

The importance of factoring services to the community

Featuring Donna Milton, Lynn Wassell & Drew Sykes



Drew Sykes



Lynn Wassell



Donna Milton

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Donna Milton, Chair of Clyde Valley Property Services (CVPS)

“The work of CVPS is diverse but everything we do is focused on supporting the main work of the Clyde Valley Group which means making a difference for customers. We run an extensive factoring business with 3000 customers: Clyde Valley are fantastic developers of homes and maintain the properties really well and we maintain the place. In everything we do we ensure there are attractive places for Clyde Valley's communities to live in where people are safe; the factoring service is key to making a real difference to how people live their lives day-to-day. Any of the profits we make at CVPS is reinvested back into the parent group so we spend more on homes and we spend more on places.

Lynn Wassell, Chief Executive of the Clyde Valley Group

“Our team are the face of Clyde Valley and the really important thing is visibility. Our factoring service is a really good example. It's pretty widespread over our regional patch with several thousand homes and it's our people who make this work. Our colleague Drew is an excellent ambassador, driving things forward in the community. He's out every day working to improve standards and the quality of the service. We want to make people proud of where they live.

Drew has a flair for helping customers, putting them at ease and helping to find a solution. He's a local man and has real knowledge of our patch, there's not a blade of grass around Clyde Valley he doesn't know. Importantly, that knowledge helps with brilliant contract management. It helps him to work with our landscape contractor Tivoli to listen to customers and challenge if needed if the service isn't right and always to look for improvement.

“Drew loves what he does and he will go the extra mile so if it's simpler to trim the hedge himself he'll do that. If you can get that sense of pride with your team where people feel empowered to do what they need to do for the customer then it's a great foundation.”

Drew Sykes, Technical Officer, Clyde Valley Property Services

“I come from thirty years working in housing with a Local Authority and I live in Motherwell so know our area like the back of my hand. In my role with Clyde Valley I focus on landscaping issues, I see on daily basis what needs to happen to help things improve for everyone and for the factored customers in particular.

“Factoring is really important to our customers because they like to look around our estates to see that things are in order and it gives them a good outlook in the morning when they get up and they like to see the estates nice and tidy.

“Listening to customers is so important. There are various routes for customers to make a comment, raise a complaint or to offer up some congratulations on a job well done. It's essential we respond promptly so people don't think we're not listening to them. Sometimes an elderly resident will phone in and want the trees cut back. Rather than waiting days to get the contractor back to it I may just take a pair of clippers to it myself. It's nice to see the thanks you get for that and to know you've dealt with it promptly and properly.”