

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](#)

2015/2016

Homes and rents

At 31 March 2016 this landlord owned
659 homes.

The total rent due to this landlord for
the year was **£2,573,419.**

The landlord increased its weekly rent
on average by **2.0%** from the
previous year.

Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
1 apartment	0	-	£65.97	N/A

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	66	£62.29	£70.39	-11.5%
3 apartment	392	£75.08	£71.53	5.0%
4 apartment	184	£80.96	£77.60	4.3%
5 apartment	17	£87.09	£85.97	1.3%

Tenant satisfaction

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

Overall service

93.3%

89.0% national average

93.3% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

96.8%

90.6% national average

96.8% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **90.6%**.

Opportunities to participate

90.5%

81.4% national average

90.5% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **81.4%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

98.3%

92.8% national average

98.3% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **92.8%**.

Emergency repairs

1.9 hours

5.1 hours national average

The average time this landlord took to complete emergency repairs was **1.9 hours**, compared to the Scottish average of **5.1 hours**.

Non-emergency repairs

8.2 days

7.6 days national average

The average time this landlord took to complete non-emergency repairs was **8.2 days**, compared to the Scottish average of **7.6 days**.

Reactive repairs 'right first time'

87.9%

91.2% national average

This landlord completed **87.9%** of reactive repairs 'right first time' compared to the Scottish average of **91.2%**.

Repair or maintenance satisfaction

83.5%

90.0% national average

83.5% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.0%**.

Neighbourhoods

Anti-social behaviour

6.2 cases

8.6 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

90.2%

86.6% national average

90.2% of these cases were resolved, compared to the Scottish figure of **86.6%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **100.0%** 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 **1.0%**.

Re-let homes

19.8 days

35.4 days national average

It took an average of **19.8 days** to re-let homes, compared to the Scottish average of **35.4 days**.