

# Providing a brilliant customer experience

Featuring Lynn Wassell, Kevin McGhee, Scott Murray & Helena Montague



Lynn Wassell



Kevin McGhee



Scott Murray



Helena Montague

# With customers as its first priority, delivering a good repairs service is critical for Clyde Valley Housing Association. Its long-standing relationship with principal contractor Timetra is a key part of getting repairs right:

## **Lynn Wassell, Chief Executive of the Clyde Valley Group**

“Our contractor relationships are really important to Clyde Valley Group. Clearly we procure those relationships so it’s a fair tendered exercise. What’s happened over recent years is that local businesses have been really successful in winning. Timetra is an example of that for our repair service. They have recently won the tender again. It means that we jointly invest in the community to create a circular economy where we invest money in jobs and services and within our region. Repairs is the most important aspect of service for our customers. When things go wrong we need to be there with the best service possible and working in close partnership with contractors who care is the best way to achieve that.”

## **Kevin McGhee, Housing & Maintenance Manager, Clyde Valley Housing Association**

“To benefit customers we need to have an efficient and effective repairs service. The customer needs to know that they can give us a call secure in the knowledge we’ll get there as quickly as possible and get the repair done well, first time. At the end of the day, it’s their home and we should never lose sight of that.

“Our relationship with Timetra is really important. They have worked with us since the inception of Clyde Valley Housing Association in 1996, so they are very aware of how we work and our house types so they can offer a tailored and efficient service. Timetra has 60 people working for them, contributing to the local economy throughout Lanarkshire. There has been close working relationships built between our two businesses with a clear focus on helping customers: it can be a busy job so that ‘team ethos’ really helps.

“Ultimately we want to deliver an outstanding repairs service and we want customers to be happy. Sometimes we don’t get that right and so it’s important we listen and improve at every turn. That’s why it’s critical we liaise with customers through our Customer Panel too so they can let us know where we can do better. We set and agree key performance indicators with all suppliers including Timetra to ensure delivery is right and we insist on a schedule of post-inspection reports via Technical Inspectors to check that the quality is up-to-scratch. I do this job because I know that there is a human story behind every repair and we can never forget that as we go about our working lives.”

## **Scott Murray, Managing Director at Timetra**

“For Clyde Valley Housing Association we are their principal contractor. We provide all of their repairs and maintenance services across all of their properties including day-to-day repairs; emergency repairs including weekends and evenings and refurbishing their vacant properties. The company was started by my father fifty years ago. He grew up in social housing and saw the worst of times when it was poorly invested in, second-rate housing. He decided that there was a better way and that every job regardless of what it was or who it was for should be done to a high standard. I started as an apprentice and those values have lived on in the business. We understand Clyde Valley’s people and culture and it’s important we keep these at the heart of the work we do and how we work with customers.

“Local training is essential to the business. Helena is one of two young women who have joined Timetra on our Apprenticeship scheme. We have a partnership with New College Lanarkshire who provide us with candidates each year.

“**To benefit customers we need to have an efficient and effective repairs service.**”

We look for local apprentices who are motivated and want to be involved in construction. Helena grew up in a Clyde Valley house and she knew the value of quick, efficient repairs. Helping young people is one of the real positives of my position and I see the value they bring every day we are out on the road.”

## **Helena Montague, Apprentice with Timetra**

“I originally was a post-woman but I wanted a new challenge. I saw an advert for New College Lanarkshire for a construction course. It gave me a way in and after working through all the trades I settled on joinery. Timetra gave me a chance to put my skills to good use and I haven’t looked back. It makes all the difference when a customer calls the office to say thanks. My own parents were tenants of Clyde Valley and they were well looked-after so it’s great to be part of the team. I’d love to use the opportunity to stay here for a few years. One day I’d like to run my own business or be a site manager so I’m investing in night classes to get to the next level.”