**29.01.2025 - Video\_Transcription**

[Attendee 11] (0:04 - 0:07)

Hi. Hi everyone. Hello.

[Richie Miller] (0:11 - 0:27)

Just admitting more people. Lauren's just sorting out the link to Facebook, so that should be working as well, so give it another minute and then we'll make a start.

[Attendee 10] (1:02 - 1:11)

Hey guys. Hey Matt. Afternoon, how are we guys?

Hey John, Richie.

[Richie Miller] (1:15 - 9:28)

I'll keep an eye on the waiting room and I'll let other people in as they join us, we'll make a start now. For those who don't know me, I'm Richie. I've been on PE for four years, this is my fifth year around the track now, and I've been time tracking for the last three years.

I found it really useful to volunteer to do this and share some of the information I've got from it and the value I've had from it. I'm a creator, so I don't like detail. What I'm doing with Blockify works for me.

You can do a lot more with it and get a lot more detail if you want to. I'm going to talk for three to five minutes just explaining what I do and how I do it. I'm then going to share my screen and show you reports, my annual reports from the last three years and a bit more detail with some of the quarter reports I do and the monthly ones, how I use Clockify, and then open to any questions.

So if you've got any questions the next seven or eight minutes while I'm talking, put them in the chat box, we'll answer those first and then just free forward any questions you've got. So I use Clockify rather than Toggle. I used the free version.

I looked at them both. I think Adam uses the Toggle one, and I preferred Clockify when I checked them both out. So that's the one that I use and it's working really well for me.

I'm not 100% perfect at doing it, but having probably 80 to 90% accuracy and that level of correctness and accurate data is really valuable, and being 80-90% accurate is better than just guessing and not knowing at all what's going on. I've got it on my desktop. I do have it on my phone, but I rarely use it on my phone.

If I'm out for the day, like PE days, I come up for Josh's Mastermind on the Wednesday evening and then at PE on the Thursday. So I stop time tracking on my desktop mid-morning, late morning on the Wednesday. I'm not back on my desktop until the Friday.

So I'll then backtrack and add in the times very approximately for Wednesday and Friday. It's 80-90% accurate doing that, and it tracks the hours that I'm doing, but it's not minute by minute, second by second, if that makes sense. For my first two to three weeks, I was terrible.

I regularly had reminders saying your clockify is still going after 36 hours, after 24 hours, etc. and stuff. Don't worry about that.

If you're going to commit to doing this, it will take you a good few weeks, if not a month or longer, to get into the habit of doing it, and now it's second nature. I don't think about it. I just do it.

It doesn't take me too long at all. So don't worry about making mistakes and forgetting about it and being bad at it. If you're going to commit to it and you're going to do it, do it properly, but you do need to persevere for a few weeks before it gets in there and becomes a habit.

I only track work. I don't track travel time. I don't track anything to do with the family or health and fitness stuff.

For me, I only track business-related activities. If you, particularly when you start, you want to keep it simple and just track three to five things to get going. As you get into habits and routine, then introduce more things you want to start tracking.

If one of your targets this year is to spend more time with your kids, then you can track that, and that can be one of the projects that you have on Clockify or Toggle, and that's the only exception I would make to tracking something outside of professional business stuff is when you're tracking something that's linked to one of your targets and goals for the year. I've changed what I measure and how I measure them over the last couple of years, and I try to not change it until I get to the end of the calendar year, and then I start a new PE cycle or the new calendar year, new PE cycle with a new year of, and that's when I update and change the targets. If I'm going to change the projects and what I'm measuring and stuff during the year, I'll change it at the end of a quarter so I've got a quarter's worth of data before I change the projects and stuff.

There's nothing wrong with doing that and reviewing it as you go. I've measured working on the business, working in the business, delivery and management levels, and I've changed that over the years, over the couple of businesses I've got. This year I'm all about the task triangle, so I'm tracking whether I'm on the business and whether I'm working at the top of the business, the top of the task triangle, in the middle or at the bottom, and I'm just using three colours, red, amber, green, and I'm using that across the different businesses that I've got.

I should say I've got property investments from HMOs to single lets to service accommodation. I co-own a letting agency with Chris Chadwick, my business partner. With him I also own a self-storage business, and in the last couple of months we've started doing some mentoring, some property mentoring.

So they're the four businesses that I'm tracking, and for this year I've got the same colours, red, amber, green, for all the businesses, and I'm just tracking task triangle, whether I'm at the top of that task triangle, in the middle or at the bottom, and the goal, my personal goal, is to get 70% of my time at the top of the task triangle at the end of this year. I suspect the first six months I'll be across the triangle, and then as I get the systems in place to give more to my EA, I'll spend less time in the red bits and not much time in the amber as well, hopefully. You can, I just use projects.

You can also use tags and tasks in there. I'll show you when I go onto the toggle screen why I don't like using those. It's much more detailed, so if I'm working my property business, I just have what level I'm on that property business from at the top of the task triangle or the bottom.

What you could do is you could have site visit, phone calls, emails, paying invoices, meeting with your team, meeting with your EA, and you could have those as individual tasks or individual tags inside that one project of property, so you can break it down to that level. Tempos and steals will like doing that, and I want to see that detail. Blazes and dynamos like me won't be interested in that level of detail.

I don't like it because when I do the project, when I do the download the reports, it doesn't give you that level of detail in the report overviews, which I'll show you in a second, and for that reason I don't use it. So I'm just using this mainly so I can see where I'm spending my time, and at the end of the year I look back and say property I made this much money, and I spent this many hours working on property, and I can do big ballpark figure, this much income for this many hours. I can then break it down this year until I spent this much time on top of the task triangle, this much in the middle, this much on the bottom, so I'll break the overall property income into those three categories so I can see where I'm earning the most money and spending the most time, and I can do that across each of the businesses.

Top tips, less is more, particularly at the beginning. When you're first starting this, don't try and track the car journey, each individual phone call, how long you're spending on emails, how long you spend logging onto the computer, how long you spend having your energy drinks and going for your steps and stuff. Keep it simple, just do three, maybe five things to start with, and just get into the habit and routine for the first couple of months of doing that, and then start adding in tags and tasks and adding in different projects and stuff as you go.

Linked with that, kiss, keep it simple stupid, build the habits, build the muscle, get this working, and then make it more complicated if you want to. If you're a steel or a tempo and you want to go into more detail, that's when you can do it. The last top tip is to start now, get perfect later, get that habit built, get time tracking for a few weeks, and then you can start playing with it a bit more.

Any questions now before I share my screenshot and start showing you how I do it and some of my reports and stuff? No, cool.

[Attendee 4] (9:29 - 9:39)

I suppose the only, Richie, the only question I've got is if you're not recording your travel, family, or what was the other one?

[Richie Miller] (9:40 - 9:44)

I only track business stuff, I don't track anything else.

[Attendee 4] (9:47 - 10:17)

So if you're trying to work out, sorry, I'm going to say, if you're trying to work out how many hours a week of stuff you were doing, am I working a 90 hour week, am I working an hour a week? If you're excluding sort of travel, which is still time spent, if you're excluding your family stuff, which could be important to some people, maybe less so for yourself. Is it not a true representation then, or is your focus like, I need to know how much I'm working on my business, whether that's 13 hours or 30 hours, and the rest is just my time, I find out how I choose.

[Richie Miller] (10:17 - 11:20)

I fully work for myself, so I work from home. I'm in my home office in the attic at the moment. I go to the gym a couple of times a week and I work from the cafe restaurant there, and then I do a workout.

So for me, not tracking travel is really easy for me to do. I don't need to do that really. I live in Bristol, most of my businesses and investments are up in Sheffield.

Chris, my business partner, he lives in North Devon, so if we're travelling up together, he'll pick me up and then we'll spend three hours in the car from Bristol to Sheffield. I will track that, and I'll put two, two and a half hours in of business development, because we'll be talking in the car. If I'm listening to, if I'm travelling on my own, I listen to a podcast or something, I'll put that down as personal development and then I'll time track that on the journey and stuff, but I won't specifically say, I got in the car at 9.15, I got out the car at 12.15. I won't track that as a journey. Anyone else have any questions?

[Attendee 3] (11:23 - 12:06)

My point was just on the same, my question is still on the same point, Richie, and I hear what you're saying, and I think most of us are probably listening to podcasts while we drive, but like, so I guess if you're, it's just the travel can sometimes be, like, you know, going to viewings and all of that, it can be like a really big part of a week sometimes, I mean, not all the time, but, and it's purely for work, do you know, it seems a bit counterintuitive to not count it as working time, but I mean, I guess that would fall into the same thing as somebody who's commuting to their job, I guess, it doesn't, that doesn't count as working time.

[Richie Miller] (12:06 - 13:15)

Yeah, when you get started, I suggest you do property, if that's what your business is, and you leave at nine o'clock and you spend 20 minutes driving, you spend 45 minutes on site and then you drive back home. Put all of that time as property, because that's work, business time, and leave it at that, that's keeping it simple, you've got the journey time, time on site, getting a coffee, phone calls, and the journey back home, all of that is property business, so put that down as property, and then if you want to get into the detail and see where you're spending your time on property, once you've got the habit built up, you can then put tasks in that, and 20 minutes was traveling, 10 minutes was phone call, site visit, walking, and you can break it down, it's much more detail if you want to at that point, but to get started, keep it simple, property, travel time if you want to, I don't have that, because I try to avoid going up to Sheffield as much as I can, because I don't want to be hands-on in the business, so that's why I don't do it, but yeah, if you need to do it, then do it, if you want to track that, then track it.

[Attendee 2] (13:17 - 14:14)

From my perspective, just, I don't know if this will help anyone, but from my perspective, before you start time tracking, just think about what it is you want to track, like everyone wants to track different things, like I want to track my 70-20-10, right, whereas Richie wants to track his task triangle, so our time tracking is going to be different, I don't care how much time I spend in the car, I don't want to track that, right, but if you do, track it, yeah, you know, it's just putting into the toggle or the clockify exactly what it is you want to track, just like Richie said, if you want to track how much time you're spending with your kids, because it's a target this year, then track it, right, so it's just about tracking the stuff that's going to give you the information at the end of the year, that's going to help you towards achieving your goals that you set out in your strategy presentation.

[Richie Miller] (14:17 - 21:22)

Yeah, thanks, Brian. Can you all see this okay? So on my desktop, I've got the clockify app, and this is how I use it, so a simple stop, or you can't stop unless you put the project in there, if you click on the project, you can see I've got red, amber, green for the different businesses, Chadwick's is the letting agency, Elevate is the mentoring business, personal admin and personal development is two separate colours, and then I've got property and storage, and I've got red, amber, green across all of them, so I can just click what it is, and then that gets in for today. If I click on it, I can change the date and the times by going back into there, and then click save to edit it, you can change the projects and everything that's on there as well.

If we come on to the actual website for clockify, it's the same thing, you start with a time tracker, and using the bits up here, you can start and stop, you can change the date, you can change the times and stuff, and you can put things down into here. Reports and dashboards, dashboard is a quick overview, reports gives you a bit more detail, you can play with the dates and stuff, and if you click export, export save as a PDF, that will then give you your project. So I'm just going to show you a couple of these, this was my summary for 2022, you can see how many hours I worked, and the different categories, the massive red chunk is when I had a job, I was working four days a week for somebody else, so most of my time, 80% of my time almost, was spent in that job, and 20% of the time was spent doing my stuff.

2023 is when I stopped working for that job, they made me redundant in the end of September, so I was able to go more full-time on my stuff, which is why that's reduced, but I still had a job that took up half my time. And then on this one, I was tracking whether I was working in the business or on the business, and had different colours for the different businesses. It's a bit confusing, but when I broke it down and looked at property, whether it was development or management, it was quite easy to see where my time was being spent on the property business, for example.

Last year, again, it was working on business development, whether I was in the, sorry, in the business or on the business, they were the two things I was tracking, and it was property and storage. I started in Chadwick's and we started Elevate as the mentoring business, which is why they're both quite small. I also tracked personal admin and personal development time as well.

I've worked less hours in 2024 compared to 2023 and 2022, and I took more money home at the end of the day, at the end of the year, so it's given me that clarity and granularity of where the money, what time I'm spending is earning that money for me. This is a quarterly report, so this is autumn 23 and autumn 24. I can get the two reports up next to each other, and I can compare personal development 31%, personal development 22%.

So between the two, same time of year, the two autumns, I can see how I'm spending my time and the differences across the years. You can go down to months and weeks for doing that as well. This was last November, and then you can see this month so far, this is where I've changed it, and this is where I'm focusing on the task triangle.

So it's green, green and purple, personal development for purple, and green is at the top of the task triangle, so I want to spend 70% of my time in green and purple when I'm looking at this, orange for the middle of the task triangle, and red for the bottom of the task triangle. So I'm really happy with that, the most of my time is spent on personal development, and for me, I'm classing everything to do with PE, all PE homework, and all the business stuff that we're doing through PE as personal development, just because I can't be bothered working out that bit was, this bit of PE is relevant to the property. I'm not doing that, I'm just doing PE as personal development and counting that as top of the task triangle.

Richard, I'm just going to mute you because I've heard some noises in the background coming from you. And how this looks in my diary, so in my diary I've just got, so in my prime time each morning, when I have the, I put down in my Sunday sanity top 10, I've just got red, amber, green, personal admin, personal development, and then family time when I've got my boys. We home educate our kids, so I take them for a half day each week to give my wife a break, so I don't track that timing on Clockify, but in my diary I do.

I don't have the different businesses in my diary, I don't have Chadwick's green, Chadwick's amber, Chadwick's red, because it just, it's too many colours and it just takes it up too much. So in my diary I'm just looking at, is it red, amber, green, is it family or is it personal development, just so I can, my diary's colour coded and it's quite easy to see it that way. And then I go into the detail with it on Clockify with the different levels of the business.

And the final thing I was going to show you, I do my Sunday sanity through Asana, and every week, this is the one for next week, I've got the review of Clockify on there. I've realised as I opened this just before the call started, that's my summary and the breakdown I was going for with my 702010 last year. I've realised I've not updated that on the master template on Asana, but I put down here the total hours worked the previous week, and then I do percentages on city safe storage, on property, on mentoring, personal development, Chadwick's personal admin, and I do the percentages on there with the total time, so that each week I'm looking at the previous week, how I spent my time, am I hitting the 702010, am I hitting my top of the task triangle, middle of the task triangle and et cetera, for how I'm doing things.

So that's what I was planning on showing you, and I'll open up for any questions anyone has or any help people want.

[Attendee 10] (21:25 - 21:26)

Can I delegate mine to you, Ritchie?

[Richie Miller] (21:30 - 21:34)

The cabinet likes creating the systems, they don't need the discipline to follow them.

[Attendee 5] (21:35 - 22:05)

I suppose, Ritchie, my question would be, what have you gained as a result of this? Obviously, I've read the books and I'm reading books that it's the first step to kind of unlocking that kind of next level growth or being on the business rather than in it, but I suppose I'd just love to hear from your perspective, what have you gained as a result of being so kind of diligent with this and really embedding it into your workflow?

[Richie Miller] (22:06 - 22:56)

Last year, I know I spent an average of 25 hours working each week for the whole of 2024, and I know the income I brought in from doing that. The pound per hour is really valuable, I know which business, the hours I worked in each business and the pound income per business as well, so I know which the most profitable, which ones are worth my time the most based on the hourly rate I can work out from doing this. I don't go into the detail of phone calls, emails, site visits and breaking down, I just do, I'm on property or I'm on mentoring, I'm on this and use the task triangle for that and it's really easy to then link into my 70-20-10 targets for the year as well.

Am I spending 70% of my time on the storage business this year or not?

[Attendee 3] (22:58 - 23:33)

Okay. Richie, can I just ask you, so earlier on in your business, so I'm at the beginning of my business, right, so it's just me, I don't have a VA or anything like that, I've got a bookkeeper, but you know, so for me, I'm trying to find out how much time I'm spending on things that I could use a VA for, for example, so I am currently doing all that detail stuff that you're saying, but I feel at my stage, that's the kind of information I need, I only have one business.

[Richie Miller] (23:35 - 24:07)

Well, that's fine then, so break your one business down into the task triangle, for example, top, middle, bottom of the task triangle, what gives you the most value, what are the big decisions, what are the big problems you're solving, what are the admin, the repeatable, the boring tasks and the things you don't want to do, that thing needs to be recording in the my house document if you're using that and that's then the basis for your PA to use, VA to use when you use them.

Has Adam shared the my house document with you yet? Have you gone over that?

[Attendee 3] (24:08 - 24:22)

I'm not aware of it, no, but I haven't seen it, but the other question, thank you for that, that's great, so the other question I have, if I may, is that diary you're using, so I'm just using like Google calendar.

[Richie Miller] (24:24 - 24:28)

That's Outlook, I use Outlook rather than Google and it's just the Outlook calendar.

[Attendee 3] (24:29 - 24:49)

Right, okay, so I just, again, these are things I just need to become familiar with for getting that colour coding and all of that kind of data, because I think, I realise it's really basic, but it's kind of fundamental to being able to extract any meaningful data at the end of the year to have it organised like that, isn't it?

[Richie Miller] (24:49 - 25:37)

Yeah, so you need to be, before you start, it's so easy to go down all the rabbit holes of, right, how long do I spend composing each email, how long do I spend on the phone call, how long do I spend researching this, that's making it complicated for you right at the beginning. Start simple and just do 70-20-10, do your task triangle, do red-amber-green for what you want to be doing and what you don't want to be doing and what you don't mind doing is the amber stuff, and everything you don't want to do is red and that's what you're going to pass down to a VA when you start hiring them. Get three to five things and just start tracking those just to make a start, give it a couple of months to get the habits built in of doing the time tracking and then start changing it and getting, changing the data that you're measuring and stuff.

[Attendee 3] (25:38 - 25:40)

Okay, great, thank you very much.

[Attendee 5] (25:44 - 26:30)

Richard, on the difference between Clockify and Toggle, this is a very personal one because I was using Toggle last year, January, and I was quite diligent with it, but it was very tedious. I remember getting quite frustrated with the app when I was entering the kind of hours for a task, the bet, you know, I was trying to put in an hour and next thing you know I was putting in kind of 13 hours or something like that and I'd have to go. So it was quite finicky and, yeah, it got quite, you know, a lot of friction actually doing it.

So it was a real turn off and I'm just wondering, in a general sense, do you have any of those kind of, you know, friction points with the Clockify or is it a lot more plain sailing?

[Richie Miller] (26:31 - 27:23)

I do and that's another reason why I try and keep it simple and I don't break it down into all the different tags and the tasks and stuff. I just want to know. I mainly use it so I can work out my hourly rate and I know how much time I'm spending across the different businesses.

I don't go into any more detail than that. That's enough information for me because that's what I want out of it. The more complicated you make it, as in the more things you are measuring, the more fiddly it's going to be and the longer it's going to take to do it.

If you're just tracking three things, I'm on the business, I'm in the business and time with kids, for example, then that's three things and you start, stop on three different things. If you've only got one business and you're tracking your productivity and whether you want to be doing it or don't want to be doing it on VA tasks and stuff, it's still the three to five things you're measuring but it's in one business.

[Attendee 6] (27:26 - 27:34)

Can I ask why you use Clockify and not Toggle?

[Richie Miller] (27:35 - 28:00)

I tried them both. When I looked at them both, I started with Toggle and it was either because it was the start of time tracking. I just didn't like it, didn't get on with it.

I stopped it, came back to it a few days later but I did research and checked. I thought I'll try Clockify this time when I come back to it because it wasn't working and then I don't know if it's just the persistence of wanting to make it work. I just stuck with Clockify but they're both very similar.

[Attendee 2] (28:00 - 29:14)

You want to change again. It looks actually, I personally use Toggle and I got on with it but they look very similar. There's not a massive difference.

I think it just comes down to exactly what you're trying to do with it and how you're using it. That's my view on it. But Kay had the same issue as you, Catriona is it?

Yeah, she had the same issue as you where she didn't want to do certain tasks and what she did was basically list out every single task that she was doing on a spreadsheet and just next to it put high, medium and low value and then that gave her an indication as to what to track it as in her Toggle. So like Richie says, don't over complicate it by having loads of bloody tasks all over the place in Toggle or Clockify but maybe have a separate list where you've got all your tasks that you're doing so you can actually identify what they should go as in your time tracking. But Kay went through a similar process and she's at the stage now where she's just trying to do those high value tasks.

[Attendee 3] (29:15 - 29:16)

Great, thank you.

[Richie Miller] (29:18 - 29:26)

Do you want me to show you anything? Do you want me to do some things on Clockify to show you how it works a bit more? Do you want to see any of the reports I've got and how I've worked things out?

[Attendee 10] (29:26 - 29:32)

Richie, can I ask you a quick question mate? Just quickly on your three top teachers. You said KISS start now, what was the third one?

[Richie Miller] (29:33 - 29:34)

Less is more.

[Attendee 10] (29:36 - 29:38)

Yeah, cheers.

[Richie Miller] (29:40 - 29:43)

Got the PE acronyms and catchy phrases going with those three.

[Attendee 2] (29:44 - 30:00)

Yeah, yeah. I would have thought so being here for five years mate. Yeah, you should be on stage.

Yeah, it runs too many businesses. Literally man, you are a busy guy.

[Richie Miller] (30:00 - 30:10)

Yeah, it's all systemised and outsourced and I'm out, yeah, having 25 hours a week for it so. It's very impressive, very impressive.

[Attendee 3] (30:10 - 30:17)

Richie, how long did it take you? So when you started in PE did you have any of these systems in place already?

[Richie Miller] (30:17 - 31:52)

No, I started from scratch. I used to be an army officer. I left the army three and a half years ago and got a job working part-time because of the property portfolio I built up and it was as I was in the process of leaving the army that I started on PE.

So I started everything from scratch and my advice is PE and all the blueprints and everything they tell you to do are amazing and they work really, really well but you need so much time and energy and brain space to implement them all. It's impossible to do it in the first year. Accept, understand and accept where you are right now in whatever season of life and business you're at.

Cherry pick the best systems, blueprints and focus on getting those right. I'm still on PE because I'm still getting value from it. Every year I make enough money or save enough money from the information and the network that covers the cost of the course.

That's why I'm still doing it but each year I implement one extra thing or two extra things. It's too much for me with a young family job and stuff and starting the businesses to try and get everything going. So it looks really good now and it's systemized and it's easy to do it but it was a lot of work to get it set up and get all those systems and stuff in place.

So don't beat yourself up and don't feel bad about not being able to get everything going. Just pick what's the most relevant to you where you are at the moment and start implementing that because that will be a game changer and make a difference in your life and your business. But don't try and do everything because you won't do anything very well and you get really frustrated with it all.

[Attendee 7] (31:53 - 32:28)

Thank you so much Richie. I think that's the best advice you can give us because everybody gets a little bit overwhelmed. I'm speaking for myself, I get overwhelmed a lot because every month there's a new system and I'm ablaze so I hate systems.

But I'm getting there. I'm working on Asana now which is a very big task for me but it's very helpful when you set it up in the right order. So yeah, it's helping a lot but it's overwhelming.

[Richie Miller] (32:29 - 33:46)

Yeah, just let me show you how I've got my Asana set up. So I've got my businesses down the side. So if we go into the storage business, when I give a task to my EA, I write it in here and assign it to her and put the due date on there.

When she's working on it, she drags and drops it into working on so I can see that she's working on it. When she gets to a point where she can't work on it because she needs some information from me or decision from me, she'll move it into blocked and then when it's finished and it needs to be checked or signed off by me, she drags it down into there. So when I come onto Asana, I'm just looking at what the tasks are in here.

You can see I'm behind on this business and then I can add comments, I can reply to things. If I'm happy it's done, I sign it off by ticking so it disappears. If I make changes or send it back to her, I'll move it back up to set so that she knows she needs to take it up and then start working on it again.

But again, it took time to build up Asana and start using Asana and get the EA working on it.

[Attendee 7] (33:47 - 33:53)

Yeah, but you got a really, really nice dashboard now and you know exactly where you are.

[Attendee 11] (33:53 - 33:54)

Yes.

[Attendee 7] (33:54 - 33:59)

That's what we're looking for. Yeah, thank you for sharing.

[Attendee 9] (33:59 - 34:03)

Really? How do you make them disappear? Like when you click them?

[Richie Miller] (34:04 - 34:30)

So if you click on filters and then you just want incomplete tasks, because you click on completed tasks, it shows you everything and that's really annoying. So click on incomplete tasks and you can see the ones that just haven't been ticked off. So the rule is my EA, Steph, she can't, she's not allowed to click the ticks.

That's me signing off the work when she's done it. So I check it's being done and then I sign it off by ticking it.

[Attendee 7] (34:31 - 34:33)

Oh, that's handy.

[Attendee 9] (34:34 - 34:48)

Yeah, I've got loads of projects. I do all my architecture projects like this. There's so many tasks there and they're always there.

I mean, you know, my team ticks them off. This is going to help you. It's going to be simpler.

[Attendee 6] (34:50 - 34:53)

Can I ask you, your VA is where she's from?

[Richie Miller] (34:54 - 35:22)

Yeah. So she's British and I used Smart PA or All-Day PA to find her and I was paying them 30 quid an hour. And I'm ex-army.

Steph, unfortunately, is ex-RAF, so I don't like her from that, but she's civvy now. So we get on. Her husband's army, which is also a good redeeming factor.

We get on really well.

[Attendee 6] (35:22 - 35:23)

Off by your head.

[Richie Miller] (35:23 - 35:23)

Yeah.

[Attendee 6] (35:23 - 35:25)

If you were in the Philippines or something like that.

[Richie Miller] (35:26 - 35:50)

No, I wanted someone British, someone I, I don't want to reach out and touch her, but I want someone British who understands the culture and there's no language barriers. So, but she went on maternity leave a year and a half ago and didn't go back to Smart PA or whoever it was after maternity leave. She stopped working for them and now I pay her directly.

Well, I was paying 30 quid an hour to them, which is very expensive.

[Attendee 11] (35:50 - 35:50)

Yeah.

[Richie Miller] (35:51 - 36:01)

That's the price of going with someone in the UK. She was receiving 16, 17 pounds of that and Smart PA were keeping the rest of it. So it's a good business model running virtual assistance.

[Attendee 2] (36:01 - 36:02)

That is a markup, isn't it?

[Richie Miller] (36:03 - 36:33)

Yeah. Very big markup. So I said to her, I don't want to deal with any of the noise in my businesses.

That's what I want you for. If you can elevate yourself up to an EA level and this, these are, this is the roles and responsibilities of a PA. These are roles and responsibilities of an EA.

If you can elevate yourself up to that, then I'll pay you 30 quid an hour. I won't, I won't keep you at the 16, 17. I won't go at 20, 25.

I'll pay you that, but you need to step up to the, up to it. And if you're not doing it, we'll reduce your hourly rate or we'll stop working together.

[Attendee 6] (36:33 - 36:35)

How many hours do you have her?

[Richie Miller] (36:35 - 36:36)

30 hours a month.

[Attendee 6] (36:37 - 36:45)

A month. Oh, it's not that many, right? Because it's a big jump.

Like, I don't know, doesn't it have a VA that's got it in my head the whole time that I need it, I need it, I need it.

[Richie Miller] (36:45 - 37:23)

I started on 20 hours. And then last year we jumped up to 30 hours and I'm doing a, I bought a block of flats in September, 16 flats. And when the refurb is a bit further along and we start refinancing chunks of that out and getting it cashflow again, I'll probably increase her hours or hire a Filipino or something VA for about £10, £8, £10.

Because there's some admin tasks that Steph's doing. And while it's cheaper for her to do it than it's for me to do it on my hourly rates, it's still very expensive for some low level filing and tasking. I've just not got around to hiring a VA yet.

I'm going to wait till cashflow is a bit more stable in the property business before I do that.

[Attendee 6] (37:23 - 37:27)

Were you dealing with staff before you started with her or?

[Richie Miller] (37:27 - 37:30)

No, it was just me before her, I was doing everything.

[Attendee 6] (37:31 - 37:54)

So do they kind of help you? I'm so afraid of working with a VA that I know I'm not being paid for short care, but it's like, I do all my own bookkeeping and I have three different companies. So it's like three months a year, I'm just clogged up with bookkeeping and it's just mad, but I'm so scared to delegate that they'll do it wrong and it'll take me longer to explain it than them to do it.

[Richie Miller] (37:54 - 38:15)

Yeah, it is hard to work to set them up, but once they're set up, it frees you up. I went from working 40 hours a week with the job and then 20, 30 hours a week on my own stuff to work in 25 hours a week because Steph does the rest of it for me. Let me show you.

[Attendee 2] (38:17 - 38:52)

South Africa is a great place to recruit if they're going to be remote based. Fantastic, we've had so many good results from South African staff. They're really hard working and if you put as your criteria, they've got experience of working with UK clients and customers, then you usually get people applying that have got UK based experience and they're very in tune with the culture.

And like you're probably paying £30 an hour, but the level that you've got, Richie, we're probably paying £15 at the same level.

[Richie Miller] (38:55 - 39:05)

Yeah, absolutely. I like Steph, I've got a good relationship with her, I trust her so I don't want to get rid of her, but I could half my outgoings by- Yeah, that's what Adam recommends.

[Attendee 2] (39:05 - 39:12)

So Adam recommends doing from South Africa and you'll notice that some of the PE staff as well are from South Africa. Yeah.

[Richie Miller] (39:14 - 40:02)

So this is the My House documents and basically every repeatable task that you do goes on here and this is what Steph works from and how she works. It's the different businesses and me personally, daily, weekly, monthly, quarterly, annually, and it's everything she's doing across the businesses for me. The different colour coding of the other week, we were talking about what we could pass down to a VA when we get a VA going in the next couple of months, hopefully.

But everything on there is work that Nhi's doing that I don't need to do anymore. And I've got a My House document as well that's much quieter than this one and it's mainly the dashboard reviews, the monthly meetings, checking on the businesses and the finance reports and stuff. Danielle, do you want your hand up?

[Attendee 8] (40:07 - 40:31)

Hi, Richie. Can you clarify a little bit the difference between management and delivery? So I've got four properties already up and running, and I'm assuming that becomes my business management, but then new deals and refurbs, is that delivery?

[Richie Miller] (40:33 - 42:09)

It's up to you. PE will give you the theory and the blueprint and then it's up to you to tailor that and change the names if you want to and decide what you're taking and what you're leaving and stuff. All of my properties are outsourced management-wise.

So for me, I could call, if I have to speak to the estate agent, letting agents, that's delivery because that's me being involved with those managed properties. Or I could call it management because I'm dealing with the management of it. I'm not actually doing any delivery.

The delivery could be the viewings, doing the marketing and stuff, checking the rents come in, updating spreadsheets. Zero and zero reports and stuff. You could argue that the business development and the bigger side of it is project managing the refurb because it's a live project that's ongoing, that's going to add to your wealth, add to your cash flow, add to your profit, depending what you're doing with it.

It's entirely up to you. It doesn't help much, I know, but you set the rules. Have a journaling session on it.

For me, I don't want to be doing tenant viewings, the marketing, phoning people up to chase them, confirm they're coming to a viewing and then do the sales, but I don't want to do that. So I'm going to call that delivery. I'm going to put it red and I'm going to try and outsource that completely because I don't want to be doing that.

I enjoy project management. I don't, but if I enjoy project management and organizing the refurb and the trades and the budgets and stuff, that's going to be green for me and I'm going to focus on doing that bit.

[Attendee 8] (42:10 - 42:13)

OK, all right, thank you.

[Richie Miller] (42:15 - 42:15)

Yes, Catriona.

[Attendee 3] (42:16 - 42:29)

Thanks, Richie. This is great. Just on the whole thing about hiring VAs and now that we're talking about it, do PE go through that process about the kinds of jobs that you...

OK.

[Richie Miller] (42:29 - 42:43)

So in the PE cycle, it's springtime when you're doing the recruiting. So it's either during the winter or early spring. There's lessons and teaching the theories on how to hire a VA and what to give them and stuff.

[Attendee 3] (42:44 - 42:45)

OK, great. Thanks.

[Richie Miller] (42:49 - 42:50)

Any other questions from anybody?

[Attendee 2] (42:57 - 42:58)

Great job, Richie.

[Richie Miller] (42:59 - 43:00)

That's all right.

[Attendee 3] (43:01 - 43:05)

No, that's been great. Thanks a lot.

[Richie Miller] (43:05 - 43:13)

Yeah, make a start and keep it simple is the advice. And then get more complicated as you get more confidence and more in the habit of doing the time tracking.

[Attendee 3] (43:15 - 43:16)

Brilliant.

[Richie Miller] (43:18 - 43:29)

But don't do it just because you've been told to do it by PE. If you're not going to work out your hourly rate from it and you're not going to try or do something else with the data, there's no point doing it. You're creating work for yourself for no value then.

[Attendee 4] (43:32 - 44:14)

Yeah, it's really good, Richie, as a tempo. So the complete opposite for you. The temptation is to, you know, kind of track everything.

And first week it was, I'm getting a little bit better. But it's a good point there. You know, what's the angle?

What are you trying to do with this? I've got my own reasons, which is similar to yourself, you know, 40 hours of a day job and then 30 odd hours in property and stuff. So it adds up.

I'm quite keen to see where some of that time goes and some of it with the best of intentions isn't going where it's supposed to be. So yeah, but I think that's probably different for a lot of people is just do what you need to do with it. Or don't bother.

Do something that you're going to do something valuable with. Yeah. Thanks very much.

That was really, really helpful. Thank you.

[Richie Miller] (44:14 - 44:38)

Just keep it simple to start with. This is the day job hours. This is my own stuff.

And just do that for a couple of weeks, for a month. And then say, right, on my own stuff, I want to start tracking the different levels, whether it's seven to 12, or task triangle, or in the business, on the business to keep it really simple. And then when you get comfortable doing that, and then, yeah, then you can make it more complicated if you want to.

Thank you.

[Attendee 3] (44:40 - 44:42)

Excellent. Thank you so much.

[Richie Miller] (44:42 - 44:43)

That's all right. Pleasure.

[Attendee 2] (44:43 - 44:45)

Awesome. Thank you, Reggie.

[Attendee 3] (44:45 - 44:47)

See you later. Thank you.

[Attendee 2] (44:47 - 44:49)

Take care. Thanks.

[Attendee 3] (44:52 - 44:58)

I can't get off now, whatever's happened. I'm stuck here for the day. I just have to have to go.

[Richie Miller] (45:12 - 45:18)

I'm going to end the meeting and go now, unless anyone else wants to turn the video on and have a quick chat.

[Attendee 1] (45:21 - 45:22)

Hi, Reggie. I'm Clark.

[Richie Miller] (45:23 - 45:28)

Hey, Clark. Just reading your comments on that. We've got some messages as well on Facebook or LinkedIn before, haven't we?

[Attendee 1] (45:28 - 45:32)

We have, I think, yes. What were you in the army then? What were you in?

[Richie Miller] (45:32 - 45:36)

I was Royal Logistic Corps, 14 years in total. So was I.

[Attendee 1] (45:37 - 45:38)

Ah, cool.

[Richie Miller] (45:38 - 45:38)

Yeah.

[Attendee 1] (45:38 - 45:48)

Well, I was actually in the Royal Army Ordnance Corps, which is the same thing. So were you on the transport side or something else?

[Richie Miller] (45:49 - 46:01)

I, yeah, vehicles were my thing. Transport troop as a troop commander. I did a little bit of storage stuff, but it was mainly transport.

And then I stayed generalist. I didn't do any of the specialised courses or anything.

[Attendee 1] (46:02 - 46:05)

So how long did you do then? Did you come out as a captain? What was that?

[Richie Miller] (46:05 - 46:09)

Came out as a major, did my first major and then got out.

[Attendee 1] (46:09 - 46:12)

So what age were you then? Did you do up to 38?

[Richie Miller] (46:14 - 46:25)

They changed it and IRC became a 20-year one. And I did 14 years in total. So I cut the pension bit short by about six years.

[Attendee 1] (46:26 - 47:20)

Yeah. No, I left as a captain, I was about 30, 31. But I was in the logistics corps and basically I did the distribution.

I did ammunition and all that sort of stuff. But yeah, it was interesting. But I met my wife who wasn't going to follow me around.

She was, because one of my last jobs was working with the TA. And I met all these TA people who were earning a lot more than me. And dare I say, they weren't as competent as me.

Which gave me a great lift to leave. As I had my wife at the time, who's not my wife now, but she was earning nearly double what I was. So there was no way she was going to follow me to Germany or to wherever I was going.

So it was time to go for me. So I enjoyed it. And I still got long-term mates from years ago.

Yeah.

[Richie Miller] (47:22 - 47:31)

I've had quite a few ex-army mates reach out and ask about property and ask me some advice and help and stuff. Which is good. And a lot of people transitioning out now as well.

[Attendee 1] (47:33 - 48:41)

Yeah, it's funny when you look back at these things, you think, gosh, I'm glad I did what I did then. Because now it's a bit tougher or whatever. Yeah, I also spent, Tim, after that, I went and joined a foreign office.

Ah, cool. Well, basically after my marriage fell through, which was good because I got two kids and they're made for life because my wife went on to have a business with a 70 million turnover and bottom line profit of doing well. So I then joined a foreign office and I've spent, I've just retired from the foreign office.

I just spent 17 years in, I think it's 56 different countries I visited. So I've done, I've been around the houses, put it that way. But when I was living abroad, I rented out my house and then I thought, hi, this is all right.

Let me buy another one and another one and another one. So I bought lots of buy-to-lets. I'm based in Scotland, in Montrose, Scotland.

And so basically I bought buy-to-lets and I did Simon Zucci's Mastermind when I came back. Did you do Mastermind?

[Richie Miller] (48:42 - 49:28)

I did, yeah. Yeah, I did Simon's Mastermind course. And then I had a couple of years off because I got sick of all the networking events and training and stuff and then joined PE and not really looked back since.

So was that before COVID you had Mastermind? Yeah, so I did Mastermind 24 and when was that? 16, 17 or 17, 18, I think.

That's a while ago, yeah. It's a while ago. Yeah.

Were you still in the army then? Yeah, yeah, still in the army. So did the army give you an option?

No, they didn't because there was no recognised certificate at the end of it. I managed to use some of my resettlement grants to pay for PE's Blueprint course. That was in my resettlement year.

I did the Blueprint and started on PE. Yeah, oh good.

[Attendee 1] (49:29 - 50:30)

Yeah, I did Mastermind in 2023. In fact, there's a few people on my Mastermind who are all in their PE group now. We're all sort of, you know, we've done Mastermind and then we're on dance thing, you know, going forward.

Yeah. Yeah. So yeah, I've thoroughly enjoyed it and I was quite lucky because I had done a lot of, not a lot, five, six bides alets which I then changed three to service accommodation and I took on rent to rent service accommodation.

Basically where I am in Montrose, we've got wind farms being built. So hey, ping, I've got contractors in there and they just left in December but they're back in March. But for the past 13, 14 months, 100% occupancy.

Pay me an invite. I can't argue with that, can you? Can't argue with that at all.

So yeah, so I'm focusing on contractors and I kind of block off my calendar so I don't get weekend warriors or wedding parties. Yes.

[Richie Miller] (50:31 - 50:37)

I just want contractors. Just contractors, get them in Monday to Friday. Yeah.

I'm sure you'll get a few that stay up the weekend as well every now and then, so.

[Attendee 11] (50:38 - 50:38)

Yeah.

[Attendee 1] (50:38 - 50:48)

And they're easy because they're not pernickety. If you get a family and the wife always wants to pick something up, oh, this is not a good warehouse. Contractors are easy.

[Richie Miller] (50:48 - 50:52)

They're there to work. They need somewhere to sleep and somewhere to eat and that's it. That's it.

[Attendee 1] (50:52 - 51:20)

Yeah, so they were. So you've got, what was interesting, I'm not planning on doing it, but one of my, I'm in B&I as well. Do you want B&I?

Yeah, I've not been to one but yeah. Yeah, one of the guys in B&I, he used to get storage, big storage warehouses but now he's got quite a few containers outside. And I've rented a container because I can put all my extra beds, extra sofas, all that stuff in the container.

How is your container thing going?

[Richie Miller] (51:21 - 51:38)

So I've got indoor city centre self-storage and I'm looking at growing the business this year and I'll be growing it with some outdoor sites, doing ISO containers. But my indoor facility, there's no keys, no padlocks. It's all an app on your phone, electronic locks and stuff.

[Attendee 11] (51:39 - 51:39)

Okay.

[Richie Miller] (51:39 - 52:55)

So if you stop paying, the app stops working and you can't get in, which is good. It's a manless facility, so there's no staff costs. Steph, my EA, she does all the operations, sorts out cleaning, move-ins, move-outs, any repairs and stuff.

It works, it's slow and boring. It's not a sexy business. It's not a quick, fast-paced business but it's profitable and it works really well.

My plan is to grow the storage business for the next few years and stop taking property income as cashflow and just live off the cashflow from the storage business. Grow it aggressively for the next three to five years and then sort of sit on it and just mature the business and work on the profit line, margins and everything for five years and then sell it when I turn 50, 51 in the next nine, 10 years. Okay.

And that's all in Bristol, isn't it? You're Bristol? So I live in Bristol but the storage facility's up in Sheffield.

Oh gosh, okay. I'm looking at UK-wide for the storage business. My plan is to exit for about 20 million, 25 million in 10 years if the next three to five years go well, I get enough sites and then they become mature sites with good occupancy levels and stuff, I can sell the business for 20, 25 million hopefully.

[Attendee 1] (52:55 - 53:23)

Yeah, it's quite good. I mean, containers are a bit like attics and what goes up doesn't come down. Yes, yeah.

I can see you're sort of tied in and obviously when I was in the army in the foreign office I used to, maybe it's just a foreign office, I used to have stuff in storage. Every time I moved house, I could put stuff in storage and quite frankly, they've been paying for it and they're still paying for it. I've still got stuff in storage in Uddingston in Glasgow.

[Richie Miller] (53:23 - 53:25)

Yeah, you're a perfect client.

[Attendee 1] (53:25 - 54:04)

And the foreign officer get no idea I've left. You know, but I've got the key number and I can actually contact the storage guys. In fact, I think it's Crown, whatever they're called.

And they get no idea I'm no longer in the foreign office but hey, so what, you know. That's the way it goes, yeah. But yeah, there must be quite a few.

Have you ever thought of getting in touch? Because the foreign offices have always, you're aware that every time someone gets posted abroad they can put stuff in storage and- I wasn't aware of that.

[Richie Miller] (54:04 - 54:32)

No, I didn't realize the foreign office would pay for that. I was looking at some lands in the Humber Freeport area just outside of Hull and I was making inquiries about setting up a custom, an HMRC customs house in the Freeport. So it's really cheap for them to operate and they need the customs houses in those area.

And that was a very, very profitable self-storage niche angle to go on. Yeah, good for them.

[Attendee 1] (54:33 - 55:02)

Anyway, it was great catching up. I know the people that were talking to you and both Catriona and a few others, they're all blazes. I mean, that guy, I don't know what his name is.

The CEO of KDC, whoever it is. He must be a blaze, surely. See a blaze?

Was it Grant? Yeah. Yeah, Grant.

Yeah, he's a blaze. He must be a blaze. He just cannot.

So was Catriona and the other ones that were all talking. I was just laughing because all the blazes.

[Richie Miller] (55:03 - 55:09)

Yeah, the blazes will talk and ask the questions, the tempos and the stills. The stills will have their cameras on. They're just making notes.

[Attendee 1] (55:10 - 55:10)

Yeah.

[Richie Miller] (55:10 - 55:14)

The tempos will have the cameras on and if they're brave, they might ask the question. Yeah, yeah.

[Attendee 1] (55:15 - 55:30)

Anyway, I'm a curator as well. Yeah. Anyway, great catching up.

And I'm probably leaving at the same time. Okay, cheers. Cheers, Mark.

Bye. Where am I? And where's the...

Oh, yeah, there it is.