90.37	2.4%

Tenant satisfaction

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

Overall service

91.6%

90.5% national average

91.6% said they were satisfied with the overall service it provided, compared to the Scottish average of **90.5%**.

Keeping tenants informed

91.6%

91.7% 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 **91.7%**.

Opportunities to participate

92.7%

85.9% 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 **85.9%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

97.3%

94.2% national average

97.3% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.2%**.

Emergency repairs

1.4 hours

4.0 hours national average

The average time this landlord took to complete emergency repairs was **1.4 hours**, compared to the Scottish average of **4.0 hours**.

Non-emergency repairs

5.0 days

6.4 days national average

The average time this landlord took to complete non-emergency repairs was **5.0 days**, compared to the Scottish average of **6.4 days**.

Reactive repairs 'right first time'

98.7%

92.2% national average

This landlord completed **98.7%** of reactive repairs 'right first time' compared to the Scottish average of **92.2%**.

Repair or maintenance satisfaction

100.0%

92.1% 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 **92.1%**.

Neighbourhoods

Anti-social behaviour

6.2 cases

7.5 cases national average

For every 100 of this landlord's homes, **6.2 cases** of anti-social behaviour were reported in the last year.

Cases resolved

92.9%

87.9% national average

92.9% 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 **98.8%** of the total rent it was due in the year, compared to the Scottish average of **99.4%**.

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

15.7 days

30.8 days national average

It took an average of **15.7 days** to re-let homes, compared to the Scottish average of **30.8 days**.