

# 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](#)

2016/2017

## Homes and rents

At 31 March 2017 this landlord owned  
**674 homes**.

The total rent due to this landlord for  
the year was **£2,665,848**.

The landlord increased its weekly rent  
on average by **2.7%** 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	-	£66.48	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	75	£64.61	£71.65	-9.8%
3 apartment	398	£76.96	£73.11	5.3%
4 apartment	184	£83.60	£79.39	5.3%
5 apartment	17	£90.05	£88.39	1.9%

## Tenant satisfaction

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

### Overall service

**91.6%**

89.6% national average

**91.6%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.6%**.

### Keeping tenants informed

**91.6%**

91.1% 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 **91.1%**.

### Opportunities to participate

**92.7%**

83.8% 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 **83.8%**.

## Quality and maintenance of homes

## Scottish Housing Quality Standard

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**96.4%**

93.7% national average

**96.4%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **93.7%**.

### Emergency repairs

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**1.8 hours**

4.7 hours national average

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **4.7 hours**.

### Non-emergency repairs

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**7.3 days**

7.1 days national average

The average time this landlord took to complete non-emergency repairs was **7.3 days**, compared to the Scottish average of **7.1 days**.

### Reactive repairs 'right first time'

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**92.5%**

92.4% national average

This landlord completed **92.5%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

### Repair or maintenance satisfaction

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**91.2%**

90.5% national average

**91.2%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.5%**.

## Neighbourhoods

### Anti-social behaviour

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**7.0 cases**

8.4 cases national average

For every 100 of this landlord's homes, **7.0 cases** of anti-social behaviour were reported in the last year.

## Cases resolved

**83.0%**

87.2% national average

**83.0%** of these cases were resolved, compared to the Scottish figure of **87.2%**.

## Value for money

### Total rent collected

The amount of money this landlord collected for current and past rent was equal to **99.3%** of the total rent it was due in the year, compared to the Scottish average of **99.6%**.

### 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

**13.3 days**

31.6 days national average

It took an average of **13.3 days** to re-let homes, compared to the Scottish average of **31.6 days**.