

# Ore Valley Housing Association Ltd

## Correspondence address

114-116 Station Road  
Cardenden  
Fife  
KY5 0BW

## Email address

ovha@orevalleyha.org.uk

## Website

<https://www.orevalleyha.org.uk>

## Phone number

01592 721917

## 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](#)

2014/2015

## Homes and rents

At 31 March 2015 this landlord owned  
**659 homes.**

The total rent due to this landlord for  
the year was **£2,494,380.**

The landlord increased its weekly rent  
on average by **3.0%** 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		£64.06	

Size of home	Number of homes owned	This landlord	Scottish average	Difference from Scottish average
2 apartment	66	£60.47	£68.55	-11.8%
3 apartment	398	£72.93	£69.58	4.8%
4 apartment	178	£78.55	£75.68	3.8%
5 apartment	17	£84.15	£84.04	0.1%

## Tenant satisfaction

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

### Overall service

**93.3%**

88.1% national average

**93.3%** said they were satisfied with the overall service it provided, compared to the Scottish average of **88.1%**.

### Keeping tenants informed

**96.8%**

89.3% 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 **89.3%**.

### Opportunities to participate

**90.5%**

79.6% 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 **79.6%**.

## Quality and maintenance of homes

## Scottish Housing Quality Standard

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**98.2%**

90.9% national average

**98.2%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **90.9%**.

### Emergency repairs

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**1.7 hours**

5.9 hours national average

The average time this landlord took to complete emergency repairs was **1.7 hours**, compared to the Scottish average of **5.9 hours**.

### Non-emergency repairs

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**6.4 days**

7.9 days national average

The average time this landlord took to complete non-emergency repairs was **6.4 days**, compared to the Scottish average of **7.9 days**.

### Reactive repairs 'right first time'

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**92.5%**

90.2% national average

This landlord completed **92.5%** of reactive repairs 'right first time' compared to the Scottish average of **90.2%**.

### Repair or maintenance satisfaction

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**92.9%**

89.3% national average

**92.9%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **89.3%**.

## Neighbourhoods

### Anti-social behaviour

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**8.2 cases**

8.8 cases national average

For every 100 of this landlord's homes, **8.2 cases** of anti-social behaviour were reported in the last year.

## Cases resolved

**77.8%**

83.2% national average

**77.8%** of these cases were resolved, compared to the Scottish figure of **83.2%**.

## 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 **99.5%**.

### Rent not collected: empty homes

It did not collect **0.5%** of rent due because homes were empty, compared to the Scottish average of **1.1%**.

## Re-let homes

**19.3 days**

36.9 days national average

It took an average of **19.3 days** to re-let homes, compared to the Scottish average of **36.9 days**.