

CONNECT

ISSUE: 23
SUMMER 2026



CLYDE VALLEY
HOUSING
ASSOCIATION

Featured inside CONNECT

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We are here to help you, to see a member of the team, please make an appointment.

Contact Us:

Monday to Thursday 9am - 5pm
Friday 9am - 4.30pm

 01698 268 855

 cvha@cvha.org.uk

 www.cvha.org.uk

A summer message from our Chief Exec

As we move into the summer months, I'm delighted to share our latest newsletter with you and reflect on what has been a significant and positive time for Clyde Valley Housing Association.

This year marks a very special milestone 30 years since CVHA was established in 1996. Over the past three decades, we have grown and evolved alongside our communities, and this anniversary gives us a valuable opportunity to celebrate how far we've come, recognise the people who have shaped our journey, and look ahead to the future together.

At the heart of everything we do is our commitment to providing high quality homes and services. You will see throughout this newsletter the wide range of work underway to invest in our homes from improvements such as window replacements and boiler upgrades to essential safety checks and surveys that ensure your homes remain safe, comfortable and fit for the future.

Equally important is the support we provide beyond our homes. I am incredibly proud of the impact our teams continue to make from our Contact Centre, which supports thousands of customers each month, to our Welfare Benefits Team, who have helped secure over £1.3 million in financial gains for our customers this year alone. These services, alongside our valued partners, play a vital role in helping people through challenging times.

Community remains at the core of CVHA. Whether it's supporting local events, funding grassroots projects, or working together to keep neighbourhoods clean, safe and welcoming, we know that strong communities are built through collaboration. I would encourage you to get involved through our Tenant Participation opportunities, Customer Panel, or community activities so we can continue shaping our services together.

Finally, I want to thank all our customers for your continued support, feedback and engagement. Your voice helps drive improvements and ensures we are meeting the needs of the communities we serve.

I hope you enjoy this edition of the newsletter, and I look forward to connecting with many of you at our upcoming anniversary celebrations and AGM

Carron Garmory



Save the Date

AGM
CVHA Office
5:00pm
Monday
14th Sept 26

Celebration Event
CVHA Office
11am - 3pm
Wednesday
16th Sept 26



CLYDE VALLEY
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This year marks 30 years since Clyde Valley was established in 1996. You may have noticed our commemorative anniversary logo appearing on our communications.

To celebrate this milestone, we're inviting customers to join us at our office on **16 September**. It will be a great opportunity to reflect on how far we've come and to look ahead to the future together.

SAVE THE DATE



CLYDE VALLEY
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Join us as we celebrate 30 years of
CVHA

Reflecting on where we've come from
and looking ahead to the future

WEDNESDAY 16 SEPTEMBER

11am - 3pm
CVHA Office
50 Scott Street

What you can expect
A warm welcome at our offices
Presentation and reflections
Lunch
What's next for CVHA

We look forward to celebrating with you

If you are interested in attending our celebration event, please add your details to this [register](#) or let our contact centre team know and we will contact you nearer the time with further details.



We're also launching a summer project for young people living in our homes. We're encouraging them to get creative, with the aim of bringing their artwork together into a special keepsake booklet to mark our 30th anniversary.

Calling All Young Creatives!



We'd love children and young people up to the age of 12 years to take part in our 30th Anniversary Celebrations



We want to know



What they like about their home



Or what they like about their community



Or what they think the world or their community will look like in 30 years

Why take part?

All artwork will be brought together in a special keepsake booklet and shared as part of our 30th Anniversary celebrations.

Every piece helps us celebrate life today and imagine the future.

How to take part



Create something using any materials (paper, crayons, pens, paint, etc), take pictures, create something online, write a poem or a short story no longer than one page



Include your child's name and age on front or back



Send your artwork to CVHA by post, or taking a picture and sending it via email or Facebook

Closing date:
Monday 17th
August

Materials

If you need some paper and coloured pencils, let us know and we will send these out to you

CVHA, 50 Scott Street, Motherwell, ML1 1PN
cvha@cvha.org.uk

Welcome aboard and Celebrations

Since the beginning of the year, we've welcomed a number of new colleagues to Clyde Valley. We're delighted to have them on board and extend a very warm welcome to the team.



- Nicole MacMichael – Welfare Benefits Officer
- Ruth Hewitt – Senior Finance Officer
- Caroline Wilson – Customer Service Manager
- Michael Cairns – Business Improvement Apprentice
- Jack Marshall – Asset & Compliance Data Co-Ordinator
- Lynn Lamb – Housing Officer (Temp)
- Anna Dowty – Business Improvement Officer
- Nichola Coutts – Housing Officer
- Lynn Cowan – Revenue Officer
- Aaron Wallace – Assistant People Partner (Temp)
- Fraser Buchanan – Interim Asset Manager



Celebrating 5 Years of Our Contact Centre

As we celebrate CVHA's 30th anniversary, we are also marking five years since the launch of our Contact Centre.

Over this time, we've shared many important moments – welcoming new babies, celebrating milestone birthdays, saying goodbye to valued colleagues, and greeting new team members. These experiences have helped shape the strong, supportive culture we're proud of today.

From the start, the team has been committed to delivering high-quality customer service. Ongoing learning has been a priority, with several colleagues achieving their CIH Level 4 in Housing, strengthening our ability to support our customers.

All staff have also received training in fuel wellbeing advice, enabling us to better support customers facing financial challenges. Our partnership with the Trussell Trust further allows us to refer those in need to vital foodbank support.

The Contact Centre currently manages between 6,000 and 7,000 interactions each month from customers, partners, and stakeholders. We aim to resolve as many enquiries as possible at first contact, demonstrating the team's commitment to delivering a customer-focused service

As we mark this milestone, we're proud of what we've achieved and grateful to everyone who has contributed. We look forward to building on this success in the years ahead.

Total Interactions for 2025/26

42,868
inbound
calls

6,884
outbound
calls

35,203
emails
55 Facebook
messages

23,546
CRM cases
logged

MAKING INFORMATION AVAILABLE FOR OUR TENANTS

As your landlord, we are open and transparent about our work and performance, and we publish this information on our website. Please visit our [website](#) to view the following:

- Guide and video to support our tenants and services users on how we are regulated by Scottish Housing Regulator
- Our Engagement Plan
- Our Annual Assurance Statement
- Our Landlord report (our performance for the year)

Taking pride in place

We all want to live in neighbourhoods that feel safe, clean and welcoming and by working together, we can make that happen. Looking after our homes, gardens and shared spaces helps create an environment we can all feel proud of.

We are here to support this, setting out simple ways we can all play our part in keeping our communities looking their best.

Working Together

If you're interested in bringing neighbours together for a community clean-up day, our Customer Engagement team is here to help. It's a great way to meet others, make a visible difference and build a stronger sense of community just get in touch to find out more.

Grass Cutting

Keeping your garden maintained is part of your tenancy, but we understand this isn't always easy. If you need a hand, there are lots of local services that can help why not check platforms like Facebook or Gumtree to find someone nearby?

Keeping Shared Spaces Tidy

During the warmer months, many of us spend more time outdoors. Whether you're using a communal garden, walkway or green space, a quick tidy up after yourself, such as putting away toys, bikes or equipment can make a big difference for others using the space.

Fly tipping, Excess rubbish and Uplifts

We know that dealing with waste isn't always easy, but leaving items in shared areas or beside bins can quickly make spaces look untidy and unsafe. If you have extra rubbish or bulky items, please arrange an uplift through the appropriate service. Taking a little extra time to dispose of waste properly helps keep our neighbourhoods clean, safe and enjoyable for everyone. Thank you for doing your bit.

To report fly tipping:

[North Lanarkshire Council](#)

[South Lanarkshire Council](#)

[East Dunbartonshire Council](#)

Picking Up After Your Pets

Spending time outside with pets is one of life's simple pleasures. If you're out and about with your pet, please remember to clean up after them. It helps keep our paths, parks and shared spaces pleasant for everyone to enjoy.

Looking Out for Your Neighbours

Being part of a community also means looking out for one another. A quick check-in with a neighbour, especially someone who might need a little extra support, can go a long way. Small gestures like helping with shopping or watering plants can really brighten someone's day.

Litter

We've seen an increase in litter in some areas, but even small actions can make a big difference. Why not get involved in a local litter-picking group? It's a great way to meet people, get some fresh air and help keep our streets clean and tidy.



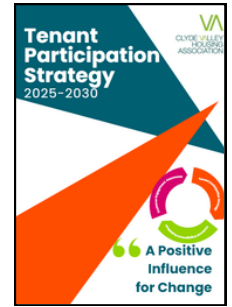
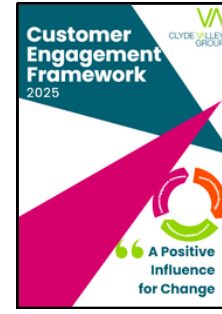
Click or scan the QR Code to view our Guide to Anti Social Behavior

Have your say and get Involved

We have developed two key resources to provide clear guidelines and expectations to enhance how we listen to, involve, and act on feedback from our customers:

Customer Engagement Framework: a clear, organisation-wide approach for all tenures across CVG, embedding engagement into everyday practice. This framework serves as the overarching document that guides and encompasses all supporting documents.

Tenant Participation Strategy: (2025–2030) a formal, planned approach outlining opportunities on how social rented tenants can participate, provide feedback and influence our decision making processes.



Click on image to take you to document



We also have a range of Tenant Participation opportunities coming up and are always keen to hear from customers who would like to get involved. You can view our upcoming activities on our [website](#)

If you are interested, you can join our Tenant Participation [register](#), and we will contact you directly about upcoming opportunities.

To find out more about our activities over the last year, take a look at our annual report covering the period of [April 2025 - March 2026](#):



Institute of Customer Service Survey (July)

You will receive a text message inviting you to take part in this short survey. This only takes 10 minutes to complete. We'd love to hear from anyone living in a CVHA property, not just the person named on the tenancy so please take a few minutes to share your views.

Customer Service Excellence Review (August)

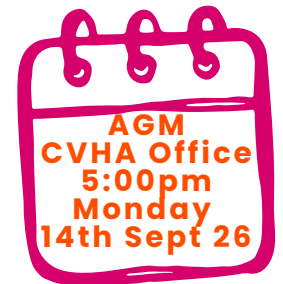
We're working to keep up our Customer Service Excellence accreditation. Your feedback helps show what we're doing well and where we can keep improving.



Here's what's coming up:

Share membership

For as little as £1, you can become a member of Clyde Valley Housing Association. Membership provides the opportunity to participate and to stand for election at the Annual General Meeting and vote for members of the Board. Just email us at cvha@cvha.org.uk if you would like to join.



Annual Satisfaction Survey October/November

This is your chance to tell us how we're doing. We'll be carrying out surveys face-to-face and by phone, so please take part if you're contacted, your voice helps shape what we do next.

Customer Panel

Our Panel come together on a bi-monthly basis meeting in our office on a Wednesday evening between 5-7.30pm. It is an opportunity for our customers to share their valuable thoughts, feedback, and opinions to help shape and refine the services we provide. Their collective input is instrumental in ensuring that the services we offer meet the highest standards, benefiting not only CVHA customers but also the wider communities where we have homes.

It's been a busy and exciting time for the CVHA Customer Panel since the start of the year, over the past few months, members have been making a real difference completing their first scrutiny project since COVID on how we communicate through newsletters and bulletins, helping us improve how we connect with customers. You can find a copy of the report [here](#)

They most recently came together to provide feedback to our Investment and Property team to share ideas and provide feedback on the planned works programme and how we communicate important information out to our customers across Clyde Valley.

On top of that, they've played a key role in reviewing Community Fund applications, helping guide where funding goes to make the biggest impact in our communities.



You don't need to have any experience to join our Panel, you may be a new tenant or someone who has been with us for a number of years. We welcome people of all ages, experiences and backgrounds. Increasing the number of people in our Panel ensures we are capturing the voices from a wide representation of people.

If you have any questions or would like an informal chat about the Panel you can complete our [webform](#) or contact the office for further information.



Supports available

We work closely with a number of partners who provide free, independent support to our customers.

If you'd like to learn more or would like us to refer you, please get in touch with our Contact Centre Team or complete our quick form and we'll give you a call. [Register for support](#)



Babybank Scotland

The baby bank can provide a range of support such as clothing for all ages up to 16 years, safe sleep items, school age clothing, emergency crisis and maternity/newborn packs.

Please note though, items available are dependent on what has been donated and available at the time of referral.



Home Energy Scotland offers free advice and support to help you manage your energy bills. They can liaise with energy companies on your behalf to resolve any issues and provide guidance on addressing any outstanding energy debts you may have.



The Trussell Trust provide food parcels for those struggling to make ends meet. Each parcel provides at least three days of nutritionally balanced, non-perishable food. Parcels are tailored to the size of your household and can usually be adapted for specific dietary needs.



The Wise Group provide a range of support services for families such as employability, benefit advice, mental health and wellbeing, digital skills training, energy advice and financial budgeting



Welfare Benefit Team

As a customer of CVHA, you can access free, impartial advice and support from our Welfare Benefits Team. If you would like to discuss your financial circumstances in confidence leave your details on our register form and we will be in touch, alternatively you can call our Contact Centre and ask to speak to one of our Benefit Officers.



We can refer customers with prepayment meters to the Fuel Bank Foundation, which provides fuel vouchers to assist those who are struggling to pay for energy and may be at risk of disconnection

Did you know!

Between April 2025 – March 2026, our Welfare Benefits Team secured total financial gains of **£1,348,131.10** for our customers that's an average of **£4,888.06** per case

Community roundup

On Saturday 25th April, we joined forces with the Hamilton Litter pickers and other local groups in Strathclyde Park and together collected 150 bags of rubbish as part of the annual Big Strathy Clean Up. Reports were that this was less than last year which just shows these type of events really do make a difference.

We really lucked out with the weather on the day and it was great to spend the day with a nice bunch of people, all doing their bit to keep our local parks spick and span. We hope to be involved in future group pick sessions.

If you'd like to get involved or find out more about local litter-picking groups, be sure to check out their [Facebook](#) page!



L-R CVG employees Charlene, Michelle, SJ, Vaila and Morven



L-R Housing Officer Tori and Housing Apprentice Lucy



L-R SLC Officer, CVG Housing Officer Sharon and Lucy

On 19th May we were out visiting our properties at Douglas Street, Hamilton. We were joined by Waste Education Officers from South Lanarkshire Council to speak with tenants about bins and shared waste areas.

It was a great opportunity to chat, answer questions, and work together on simple steps we can all take to keep our neighbourhoods clean, tidy, and welcoming for everyone.

Thank you to everyone who took the time to speak with us, we really appreciate your support!

Community Development Fund

We are delighted to have supported a number of local projects already this year through our Clyde Valley Group Community Development Fund, including:

- Orchard Park School Fun Day
- Calderbraes Football Team – football strips and entry to tournaments
- 8th Airdrie Boys Brigade – Duke of Edinburgh initiatives
- Douglas Crochet Club – materials and resources
- Overtown Parish Church – Fun Day

If you are part of a local group that could benefit from a small grant, full details and the application pack are available on our [website](#)



We are pleased to be supporting **North Fest Family fun day** again on Saturday 8th August and will have volunteers to support on the day.

If you are local to the area, keep your eye on the North Fest Family Facebook page for all the current details.

What's happening in your homes



We have a range of works planned, some of which has started, over the coming year working with contractors to ensure your home remains safe, efficient, and fit for purpose. This will include various surveys, appliance testing, risk assessments, and internal works. These activities will help us gather and maintain accurate, up-to-date information about your property, enabling us to make well-informed decisions about any future upgrades or improvements based on reliable data.

“I’m really pleased to see this work being done. The new windows have made a big difference to how warm and comfortable my home feels, and it’s reassuring to know investment is being made in our homes.” – CVHA tenant

Programme	Contractor	Purpose
<p>Window replacement We are working alongside our contractor to replace windows and doors in 250 homes across our housing stock, including communal entrance doors and windows</p>	Sidey	<ul style="list-style-type: none"> • Homes will feel warmer and more comfortable • Improved energy efficiency • Reduction of heat loss • Improve overall appearance
<p>Stock condition surveys Carrying out surveys to help us understand the condition of our properties and plan for future investment, repairs and improvements</p>	In house	<ul style="list-style-type: none"> • Assessment of kitchens, bathrooms, windows, doors, heating systems and general condition. • Helps us build a clear picture of where investment is needed for your home
<p>Fire Door Surveys Working with our Contractor to carry out surveys of fire doors across our homes, particularly focusing on doors in blocks, flatted properties and building with communal areas</p>	Bell, Fire and Security	<ul style="list-style-type: none"> • Assessing fire doors ensures these important safety features are in good condition and performing as they should • Effective working fire doors help slow down the spread of fires
<p>PV Panel Surveys Working with our Contractor to assess solar PV systems where they are installed making sure they are in good condition and continuing to perform as they should</p>	Valley Group	<ul style="list-style-type: none"> • Ensure equipment is safe, properly recorded and working effectively • Helps us identify any maintenance or follow up work required

Programme	Contractor	Benefits
<p>Fire Risk Assessments Carrying out fire risk assessments in the common areas of our properties, checking things such as escape routes, fire doors, emergency lighting, signage, housekeeping and anything else that could affect people's safety in the event of a fire.</p>	In house	<ul style="list-style-type: none"> • Helps us identify what actions are needed to reduce risk and improve safety • Carrying out repairs, improving signage, lighting, communal areas are clear and fire doors are working properly
<p>Boiler replacement Programme Working with our contractor to replace boilers across our stock. <i>*please see information below where the current phase of the programme is taking place</i></p>	City Technical Services (UK)	<ul style="list-style-type: none"> • Replacing old boilers helps maintain reliable heating and hot water services • Keeps homes safe, efficient and comfortable • Reduce the risk of breakdowns
<p>New Shower installation Programme Working with our contractor installing showers, the programme will focus on around 300 properties across our stock where showers are not currently installed. <i>*If you do not have a shower but would like one, please contact our office to discuss</i></p>	Quantum	<ul style="list-style-type: none"> • Installing or upgrading showers will deliver practical improvements • Improve comfort, convenience and day to day living • Providing key facilities within peoples homes to meet their needs now and in the future
<p>New Electrical Installation Condition Reports Working with our contractor to carry out Electrical Installation Condition reports (EICRs), smoke and heat detector upgrade works and Portable Appliance Testing (PAT).</p>	Valley Group	<ul style="list-style-type: none"> • Inspecting fixed electricals in your home such as wiring, sockets, fuse boards and other electrical components to check they are safe and in good condition • Improving smoke and heat detection in your home so that alarm systems meet the required standard • Inspecting and testing portable electrical appliances to make sure they are safe for use

Key points



If your home is selected as part of any planned works, we will contact you in advance to arrange a suitable appointment and keep you informed with clear communication throughout the process



Access to your home is essential in helping us carry out any works and keeping our records up to date, ensuring any future works required is based on accurate information



Anyone carrying out surveys or works on our behalf will be clearly identified and will treat you and your home with respect

Our aim is to make sure any work carried out is completed as smoothly and safely as possible while keeping inconvenience to a minimum.

The range of works taking place is part of our wider programme of investment across our stock. We appreciate our customers support as we take this work forward and continue to improve the quality, comfort and practicality of your homes.

High Street Kirkintilloch Development Coming Soon

We are pleased to share our new development at High Street, Kirkintilloch will be coming soon, aiming for completion in late July/Early August.

This development will provide a total of 57 new homes made up of 16 Mid Market rent properties and 41 Social rent properties.

If you are interested in finding out more about this development please get in touch with us directly and a member of our Customer Success team will be happy to speak with you.



Damp and Mould in the Home

What to do and how we will help

Why this matters

Damp and mould should always be taken seriously. It can:

- Damage your home
- Affect health and wellbeing
- Particularly impact babies, children, older people, and those with breathing or immune conditions

👉 Please report any signs as early as possible so we can help.

What you should do

If you notice damp or mould: Report it as soon as possible

Tell us:

- Where it is
- When it started
- If it is spreading
- Any health concerns in your household
- Photos are helpful, but not essential

👉 The most important thing is to report it early.

Access to your home

To help us resolve the problem quickly:

- Please allow access for inspections and repairs
- We will arrange appointments at a suitable time
- All staff and contractors will be identifiable and respectful

"If any tenant is worried about damp or mould, please contact us as soon as possible. Reporting early helps us find the cause quickly and put the right solution in place. We are committed to listening, keeping you informed, and taking action to keep your home safe and healthy."

Sam Brown, Repairs & Maintenance Manager

Spot the signs

Look out for:

- Black mould on walls, ceilings, windows or behind furniture
- Musty smells
- Peeling wallpaper or stains
- Condensation on windows or cold surfaces

Causes can include:

- Leaks or water coming into the building
- Poor insulation or ventilation
- Condensation
- A mix of different issues

✓ We will investigate to find the real cause not make assumptions.

What we will do

We are committed to acting quickly:

- ✓ Inspect within 10 working days
- ✓ Provide a written update within 3 days after inspection
- ✓ Start repairs where required within 5 days after written update

We will:

- Take your concerns seriously
- Keep you informed
- Fix the issue properly

Tips to reduce condensation

These small steps may help:

- Use extractor fans (kitchen/bathroom)
- Open windows for short periods
- Keep lids on pans when cooking
- Avoid drying clothes indoors without ventilation

⚠️ But remember:

Damp and mould are often caused by property issues, we are keen to work with you to resolve these issues as soon as possible.

Repairs update and Improvements



Reporting Repairs and Keeping Appointments on Track

Reporting repairs early helps us fix problems quickly and stop them getting worse. Whether it's a leak, heating issue, or something damaged, letting us know as soon as possible means we can take the right action.

When reporting a repair please tell us as much information as you can;

- What the problem is
- Where it is
- When it started
- If it's getting worse

👉 Let us know straight away if it affects your safety, heating, water, or home security.

Some repairs need a quicker response than others, we have a three tiered approach which we will use to assess and prioritise your repair:

- **Emergency** – Immediate risk to safety or serious damage if not dealt with quickly
- **Urgent** – Problems that need attention soon and are having a significant impact on your home and day to day living
- **Routine** – are important but do not need an immediate response

	CVHA Target time set	CVHA 2024/25 performance levels	Scottish Average 2024/25 performance levels
COMPLETE EMERGENCY REPAIR	4 hours	2.3 hours	3.9 hours
NON-EMERGENCY REPAIRS	8 days	5.8 days	9.1 days
RIGHT FIRST TIME	90%	89.30%	88%

The table shows, in order, our CVHA targets, our performance in 2024/25, and a comparison with the Scottish average.

2025/2026 results have been submitted as part of the annual return on the charter and will be published as part of our Performance Report later in the year.


Improving our Customer Letters for Landlord Health and Safety Visits

We know that receiving a letter about access to your home can sometimes feel worrying or inconvenient, we have taken steps to update the letters we send when we need access to your home for important safety checks, such as gas servicing and electrical inspections.

These changes were made with help from our Customer Panel to make letters clearer, more helpful, and easier to understand.

Our updated letters explain more clearly:

- Why we need to visit
- What the visit involves
- What you can expect



If you receive a letter from us asking for access, it is important you get in touch to arrange a date suitable for you to allow us to carry out essential checks to keep you and your home safe



Info Point

Repairs

Emergency Repairs	01698 268855
Scottish Gas (smell gas)	0800 111 999
Scottish Power (no electricity)	0800 092 9290
Scottish Water (no water/burst pipes)	0800 077 8778
Gas heating repairs (City Technical)	0333 202 0708

Tenancy related

Anti social behaviour/dogfouling/
vermin / roads:

- North Lanarkshire **03001231382**
- South Lanarkshire **08003891105**
- East Dunbartonshire **03001234510**

Anti social behaviour complaints should in the first instance be reported to Police Scotland by calling 101.

Accessibility:

To read this document in the language of your choice please use the 'change language' icon on the CVHA website.

You can also access the document by using the text to speech icon on our website.

要以您选择的语言阅读文档，请使用 CVHA 网站上的更改语言图标

Aby wyświetlić ten dokument w preferowanym języku, użyj ikony zmiany języka w witrynie internetowej CVHA.

ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ੀ ਵੱਚਪੜਨ ਵਾਸਤੇ, 'ਕਿਰਪਾ ਕਰਕੇ CVHA ਵੱਖ ਸਾਈਟ ਤੇ ਭਾਸ਼ਾ ਬਦਲੋ' ਆਇਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

Щоб прочитати документ обраною вами мовою, скористайтесь значком «змінити мову» на веб-сайті CVHA

ویب سائٹ پر زبان بدلیں آئیکن کا استعمال کریں۔ CVHA دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم

Please get in touch if you would like to receive any of our information by email or in another format such a different language, large print, Braille or audio.



INVESTORS IN PEOPLE®
We invest in wellbeing Silver

INVESTORS IN PEOPLE®
We invest in people Gold



01698 268855



cvha@cvha.org.uk



www.cvha.org.uk



Clyde Valley Group
50 Scott Street
Motherwell
ML1 1PN