**22.01.2025 - Video\_Transcription**

[Rachael Davis] (2:58 - 2:59)

Hey Lauren.

[Attendee 6] (3:00 - 4:09)

Hi Rachel, how are you? I'm all right, how are you? Good, thank you.

Rachel, I'm going to live stream it to Facebook. What I'm going to do is I'm just going to share my screen with you and show you how I do that. Okay.

Because in future you're going to be logging in and doing that step yourself. Okay. I'll also write a manual for you.

I just thought while I'm doing it now I'll quickly show you. Yeah. I've only got a few minutes because I've still got to get Chris on as well.

But I'll just share my screen and I'll show you very quickly. It's just basically one or two steps. Yeah.

Okay. Can you see my screen? I can just say, yeah, I can now.

Okay. So you see at the bottom here we've got this more button. Yeah.

So if you click on that and you've got live broadcasting. Oh yeah. And then you just click on live on Facebook.

No, we actually have to go to this live on custom. Live, more, live on, what's it say? Live on custom.

Custom live streaming. Yeah. Streaming.

[Attendee 11] (4:10 - 4:10)

Yeah.

[Attendee 6] (4:10 - 4:24)

I will send all in a manual for you as well. Oh, that'd be helpful because I'll forget. So we just click on that and it actually opens up a new screen, which I'm not sure whether you can see.

It just says preparing to live stream the meeting.

[Rachael Davis] (4:24 - 4:25)

Correct.

[Attendee 6] (4:25 - 5:36)

Yeah. I'm just waiting to see. It should have gone through already.

It seems to be taking a bit of time. Yeah. It just takes a while, doesn't it?

It should be pretty quick. Everything's set up already. I'm not sure why it's taking so long.

Bianca, can you just reply to Chris? I'll be there in a minute. Okay.

Let me just have a look at the settings on this one. I'm going to stop sharing.

[Attendee 11] (5:36 - 5:37)

You've got a theme.

[Attendee 6] (5:37 - 6:02)

Technical issues there. What fun. Yeah.

So what I'll do is I'll hand, I'll give you co-host. I'll stay until I can get it live streaming. Just carry on with the meeting.

And once I've got on live streaming, I'm going to leave. Yeah. Yeah.

All right. Will you let me know? Yeah.

Okay. Yeah. Okay.

You can carry on.

[Rachael Davis] (7:04 - 7:38)

Hello. Hello to everybody. Just letting everyone come into the room.

Hi team. Let me just get everyone in. Let's get everybody in.

Bear with me while I just let a few more people in. How is everybody? You can take off your, you put your microphones on now so I can hear you.

How is everyone?

[Attendee 11] (7:40 - 7:41)

Not too bad, thank you.

[Rachael Davis] (7:42 - 7:53)

Good, good. Good. Nice to see you're all here.

This is lovely. This is where the rubber meets the road, isn't it? When we're all getting all the hard work done.

Okay. So how was everyone finding things?

[Attendee 9] (7:57 - 7:58)

I just kind of went through my.

[Rachael Davis] (8:00 - 8:00)

Yeah.

[Attendee 9] (8:00 - 8:01)

Yeah.

[Rachael Davis] (8:01 - 8:05)

Going through your winter hit list, starting to think about how much hard work you've got to do.

[Attendee 9] (8:06 - 8:17)

I had like too many. I've got way too many. So we're going to have to have a couple of sessions at, you know, either reprioritizing or just moving stuff to one side.

There was so much, far more than I realized.

[Rachael Davis] (8:17 - 12:08)

Yeah. And once the reality is, we'll just do a minute or two on winter hit list. The reality is with winter hit list is you look at it and when you start to do the work, you realize how much work you've got to do.

And I think that's absolutely spot on. If you, you know, you've got three months, you can't do everything. You've just got to choose what the most high, the highest priority jobs are.

And that's the, that's the real skill here is deciding what's the most important and going after that first. Because once you start doing the work, you do realize how much you've got to do. And if you've never done it before, how will you know how much work it is until you get started?

It's, it's a difficult one. And you guys are just learning this now. Um, if it makes you feel any better, I had two small kids when I started, um, property entrepreneur.

So I systemized my HMO business, which is only small, but it took me three years, maybe four, because I had two small children as well. So I did it really slowly. Some of you here can scale a HMO business and systemize it in two years.

But if you've not got children to look after, it's everyone's in completely different situations. So you do this at the speed that you need to go at what you can cope with. Um, what I don't want you to do is come out of the winter hit list, completely burn out.

Um, so you want to pace yourself and be very clear on what you can and cannot achieve and how many hours you've got to put to it. I think is my advice on, on winter hit list, but we're here today to do mid month mentoring. So I'll just, I'm just letting people in as we go along.

Um, today's session, we've got four people who have some challenges that they want to discuss, um, which we're going to go into in a minute. I've got Addy. Is Addy on the call?

Has he turned up? Anyone see Addy on the screen? Let's have a look.

I know. All right. So I can't see him at the, I can't see him at the minute, but maybe he'll join shortly.

I've got Addy. David, I've just seen you. Um, you're on as well.

Danielle, I've seen you too. You're on. And is Arden here?

Let's have a look. See if Arden's here. Oh, Arden's waving at me.

Hi Arden. Right, cool. So I've got three out of four at the minute.

So maybe, um, maybe Addy will join shortly. Um, we can talk about one of the issues he's got is directly related to the winter hit list. So it'd be good to discuss this with everybody anyway.

So the challenges that we've got in mid month mentoring, I'll help you as much as I can. Of course, I only have so much of my own real life experience as well. So what I'm going to do is where there's a topic that isn't my area of expertise, I'm going to throw it out to the community to see if other people can help as well.

And then I will connect that person to the right people that I know, because obviously I've been in the community for a long time. So I generally know who does what. So that's just a bit of a tip on how this works, because obviously I haven't experienced everything in my, in my, uh, uh, entrepreneurial career, if you like.

So if anything I'm not clear on or not something that I've got direct experience of, I will pass you on to somebody else and I'll connect you to that person who I think might be the best person for you. So that's how it works. Um, what we generally do is have 15 minutes for each person to discuss their challenges, um, and also me to talk with them and help brainstorm solutions.

And at the end of that, um, 15 minutes, what we'll do is I'll open it out to the floor to see if anybody else wants to contribute. So hopefully that works for everybody. Um, I'm going to start with the people who I know are here and then hopefully maybe Adi will turn up towards the end.

We'll see how he's going. I know he's just recently come back from holiday. So that might be why he's not here yet.

Um, can we start with Danielle? Because you were right on my screen at the minute, Danielle. I'm just looking at you.

Do you want to come off? Yeah, you're on brilliant. Put your speaker on.

Do you want to talk us through, you, uh, mentioned to me it's on diary management. So talk me through the challenges that you're having, uh, for the first couple of minutes and then we'll, we'll talk about solutions.

[Attendee 4] (12:10 - 12:26)

Do you want to go? I'm very reactive to everything that happens in my business. Yeah.

Okay. And I'm quite scatterbrained with it. So I'm jumping from one thing to the next and I love the idea of default diary.

I love the idea of things like money Mondays, if I even just do that once a month.

[Rachael Davis] (12:27 - 12:27)

Yeah.

[Attendee 4] (12:28 - 13:03)

Um, and I think it's probably a mindset and discipline thing, but I'm really struggling to stick to what I've planned to do. So for example, my Sunday sanity, I might then schedule in some bits and then I get distracted by an email that comes in with like this week, it's been a mortgage application that I've been trying to complete. And I know that becomes the priority, but it can wait an hour or two whilst I do the other things.

And I just can't shift my head to stick to my plan.

[Rachael Davis] (13:04 - 13:50)

Yeah. And it is a discipline. I get that.

And it does come in time, Danielle. So don't be too hard on yourself because remember, you've just been introduced to all of this new way of doing things and then you've got to try and put some of it into practice. So it's not easy.

Anyone on the program, you know, you're, you're trying to you've got all these old habits and you're trying to change them and it does take time. So remember that. So don't be too hard on yourself.

So talk to me a little bit more. So you're getting disorganized because you're getting distracted. It's great that you recognize that already.

It's taken me quite, I think a bit longer than you to recognize how distracted I can sometimes get, particularly with the kids, particularly with email. Um, what are your habits right now? So how often are you logging into your emails?

Um, how often have you got your next to you? Is that, you know, give me an idea of how much.

[Attendee 4] (13:50 - 14:32)

Yeah. So I would say I'm, um, yeah. So, um, getting back from the school run at nine o'clock and then, um, and then what I'd really like to do is just spend half an hour sorting out a few bits around the house, putting a load of washing on that kind of thing.

And I did like nine 30, you know, go for it. Um, and I'm pretty good at that. And I would say I'm then fairly solid until about 11, 12 o'clock.

And then my focus goes more of a goes on. Um, but what I do in that first couple of hours is projective, but it won't always be the thing I've got planned.

[Rachael Davis] (14:32 - 14:43)

Right. And what make, what do you, what do you think at this point is stopping you from doing the thing that's planned? Is it in your diary?

Have you planned it in? Have you, is it, is it just something else comes up that you expect?

[Attendee 4] (14:43 - 14:52)

I planned it in and then I've gone. Yeah. Unexpected things is usually the issue.

Yes. Or I've remembered something.

[Rachael Davis] (14:53 - 18:17)

Yeah. All right. So you've got your top 10, but then you're actually not necessarily doing it because other things come up.

Yeah. How are you finding out about these other things? Email.

Yeah. Right. So I think what's up and what's up.

Right. So that we've just named the two major culprits of your problem are the fact that, um, do you remember we talked about prime time guys on in the program last month, prime time is where you get your head down. You're doing some of the right things.

Um, Danielle, you've got your, you know what the topic is. You're planning your Sunday sanity. You know what you've got to do, but what's happening to you is instead of just sitting down and getting on with the task in hand, you are capturing or seeing emails, seeing WhatsApps and you're getting distracted.

So the main thing I would say, there's a, the next workshop's going to really help you because there's a book we're going to recommend, um, in it, which is about deep focused work. And what you need to do is take your, you need to, um, there's a couple of things I can recommend. First one is you need to have your phone in a different room.

So put it, I know you're probably terrified that something's going to go wrong or the school's going to call you. Right. But I would say that to, just to get into habit of this, try and do primetime for an hour.

In most emergencies, they can wait an hour, right? Even if, um, you have a problem at the school and they need you to go pick up your child, you can still, generally if they can't get hold of you for an hour, it's not that bad. I know what you mean because there is that mother calling her husband anyway.

Yes. But we've all had those moments. So I would say put your phone in a different room.

So literally put it somewhere else where you can't get hold of it and make sure WhatsApp is not on your computer. Just take it off like for that day, unpin it, get it off your computer and then do the work because that's the, the discipline here is that your phone and your email are designed to lure you in. You know, they are the biggest distractions that you'll ever have.

Email and WhatsApp are an absolute nightmare. And if you, if you glance at your phone, you will start looking at your WhatsApps and you will get distracted. The other thing about email, and this is something that I didn't do straight away.

It took me a few years to get into this, but when I hired a virtual assistant, I did an inbox and like a process for an inbox. So she manages my inbox now. And what that does is it takes away the need for me to look at my emails every day.

So what I do is I now look at my emails three times a week. She has been told to tend to be anything urgent that needs to be done in the next 48 hours. So if I've got an urgent appointment coming up, um, she'll let me know that I've had an email about it, but anything else, I just go to my email three times a week.

I wrote a process for her. If you don't have a virtual assistant right now, it's absolutely fine because you can do this for yourself. Um, I would, I think it's really good practice.

You could just decide, I'm going to look at my emails at 1230 in the afternoon when I finished my prime time. And then I'm going to look at them again at 5 PM in the evening, whenever you stop working, you know, everyone's work days different, but you could, you could reduce your time on your emails to just two parts of the day, every, every day of the week. So you'd 30 minutes in your inbox, because as soon as you get in there, what happens, Danielle, you start doing the work.

Don't you like fingers on the buzzer on the keyboard when you're off, but you want to make sure that you're doing that at times in the day when you've done your prime time. Um, if I could recommend you do it once a day, it would be better. So you only look at it.

[Attendee 4] (18:18 - 18:21)

I completely forgot about the whole prime time thing.

[Rachael Davis] (18:22 - 24:15)

Yeah, that's all right. It's fine. And, and the, the idea behind prime time is you don't have distractions in the room with you.

You know, I, even I've got to, I did one the other week, I had my phone in the room with me. I didn't mean to, I just had it in the room. And then I looked at something and started doing something else and went, what am I doing?

Stop. And then I chucked all my stuff out of the room and I, and I got on with it. So it's just about managing your distractions.

But the key to that is like, like you would with your children is to treat yourself the same. Um, is to, is to not to take those distractions away, you know, whatever they might be and be in a room where you've got no distractions. So you've not got like in your office, you should be able to remove the things that cause you distraction and just focus on the work in hand.

Or if you're trying to solve a problem, Danielle. So say one of your tasks, I'll give you an example of mine. One of my processes that I'm having loads of issues with is rent arrears.

The process I've got is too complicated. My VA can't follow it. So what I'm doing is I sat down in a room the other day and came up with, I use chat GPT and I came up with a solution around what my rent arrears should look like, a much simpler version of what I've got so that the VA can follow it more efficiently.

And I, and I spent that in my, I went into the living room and drew it out and worked out the steps. And I got some help on my computer and I did it in a different place and I didn't have my phone. Um, I didn't have that with me and I didn't have WhatsApp in front of me.

So to get the deep work done, you need those distractions out of the way. The other thing that I use is a default diary. Now default diaries, all they do is they, you have a process or a flow to the week.

They give you a rhythm. You mentioned it earlier. So I know you've recognized this already, Danielle, like money Mondays.

Yeah. So my, I'm just going to show you, see if I can share my screen. I'm just going to show you my diary.

It does look a bit scary. Um, let me see if I can get into it. Um, bear with me because I just want to show you what you can do with the default diary, right?

It looks really busy, but what I've got in each of these sections here is I've got a focus for the week, loads of reminders for me, because remember, not all of you are mums, but mums remember everything. Like I'm responsible for everything in this house. Like remembering like what goes on for my husband, what goes on for the kids.

I've got all these, all these reminders in my diary at the top of my page. And that's why it's so busy. My gym's built in here.

So your default diary is when am I going to look after my health? And when I'm going, when am I going to do everything else? And I set this up for the year ahead and every year I do it slightly differently.

Um, in here, I've got a delivery day. So on a Monday, I do everything to do with my HMOs, all the delivery and all of the money. So the money, like looking at the finances, looking at the P and L meetings with the bookkeeper, the accountant, with Paul.

Um, I do that when he comes home in the evenings, because he's obviously in London. So I have a delivery day on a Monday doing the job that I, that makes me the most money. Yeah.

But I, it's highly systemized. So it doesn't take a lot of my time. It's about half a day, sometimes a bit longer.

And then on a Tuesday, I do anything to do with property entrepreneur. So if I'm writing a slide deck or I'm prepping for a mid week mentor, anything like that, I do it on a Tuesday. Then on a Wednesday, sorry, I'll just get out of that.

On a Wednesday, I do everything related to cybersauce, which is the cybersecurity bit company that my husband wants to launch. And I'm helping him in certain ways with that. I do that on a Wednesday and I do that on a Thursday.

And then on a Friday, what I've done with Fridays is 20% of my time is a full day on our financial fortress and looking at new property opportunities. Obviously you have all the things going on. So you pre-plan it in your diary and you pre-plan some primetime sessions.

So on a morning, you can have a primetime session every day between 9.30 and 11, Danielle. Yeah, that's how you could do yours. You've got to fit things around it.

But what happens is if something else goes in your diary, when you're looking at it the following week, you just move things around to fit them in. Oh, that primetime is going to have to go into the afternoon now because I've got this going on and you can move things around. So our recommendation to you guys is that you do at least an hour a day of primetime working on your business, not in it.

And that means an hour a day working on your winter hit list tasks. That's what primetime means. And you can plan however you mind.

Remember, I'm more advanced. I've been doing this for five years. So I've got, you know, but I do think the rhythm, planning a rhythm to your week, when if you've got multiple businesses, when are you going to be working on them?

Really massively helps. Every week, I know what I'm supposed to be doing on each day. Even PE, they said they try and get stuff ready for me on a Tuesday because they know I'm going to work for them on a Tuesday.

It just helps with the flow of everything. And then when you're not getting through everything in time or you're not doing enough, you can review and say, well, this isn't really working. I need to change it to this, this and this.

Our default diary, I highly recommend it. And what happens is when you're planning your Sunday sanity and you've got a primetime already in the diary because it's on a specific topic, then what I would do is I'd put it into your diary like this. This one, it says what I'm working on.

I know that today me and Paul, honestly, we've just done this, my head's still pounding from it. We're working on a brochure together. We've just done two pages of it.

We've had our head stuck in AI image generators and all kinds of imagery. And that's what we've just done this morning. So it's already scheduled in.

So you know that stuff that you need to do on your Sunday sanity or the stuff that's in your winter hit list. This is where you say this day, I'm going to be doing two things. I'm going to be doing a rent arrears and a rent arrears process.

And I'm going to write two pages of my brochure or whatever it might be. And you can plan it in because you've got your default diary. And I would say that you pre-plan every day of the week, primetime.

I do try and do two a day, if not three, but I'm more advanced. So don't try and do what I do. Make it a little bit easier.

You know, the recommendation is you do a minimum of an hour. I would say an hour and a half on your winter hit list, getting your head down, getting stuff done would be if you did that.

[Attendee 7] (24:16 - 24:17)

I'm just busy for maybe 20 minutes.

[Rachael Davis] (24:18 - 24:30)

Say that again. Liz, are you talking to me then, Liz? Yeah.

So that's how I would do a default diary. Danielle, does that make sense? Does that help you with this?

[Attendee 4] (24:30 - 24:34)

Yeah. And you're just using Outlook for your diary, are you?

[Rachael Davis] (24:34 - 25:19)

Yeah. I'm just planning it in my diary and planning in my Sunday sanity each week into those primetimes that I've already pre-booked. So I'm setting it up.

What I did in the first week of the month after we'd finished the strategy I did a default diary. So this year, what am I focusing on each day of the week? I've got it to reflect my 70, 20, 10.

So it does reflect that. My delivery days on a Monday morning, Tuesdays PE, Wednesday and Thursdays is cyber sauce. That was my 70%.

And then my other 20% was Fridays doing financial fortress and new property opportunities. So however you want to, you need your default diary to reflect that for definite and then have a flow and decide how to do the other thing. And I'll bring this up in the next meeting.

[Attendee 4] (25:19 - 25:26)

Like all the bits of the jigsaw. Yeah. Sorry.

I feel like all the bits of the jigsaw are starting to connect now.

[Rachael Davis] (25:26 - 26:37)

Yeah. And that's how exactly I'll just come out of this share. That's exactly how it should be.

And this is what these sessions are for. But if you have a default diary, you can kind of like, you know, when you're doing things, I would say for anyone starting out, if you had a prime time in the morning between nine 30 and 11, every single morning without fail, you will succeed with your winter hit list. And then each day you make sure those distractions are not there.

Yeah. You cannot access your emails. You cannot access your phone.

And then, and if there's something on your phone, you need for a prime time, take it off your phone, put it onto your computer, put it in a brochure, in a word document, whatever you want to do, just not don't have your phone near you when you're doing it. Cause you will get distracted. Everyone's the same.

You know, we're all children when it comes to social, you know, forms and devices and technology. We're all the same. You know, we're exactly the same as our kids.

You know, we can't control ourselves. It's just the way it's designed to work, but make sure you can't get into your emails either. And then I would say planning that time that you do agree to yourself.

I am going to, I'm going to look at emails at the end of the day or at the beginning of the day, but I wouldn't do it at the beginning because you need to be on some focused work. You don't want to get distracted straight up straight away. So I would do it much later in the afternoon.

Have you got any questions off the back of that?

[Attendee 4] (26:39 - 26:40)

No, that was really helpful.

[Rachael Davis] (26:41 - 26:48)

Cool. All right. Does anyone else want to add anything in any other good tips that they've got from discipline on their diaries or anything like that that they want to add?

[Attendee 1] (26:49 - 27:55)

Yeah, I get distracted a lot. And, um, what seems to work for me is like, cause if I don't have something to wake me up from my distraction, this could take a lot of time. Like I get distracted by something, we go on forever.

And then by the time I'm like, oh my God, it's this time. And I didn't do my work. And, um, um, I, I put, uh, do not disturb on my phone.

I also put an alarm. So I say, if I feel like, uh, I'm in very, uh, focused, uh, productive moods, then I can get myself like an hour, two hours, three hours of focus time. And I put an alarm for three hours, but if I feel like I just not in the mood, I'll just start with half an hour.

I just put an alarm after half an hour and I say, I'm going to do this for half an hour. I can do that. And then when the alarm buzzes, I usually, you know, I usually already get in the zone and I'm like, oh, I can do another half an hour.

It's actually, um, I'm going to delay that a lot, but I use alarms because otherwise he, you know, it's to break that. What's that?

[Attendee 4] (27:57 - 28:00)

It's like, you'd have to beat the clock. So see how much you can get done in half an hour.

[Attendee 1] (28:01 - 28:23)

Well, because I, um, I forget about things, you know, like if you start doing something, you generally get into it and you forget about things. And if you don't have an alarm or something to, to, even if you got the diary, uh, unless you got something to say, oh, this is time to go to the next task. You know, you can't, you can, you can just get over it.

And then it becomes a habit of not respecting your diary.

[Rachael Davis] (28:24 - 29:32)

And that's really easy to do not respecting your diary. And I think Danielle, exactly, that's exactly what you've been doing, not respecting what you say you're going to do. But I think there's a couple of tips there on a final point on alarms.

Alarms are great. The other thing that you should be using is toggle. So my toggle is on right now and my toggle tells me how long I'm spending on something.

Um, sometimes for me, I can spend too long writing a slide deck. It try keep, if you haven't done to toggle yet, Danielle, then start using it. It is, it can be a pain to start with, but once you get into it, you'll find it gets a lot easier.

But again, with that, it gives you an alarm. You've got a timer ticking away. You've got, I've spent an hour already.

I need to stop and I need to move on. Or I need to make sure I spend at least an hour and a half on my prime time and you can track it. So in my toggle, um, I've track how much prime time I'm doing.

So I know that I'm doing enough. I know that the minimum is five hours, got to do five hours minimum a week. And if I'm doing more than that, I know that I'm going to be getting through the work that I need to get through.

So that's the thing, you know, an alarm is great, but really toggle is another alongside an alarm. Toggle is great for that. And I think there's a, um, Addy, have you heard of the Pomodoro technique?

[Attendee 2] (29:32 - 29:45)

That's what I was going to say, Rachel. It's blended in with toggle. They've actually got the Pomodoro technique.

So every 25 minutes, a little alarm will feature or golf in toggle to guide you that look, it's been half an hour. You need to get up, have a little five minute break and then carry on.

[Rachael Davis] (29:46 - 30:39)

Yeah. And again, you know, the maximum you can really spend focusing on something is about an hour and a half. And if you have breaks in between, it might help you.

But if you're having a break in between your prime time, do not look at your phone. I can't tell you how important that is because you will not go back to it. So if you think it's better discipline wise for you to just stay in the room and get it done, like make sure you're clear on the result.

So if I'm sat down, I'm like, I need to write a process for my rent arrears. I'm not going to leave the room until I've got a step-by-step guide that I'm satisfied that the virtual assistant can follow, you know, and you can do some of this really. Sorry, I haven't got my headset on.

That's the dog. And you, you know, you need the discipline to get it done. So focus on having the timer, focus on an alarm that all that kind of stuff will help you deliver what you need to do.

Just bear with me a second.

[Attendee 1] (30:46 - 30:52)

Pomodoro, they used to have this tomato thing that you, do you know that? Yes, yes, yes.

[Attendee 2] (30:54 - 30:54)

Right.

[Rachael Davis] (30:55 - 31:09)

So toggle Pomodoro, having a break. Don't look at your phone. Keep the focus.

Respect your diary. I like that. I think respect your diary is a really good one from Adi.

Is there anything else, Danielle, that you need from me or everyone else on that?

[Attendee 4] (31:11 - 31:13)

No, thank you. That's been really helpful.

[Rachael Davis] (31:13 - 31:14)

Yeah.

[Attendee 4] (31:14 - 31:14)

Fabulous.

[Rachael Davis] (31:14 - 31:21)

Right. So should we move, Adi, should we move on to you, my darling, because you've got, it's winter hit list focus, so it's a good one to follow through next.

[Attendee 10] (31:21 - 31:22)

Yes, please.

[Rachael Davis] (31:26 - 31:30)

Right. Off you go. Tell us, tell us, how are you getting on with your team and your winter hit list?

[Attendee 1] (31:31 - 32:12)

Oh, so the question was obviously about when it comes to the winter hit list, because it's, it seems like it's, it's about developing the business. So my winter hit list is basically like writing standard operating procedures and, and looking at hiring different people or stuff like that. So it's, I'm just finding it hard to understand how I can give that to somebody else to do.

I don't have anybody to, that can do that for me at the moment, because everybody that I hired, they got very specific roles, operational roles, and nobody in my team is, has got any responsibility on business development.

[Rachael Davis] (32:12 - 32:23)

Okay. That's, that's a really good point. So some of these tasks might just fall to you.

And the people who you've got on your team, just talk me through the number of people you've got on your team and what they each do.

[Attendee 1] (32:24 - 32:43)

So I got two architects and they both have specific parts of the architectural process that they, they specifically do. I've got a bookkeeper, obviously that's booking, but social media manager, just hired her.

[Rachael Davis] (32:43 - 32:44)

Yeah. Excellent.

[Attendee 1] (32:47 - 32:50)

And I've got a surveyor. He just does surveys.

[Rachael Davis] (32:51 - 33:14)

Yeah, of course. That's cool. So you've got a team of people around you.

And you know, when we did the winter hit list, have you done it in sections? So there's like things you need to do for finance, for operations, for marketing, for the products that you produce or sell. Have you like put it into the different categories and then there's like a miscellaneous, isn't there?

Have you done it in the same way? Have you created some like, like amazing spreadsheet instead?

[Attendee 1] (33:16 - 33:23)

No, I've not created an amazing spreadsheet. Because there weren't that many items on it. So.

[Rachael Davis] (33:23 - 33:29)

So they're all, so, so they're all, you're saying stuff that you need to do. Is that what you're thinking?

[Attendee 1] (33:29 - 33:42)

Yeah. That's where, where I, where I got to that point where it was, it's all just stuff that mostly I need to do and it's hard to give it to anybody else. So I find it a bit, I kind of find it hard to see the value in it really.

[Rachael Davis] (33:42 - 33:58)

Right. Okay. So I get that.

So talk me through like the top three or five things that you want to solve this winter. What's on the list? So you said an operation manual.

[Attendee 1] (34:00 - 34:45)

Well, I've got to finish the training manuals for my surveyor. I still got a few stages of survey that I've not mapped out in a training map, training videos. And then I got to hire somebody to, to replace me like a local HMO architect that can manage the offshore team.

And then what else is more important? And then the personal assistant, cause I just hired somebody that's just doing social media right now. Previously, my, my PA was doing more than that.

So I was doing, you know, email management and hiring process and all of that. And that needs to be, needs to be done as well.

[Rachael Davis] (34:45 - 34:49)

So is that what's happened to your PAs? Have they gone or have you still got them?

[Attendee 1] (34:50 - 35:23)

Well, my first PA that helped me develop most of, you know, she, she done a hiring process and she's really done most of the stuff that I've been doing in the business was done with my first PA, but then she, she left last year and then I've tried to hire like other people and wasn't successful. And now I found somebody that's a YouTuber, so she can, she does the video editing, but I've not gone into give her any other tasks that are more, you know, admin.

[Rachael Davis] (35:23 - 35:26)

Yeah. Because she's not, that's not her skill or expertise.

[Attendee 1] (35:27 - 35:30)

Well it can be, cause you know, anybody can learn admin, but.

[Rachael Davis] (35:31 - 35:40)

Yeah. But if she's not, again, it's the right person, isn't it? Who's got the enthusiasm for the role.

She might not be interested in admin and that's the thing. If they've got no enthusiasm to do it.

[Attendee 1] (35:41 - 36:06)

I've not tried it, but the problem was that with my first PA, we didn't actually write those down into standard operative procedures, whatever she was doing. So basically when it came to the, let's say the recruitment process, there was not, it wasn't written anywhere. So she did it and I just left her to do it.

Now it's lost. It's like that asset that was developed, but was lost with the person. Yeah.

[Rachael Davis] (36:06 - 36:27)

And that's a typical thing that happens in businesses. What happens is that you hire someone and you rely on them to do it for you because that's, that's how you want to do it. Right.

But then what happens is when they leave, it goes with them and there's nothing there for the next person. And you find yourself in a hole. That's what we want to avoid.

So what I would say to you at this point is, how busy are you on a scale of one to 10 already?

[Attendee 1] (36:28 - 36:28)

20.

[Rachael Davis] (36:31 - 36:52)

Right. I'll tell you, I'm going to ask you another question now. What would, out of all of the things you've got to do on your winter hit list right now, absolutely change the game for you next year.

You're thinking about by the end of this year, really levelling up what you, what you sell and what you achieve. What are the two, what's the key things you need to do? Maybe like three maximum things you need to do.

They're going to really make a difference to you.

[Attendee 1] (36:52 - 36:59)

Hiring this, this architect. Actually my biggest competitor in the market is just closed down business.

[Attendee 6] (36:59 - 37:00)

Wow.

[Attendee 1] (37:00 - 37:19)

So I've been trying to reach out to all his previous team to see if I can hire somebody from there that already knows what to do. That would be amazing if I can, if I can hire somebody that that's already in that game and can just, because I got most of his like regular customers have been reaching out to me to do the work.

[Rachael Davis] (37:19 - 41:40)

So you need to scale up, don't you? You need to have the capacity. So I would say that sometimes it just depends on where you're at, right?

So it depends on where you are in your journey, what your winter hit list looks like. And for you, I would say right now is that I appreciate, is that if you, the operations manual, is that about the, the only thing I would say is this, maybe some sections in your operational manual that your architects could help you with it, that they could write up their process. So I would say with an operations manual, it's a team effort.

You don't have to write it. Every person who's responsible for their role needs to write their piece of it. So I would chop up the manual as if to say, you are responsible for this section.

Can you write up your step-by-step process here and produce a document or whatever you want that to look like, videos, however you want that manual to appear. They do the bit that's responsible for their job. So everybody's job, they write up what they do so that if they ever leave you Adi, you're never left in the same situation you've just been with the personal assistant who didn't write the training manual for hiring.

So you want them to write the, you want them to contribute to your operations manual. So I would give them that task because they're already doing it. And actually it's very easy for someone to write a process for a job they're already doing.

It's really easy. Yeah. So I would get them to contribute to your manual.

The other thing here is you just need to focus on what matters most. If you've got to do everything else, because it's just you, you're doing the business development, right? Then I would focus on the thing that's going to make the biggest difference to you.

You want to capture some business from this architectural practice that the opportunity that that's given you, if they've closed down and then you need to scale up. So your biggest single thing you should be focusing on now is hiring. My suggestion, and you're probably doing this already Adi, because so many people are, is get onto chat GPT and get it to write you the, the job descriptions or use the job descriptions.

If you're hiring another architect that you've got for your previous architects that you've already got on board. So you've got the collateral or it's easy to get it right up the job descriptions, post the adverts on Indeed and go through. If you want a little bit more help on, on the step-by-step process you should do for interviewing the team, the community can help you with that.

And so can I on a different call and, and you can get something up and running because that's who you need to scale up as soon as possible, don't you? And I would say you need to decide on whether you need another personal assistant, because when you bring someone in who's got the skill, then they can do the processes for you. But the people you've already got, so the two architects, the bookkeeper, the social media manager, and the surveyor that you've got, whatever they do for their roles right now, whatever processes they're currently following to do their jobs, they need to write up their own, the process for what they actually do for you right now.

And that goes into the manual and then half your manual's written already, yeah? And then maybe you get a PA and you hire a PA and they help you finish the rest of it, because there's so much, you can, it's just, the step changes come when you hire people who do these things for you, but the map's important because without it, it's a very valuable asset on how your business runs and you don't want people to walk away and leave you in the dark. How did they do that?

I wonder how they sorted that out, and you don't want to be in that situation again. So get your team now to map out their own jobs that they're currently doing. It's not too difficult to do.

I would give them some support and resource or tell them how you might do it, you know, explain to them in a video. I would use ChatGPT to help me, but just think about your step-by-step. What do you do each step of the way?

You know, however you want to advise them on how to write it and how you want it to look like. Do you want a floor chart? I know you like floor charts, Adi.

Do you want a floor chart? Do you want them to write it up in Asana? You know, how do you want them to, is it in a Word document?

How do you want them to produce it and be really specific about how you want that to appear? And then that goes in your manual, yeah? You don't need to write the entire manual.

Other people can write their bits for you. You write the bits that you do, yeah? Because one day you want to systemize yourself out of your business, so you're not doing any of it and you're just doing something else and you've got a team of people running this architectural practice, right?

So your role needs to be mapped out in there as well. Does that make sense? And I'd say anything else that's on your winter hit list that you, I would just be really, really considerate about how much time you've got.

Can you afford to do like an hour a day working on some of the winter hit list tasks you've got, Adi, or do you not have the hour?

[Attendee 1] (41:42 - 41:46)

Well, I just got like, I'm just trying to focus on the next priority, so.

[Rachael Davis] (41:46 - 41:49)

Is that the next priority for the business as you're working in it?

[Attendee 1] (41:50 - 42:01)

Yeah, well I've got, you know, the, it's the architecture, but then I've got two renovations that I need to start, it's like competing fires, it's just loads of different things, so I just like try to focus on just the next thing.

[Rachael Davis] (42:02 - 42:13)

Yeah, yeah, so you're really busy, so I would say the sooner you hire, the sooner you can give some of that work to other people, because some of these renovations, can they be run by other architects or the surveyor, or is there other people who can help you with these things?

[Attendee 1] (42:15 - 42:22)

Well, the renovations of this, the, you know, they're just separate to the architecture business, which is a different thing, you know, it's buildings.

[Rachael Davis] (42:22 - 42:59)

It's something else you're doing, so it's not, right, so you want to make sure that your architectural practice is really well systemised, so other people are running the business for you then, so you can focus on your renovations, I would say, but I would pick out the thing that's going to make the biggest change to you this, this winter and just do that, especially if you're really busy and you're, you know, you're over capacity already, just pick, you know, if there's anything finance related that you need to do, give it to the bookkeeper to do, so just what can you delegate out to them, because your bookkeeper, I imagine, is paid by the hour, so they could do a separate piece of work for you if you needed it, but that's how I would do it, I would just focus on the key thing, and I think for you, it's just hiring people, isn't it?

[Attendee 1] (43:00 - 43:37)

Well, that's what I've been doing, so the surveyor is a new role, they've just done their first survey, they're just, actually, they've done two surveys so far, so the operationals manual, I need to finish it, like it should have been finished before they started work, but we've just been doing a few of these surveys together, that's how they just keep going on, and, you know, obviously, they're not very good at what they do, so they're still learning. Yeah, yeah, of course, it's harder for the architects, because, obviously, they're doing mistakes and all of that, but then, so I just really need to get those operational manuals done, I can't give it to her, because she's just learning, you know, so.

[Rachael Davis] (43:37 - 43:46)

Well, then make it as easy as possible on yourself, have you got into Loom yet, does Loom work, or do you have to do it on site, can you do it on your phone with Loom?

[Attendee 1] (43:47 - 44:27)

Yeah, I've got the materials, I've gone through the first steps of the survey, which I've done into really nice manuals, and I've got a few steps left to do, so these roles, I mean, the surveyors is a new hire, the PA is a new hire, and now I get the architect's got to be a new hire, and all these people that are new, they need a little bit of babysitting at the beginning, so it's like, it's taking time as well, you know, it's the idea they're having, obviously, they're leveraging by hiring people is a good idea, because eventually you're going to have other people doing it for you, but at the beginning, when you first hire them, it takes a lot more time than doing it yourself.

[Rachael Davis] (44:28 - 48:05)

Yeah, I would say, make, if you have to do some of these processes to show them how to do things, or help get them, you might be surprised, they might be able to write more of it than you think, if, so you've hired someone in a survey role, a surveyor's role, sorry, they know how to do their job, because if they're a qualified surveyor, they might be able to help you, you might be able to delegate more to them, rather than you doing all of it, they might be able to write their own processes, so sometimes we think that you, you feel like the owner, you've got to do it, but you could actually ask them to just, everything that they're doing on site, just to make them, make sure that they're making a, like a step-by-step guide of what they're doing, so that they can track it, or maybe after they've done the second or the third one, you get them to start writing down what they're doing, so that you can go into an operations manual, everyone understands what operations manual is, and maybe they'll help you, so maybe you can give them more than you think, is my only other suggestion, but you are in a difficult place, because you're in that maelstrom of hiring, and teaching, and coaching, and getting them up and running, but in six months time, you'll be super, super happy, just from experience, when, when Josh has brought his new team on board, he's, he has done as much as he can on loom to help them, and then he's got them to write stuff themselves as well, and then he's got all these loom libraries that people can use, so you've got to kind of do it on the go, which is the only way I think it's going to work for you now, I think once you get a PA on, and you can get that, you can get them to pick up some of the slack for you, so if you, you can even voice note, send them a loom, talk them through something, and then get them to create a flow chart, or a step-by-step guide, so get someone else to take the admin off you for it, so you're not doing it, so I would think about the task triangle, you do all the high value work, all the thinking about how this is going to flow, and then you get someone else below that to do the actual creating of it, the document, the, the, the flow chart, you know, someone else in the team can do that for you, right, but you're doing the thinking, does that make sense? You do the strategic bit, and then someone else does the, the legwork, if that makes sense, so if you're hiring another PA, which I think it sounds like you might be, then you can, then you can, you can get them to do the, the bring it to life bit, that's what I do, I do the thinking, talk it through with the VA, and then she creates the documentation, these days though, Adi, you can get a lot of it, I know not, chat GPT isn't perfect, but you can get some of it out of a, of a, an AI system that can help you, yeah, so you know, just make things as quick and easy for you as possible, does that make, all right, but I think you're doing all the right things, the thing that's going to make your life better is having more team, isn't it, having more people in your team, and that's, so your winning hit list should just be focused on hiring people, and then doing these training set things on the go, getting them to write some of it for you, thinking about that task triangle, you do the thinking, they do the, they fill it out for you, or, or, you know, write the document, and then you, you just delegating as much of that as possible, you know, if they're currently doing the role, then it's not a waste of their time, you know, they can fit in, because they're doing it as they go along, you know, it'd be easier for them to track, like step-by-step process as they're doing it, you know, they could even record a video doing something as they're doing it, you know, and then that'll remind, that's the process, if that helps, yeah, is that okay? I think you just keep it simple, and just focus on your hiring, yeah, and getting them through the training, and then just make sure you do cover it all, and get it written down somewhere, or get someone to write it for you, rather than, I'd say it definitely shouldn't be you, it should be somebody else in the team, PA, VA, these are the people who are good with documentation and admin, and get someone experienced, someone with a bit more experience, so you're not having to handhold them too much, because that makes a massive difference.

[Attendee 1] (48:05 - 48:17)

Exactly, that's a good point, because that's what I was thinking, this opportunity to hire somebody that's already worked for this guy that's closing the fund, because that would be a shortcut, I wouldn't have to, I wouldn't have to train them with anything, they already know everything, so.

[Rachael Davis] (48:18 - 48:30)

Yeah, I 100% agree, has anyone else got any ideas here of how, this is a real life issue, this is like, he's just too busy to do his winner hit list, it's like hard, anyone else want to put some contributions in?

[Attendee 7] (48:30 - 48:47)

I think it's possible to make a voice note, and have somebody type that up, yeah, so you can talk through your activity, and get a secretary type person to actually do the typing, and then you can just finesse it, once you've got it in a written document, I think there's also tools that can translate voice to written documents now.

[Rachael Davis] (48:47 - 49:33)

I would suggest with Loom, you can do an upgrade, Adi, to the AI version of Loom, and it transcribes everything that you say on the video, so it's already written down, and you can get it to edit it, so it'll edit out the ums, and the ahs, and the extra words, so it can actually, and you can even watch a video back, and if it's got bits in it that aren't very good, you can actually edit them out, and take them away, so that's Loom AI, it's a brilliant tool, yeah, for making processes look a lot more professional, you can do it in a rush, then you can tidy it up, or get someone else to tidy it up, I mean, it's difficult if they don't know what they're tidying up, but it makes the whole process a lot quicker, and that's what you need, Adi, you just need a quick version of a training guide, yeah, as much as easy as possible, and Loom's a great one for it, thanks Liz, that's really appreciated, anyone else?

[Attendee 8] (49:34 - 50:02)

Hi, I was just going to say, Adi, you mentioned that you've got a surveyor, they're doing their work, but actually they're missing things out for the architects, so maybe once they're doing their step-by-step process, you can actually hand it over to the architects, and the architects might be able to kind of fill in the missing parts, they can go back to the surveyor, and perhaps you could step back a little bit from it, and between your team, they can kind of help each other, and kind of understand what parts the other person might need.

[Attendee 1] (50:03 - 50:46)

Yeah, I think that's brilliant, we do have the step-by-step process, which we're just trying to refine a little bit, but it's like, not necessarily that they're missing things, they did miss like a little bit, but not something important, that's not necessarily the biggest issue, it's just a part of the process, because they will take like three times as long as normally, because it's a new role for them, so they will take three times as much, and that makes it, and the process is not as streamlined, and not as clear to the architect that's doing the model, so the architect is obviously going to take three times as much now as well, to figure that out, so it's just, but it's something that just takes time to do.

[Rachael Davis] (50:46 - 51:29)

It does, and Adi, you've got to, this is the bit where you've just got to be brave, and brave it out, you've got to brass this bit out, because this is the hard bit, you're bringing on new people, it's not going perfectly, you know, if you're impatient, you want things to be better sooner, but you've just got to give it the time that it takes, it'll take six months for these people to bed in, and you've got to be okay with that, and you've got to, you know, you can help them where you can, but you do have to push some of this process stuff onto the people who are doing the actual process, and make it as easy as possible, Loom makes it easy as possible, so have a look at it, Loom AI, and I think that's how you do it, but you just, yeah, you just have to have the faith, in six months time, you're going to be so happy, because this is working well, but you've got to, there's no way out of the hard graft, there isn't, yeah, you just, I don't know if this is

[Attendee 7] (51:29 - 51:44)

beyond obvious, but if the surveyor is missing things out, and stuff, have they got kind of a questionnaire, or is there a template that you could give them, that's basically a list of headings that they need to address, so that they do do the thing, they only work on the things you want, and in the right order?

[Attendee 1] (51:45 - 52:07)

Yeah, we did it the way it was on the podcast, because we got the structure of the survey, with six steps, and then each step has got like five or six bullet points, and then every section of it has got a, you know, a Loom video, it's a video, a training video that goes into all the details, so they do have that structure, so.

[Attendee 7] (52:07 - 52:10)

And have they seen one that you've done before yourself?

[Attendee 1] (52:11 - 52:11)

Sorry?

[Attendee 7] (52:12 - 52:14)

Have they read one, have they read one that you did for a previous property?

[Attendee 1] (52:15 - 52:39)

Yeah, we've been together, we've done the first like three, four surveys, so we've done, and I've been there watching them do it, and we had this feedback loop that the architect that's doing the model, I said like every single time she's doing a survey, just send her three points, what can she do to improve, like not too much to be overwhelming, but just a few of them, you know.

[Rachael Davis] (52:40 - 53:18)

I think this is about them learning the job, I think one of the things that from experience that I've had is, if you've got processes and they are quite complicated and there's a lot of information, they won't take that on board straight away, it takes time, and the more detailed it is, the more that they'll miss, the simpler it is, the less that they'll miss. But again, some industries don't lend themselves well to being really simple, 100% understand that, but you've just got to give them a bit of time as well and just make sure that you're asking them, get their feedback as well, Adi, about how they're finding the process, is it simple, can they follow it, does it make sense, just get some feedback from what you're creating and just make sure.

[Attendee 1] (53:18 - 53:58)

I just left in between them two, so the architect that's responsible for creating the existing models, so I left them the first month, actually they didn't do any actual surveys in December, they just did, I asked them to do, I paid her to do theoretical, so it's like just go and find some different buildings, go to her relatives, survey that building, survey the other building, and then send the videos to the architect, and the architect was going to go through it and tell her how to improve, how to improve, before she actually done her first survey, so it is a process, it's working, it just takes time.

[Rachael Davis] (53:58 - 54:03)

It does, and I think part of this is just having the patience to know that you've got, Mick, just do your best to get...

[Attendee 1] (54:03 - 54:08)

It didn't take any of my time, so I just left in between them two, and so...

[Rachael Davis] (54:08 - 54:33)

Well, I think if you've got a few tip bits there that can help you, because you're on the path, you're just very busy, you just focus on the hiring, I think that's the main thing for you, and then get other people to help you write the operations manual, I think is like the feedback from me, and then use some of this technology out there to help you do things really quickly, I think is the main learning points from that.

Does that help? Cool, let's move on, because I am running out of time, because we've only got an hour.

[Attendee 11] (54:33 - 54:34)

Thank you, Rachel.

[Rachael Davis] (54:34 - 54:41)

That's all right, thank you for bringing your problem forward. David, do you want to just talk to me about yours?

[Attendee 2] (54:43 - 55:14)

Yes, and thankfully some of it's, I won't in terms of, I just need not just the operation resources, I need training manuals, I need so many things, and so we've got a lot of stuff stored on Google Drive, as I imagine most people do, but it's not very well ordered. We've kind of splashed it together over the last two years. Is there a particular structure or framework that people order their things online?

Do you tend to order it in like the five sections that are in the winter hit list, or how do you tend to order your stuff online?

[Rachael Davis] (55:15 - 55:19)

So you mean the resources that you create, the processes and the assets and the things that you've got?

[Attendee 2] (55:19 - 55:37)

We've got branding and marketing stuff, but it's kind of scattered around. We don't have any training manuals, and there are some things we do have, don't have, and it's all scattered. Is there a certain way that you order it, or do I just employ someone who's used to doing this?

Because we can do it, but it'll just take time that we really should be spending doing this.

[Rachael Davis] (55:37 - 58:25)

It's very easy for a virtual assistant to do something like that. Mine are ordered, my HMO stuff is ordered in terms of advertising, check-in, check-out, maintenance and compliance. Maintenance, compliance, complaints, it's all in like folders.

So each folder, I can actually show you, if I can get into it, let me just show you. It's not perfect, it's still a work in action, but you could get someone to organise. You'd need to tell them, David, what you want it to look like.

So in my property folder, I've got a big folder called processes for HMOs, and this is everything that I've got. So I've got an advertising folder, the operation manuals, the check-in process, the check-out process, complaints, the feedback process, maintenance and management. Actually, compliance is somewhere else, and in the winter hit list, we're moving it into here, so it's easy to find, because I can never bloody find it.

Rent collection, team management and recruitment, that's where all the team, like my loom library, all of the resources for training, that's where all that sits. And yeah, that probably should be moved. So it's not perfect.

I've got an archive with all the information. So anything from, like when I'm tidying up, everything goes into an archive that I don't need anymore, because it's not as redundant. I don't use that material anymore, and I stick it in an archive.

I do it that way so that the virtual assistant doesn't delete anything she shouldn't. So she chucks it in an archive, and then we reorder things. But that's how I do mine.

And if you go into my check-in process, it's literally a list of all the different things, my application forms, my Cognito forms, the email templates that my VA uses, all the right documentation that you need to give in the welcome pack, the welcome booklet, the check-in report, the process itself. And this is all in an ordered place, so it's easy to find. It's easy to find for the VA, and it's easy to find for me.

And that's how I do it, and everything's in an organized folder. But it's really easy. This is definitely a job you can give to a virtual assistant.

Really, really easy to do. My processes, I have them in Asana. I have them in the OneDrive.

I don't use Google Drive. I use OneDrive. I have them on OneDrive.

The reason I do that is on Asana, if for any reason I ever lost it, it's already, I can rebuild it. Because what you don't want to do is be reliant on one system. So I have them in two different places.

So I've got everything built out in Asana, but everything is built into OneDrive so that I've got the process somewhere written down exactly as it exists in Asana, so that if I ever lost it for whatever reason, I can replicate it again. That's just something to think on. When you're reliant on systems and other tools, just make sure you've got a backup somewhere is my advice on that.

But that's definitely something you can do. Got another question?

[Attendee 2] (58:25 - 58:44)

I was going to ask about, again, the kind of resources. But with Addie's answers, it's kind of been answered. Plus, I also had the chapters of six and seven of this month's book, which actually goes through a lot of the stuff said today.

So it goes through exactly, basically duplicating yourself and having to do a lot of the tasks that are really holding you back.

[Rachael Davis] (58:44 - 59:05)

Yeah. And I think once you've got the right processes, do you know what? Five years ago, I did all of mine by hand.

I wrote them out myself. And then got a year to help me. But now you can write.

There's so much you can do in AI, isn't there? It's ridiculous what you can create. And all you have to do is sense check it against how you do things.

And you can make a process in five minutes. It's bonkers.

[Attendee 2] (59:06 - 59:43)

Indeed. Now, I'm aware of Arden and time. So just the last couple of things quickly, with regard to my workflow strategy.

Again, we're creating an HMO, which is one thing. But going forward with back-to-back leasing, I'm actually coming up to the Belfry a little bit early next month. Because I'm meeting someone there who I've known for years.

You've actually got some properties I might be either managing before buying. So it's just knowing more about back-to-back leasing in the community. I know you mentioned to someone else that you knew some people.

I'm happy to pay whatever needs to be paid. But it'll be nice to be able to get some leads.

[Rachael Davis] (59:47 - 1:00:32)

Lost connection. Can anyone hear David? Or has he gone?

He's disappeared for a second. Maybe he'll come back on in a second. He's just gone off blank.

Maybe he's going to come back in a minute. But what we'll do is I'll connect. And this is the thing, where I can't help you, I will connect people to those who can definitely help.

And back-to-back leasing is definitely big in the community. So that one's easy to do. I think while we're waiting for David to reappear, shall we get him?

Hang on. Let's see if this is him. Just got to see if he comes back.

If not, should we get Arden on while we're waiting for David to reappear? Arden, are you there?

[Attendee 3] (1:00:35 - 1:00:36)

Yeah. Hello.

[Rachael Davis] (1:00:36 - 1:00:38)

Hello. How are you?

[Attendee 3] (1:00:39 - 1:00:39)

Fabulous.

[Rachael Davis] (1:00:42 - 1:00:46)

Do you want to talk us through what you mentioned on the mid-month rental?

[Attendee 3] (1:00:47 - 1:01:48)

Amazingly quickly, because I know we're all very busy. I've got a SAS loan back that's due to end at the end of the year. And to cut a very long story short, I'd like to raise Investor Finance to do some deals this year, because I basically haven't got any of my own money left, because it's all in the portfolio.

So I'm trying to figure out to connect both questions together. I'd like to use the Investor Finance to basically invest in some way that's going to help me pay off the end of my SAS quicker and still actually get some profit without doing any flips, because I haven't really got the appetite for that kind of thing. So I was just looking for some pointers, really, on which direction to go.

[Rachael Davis] (1:01:49 - 1:02:00)

So what I've done, this is not my area of expertise, Arden. So I have taken your question and I've given it to Susie Carter, who's a really good friend of mine. She's a commercial property expert.

Have you heard of Susie?

[Attendee 3] (1:02:01 - 1:02:02)

No.

[Rachael Davis] (1:02:02 - 1:02:13)

Yeah, so Susie's obviously SAS, it's got to be commercial, right? Hasn't it? So you're looking for Investor Finance in that area.

Let me know if I'm on the right track.

[Attendee 3] (1:02:14 - 1:02:20)

It's not commercial. The loan back I've done was to my own company. Right.

[Rachael Davis] (1:02:21 - 1:02:21)

Okay.

[Attendee 3] (1:02:22 - 1:02:43)

I mean, I would like to, I'd like to look at commercial for sure. But I'm basically just looking for some pointers on which which direction to go in in that area, because I'd like to invest 100% of my SAS rather than 50% of it and use Investor Finance to pay my current SAS off.

[Rachael Davis] (1:02:44 - 1:03:19)

Yeah, yeah. So I can, I'm going to send your request into the advanced community and see if there's anyone on there who is willing to talk to you about it. If you are interested, because my understanding was with SASes, you have to, if you're using them, you have to, it has to be in commercial property.

So I did get in touch with Susie beforehand to ask her for some tips, because Susie's the commercial property expert. So I'll get, once she gets back in touch with me, I'll get in touch with you, Arden. Is there anyone on the call who's got experience of SAS and investor funding?

Because it's not my area of expertise, unfortunately.

[Attendee 4] (1:03:23 - 1:03:38)

Only a little bit, Arden. I think you've hit the nail on the head, so that if you're buying with the SAS, then it has to be commercial. But if you're lending the money out, then it doesn't necessarily have to be commercial.

[Attendee 3] (1:03:39 - 1:03:42)

Okay, so I can use 100% of the SAS.

[Attendee 4] (1:03:46 - 1:03:47)

To lend out.

[Attendee 3] (1:03:48 - 1:03:49)

To buy commercial.

[Attendee 4] (1:03:50 - 1:03:51)

From your own SASes there.

[Attendee 3] (1:03:52 - 1:04:01)

Well, the SAS that I've had was a 50% loan back to my company. Once that's finished, are you saying I can use 100% to invest in commercial?

[Attendee 4] (1:04:04 - 1:04:05)

Yes, I believe so.

[Attendee 3] (1:04:06 - 1:04:08)

Ah, okay, great. Great.

[Rachael Davis] (1:04:09 - 1:04:56)

What I would do is, this one is very specialist, so people can have a general bit of knowledge on it. It's definitely something I don't know enough about, because I haven't got a SAS. But let me find some people who are SAS specialists that we can connect you to, Arden.

So I've got some homework to do for you, and I'll come back to you with a few details of people in the community that are in a good place to give you the right advice on, because I don't know anything about lending or the borrowing or anything like that. So I'll get you connected to the right people. But is there anyone else on the call who wants to just add anything in here?

Are we? If anyone else has got any experience. What are you thinking of using it for?

What do you want to do, Arden? Because you said you were going to set up a new business or something. Is it to connect with this new business, or is that something else?

[Attendee 3] (1:04:58 - 1:05:15)

No, that's something totally different. It's purely to increase my portfolio without actually having to borrow too much money from outside, whatever I've already got going on.

[Rachael Davis] (1:05:16 - 1:05:20)

So you want to use the SAS to build your financial fortress, basically?

[Attendee 3] (1:05:21 - 1:05:54)

Yeah, and the one thing that I found a bit annoying when I did the SAS originally is because I could only use 50% of the money, the other 50% is basically funnelled back into just like kind of normal boring stock investments while I'm paying back the other 50%. So next time around, I was kind of looking at a way of using 100% of the money rather than giving 50% of it to a financial advisor to invest badly. Do you know what I mean?

[Rachael Davis] (1:05:55 - 1:06:22)

Totally understand that bit, yeah. I think yours is more specialist. Give me a bit of time.

In the next few days, I'll come back to you. I'll reach out to my community and see who is in the right place to help you with that. And I'll come back with some more resources for you because it really isn't an area that I know a lot about.

So let me do that for you. So just bear with me while I connect you to the right people. Has David turned back up on the panel?

[Attendee 2] (1:06:22 - 1:06:51)

Yeah, sorry, guys. Sorry about that, guys. Sorry, guys.

I mean, look, simply, I don't know how much you heard, Rachel, but I was halfway through just saying essentially, it's just knowing about what leasing options I'd have available for properties I might not own yet. So I know maybe all companies and not obviously all insurers and lenders will be happy, but it's just knowing what options I have and someone who's used to back-to-back leasing will probably be able to guide me better with that.

[Rachael Davis] (1:06:51 - 1:07:06)

Yes, I think so. And there's a lot of detailing around that, isn't there? So are you wanting to lease the properties from a landlord or are you on about actually leasing them on to care providers or social?

[Attendee 2] (1:07:07 - 1:07:16)

So leasing from a current owner, so the current landlord, on to a then third-party company, whether that's a sports living provider or whoever it might be.

[Rachael Davis] (1:07:16 - 1:07:19)

Yeah. Do you know, have you got contacts or are you looking for contacts as well?

[Attendee 2] (1:07:19 - 1:07:37)

Looking for contacts. I'm definitely looking for contacts. And also when we finish with our development later this year, we have the option of obviously private tenants or again, we might just let it out, lease it out for five years and have less headache if it can be financially pliable.

[Rachael Davis] (1:07:37 - 1:07:38)

Yeah, yeah.

[Attendee 2] (1:07:39 - 1:07:40)

So contacts, police.

[Rachael Davis] (1:07:41 - 1:07:53)

Yeah, right. So I'm going to connect you with some of the right people rather than talk because I'm a generalist. So I'll do the same as I'm going to do with Arden.

I'm going to come back to you in the next couple of days with some people that I think you can speak to.

[Attendee 2] (1:07:53 - 1:07:59)

And just so you know the area, this will be around Birmingham area and around London, but we'll see whoever they are.

[Rachael Davis] (1:07:59 - 1:08:00)

Yeah. Did you say London and where?

[Attendee 2] (1:08:01 - 1:08:09)

Birmingham would be number one because that's going to be the urgent one that I'm addressing next month. And then later down the line could be London and other places.

[Rachael Davis] (1:08:09 - 1:08:13)

Yeah. Okay, that's cool. All right.

Leave that one with me and I'm going to come back to you.

[Attendee 2] (1:08:16 - 1:08:17)

Get up, give back.

[Rachael Davis] (1:08:17 - 1:08:18)

Yes.

[Attendee 2] (1:08:18 - 1:08:34)

I don't know who's doing what this year, but you've done it before. I'm just wondering what kind of activities you've done because I'll probably go on one of the hikes, one of the walks, but I'm not sure which one yet, whether it might be Stowes or the Yorkshire Three Peaks. And I'm assuming I can take the dog.

[Rachael Davis] (1:08:34 - 1:10:04)

Yes, you can take the dog. I don't think there's a problem. I will check with Dan because I haven't taken my dog.

I did Snowdon last year. I didn't take the dog. I left her at home, but we had Claire and Mark took their three-year-old, climbed the whole of Snowdon with her on their back.

So yeah, they carried her up. And then Tom carried his best friend up. He put his friend in a chair and carried him up on his back.

He's a big unit. But yeah, that was quite impressive. So I don't think that'll be an issue, but Dan would probably need to check with the operator because we have a guide who takes us.

So we'd probably just need to check that. I did Snowdon last year. This year I'm going to do the three Yorkshire Peaks.

I actually really love doing the hikes. They are one of the best ways to connect with the people in your community because you spend hours with them. You'd spend the whole day.

You stay overnight if you can. If you can't, you come up for the day. And then I spent six hours chatting to everybody.

And it was lovely. It was so good. And Paul got to meet everyone.

So if you want to bring your partner, I highly recommend it. They want to get involved. We've just gone past one o'clock.

So if everyone needs to shoot off, then please feel welcome. What I'm going to do in a second is just go through the chat and see if I can answer any of the final questions. But on you, David.

I highly recommend a hike. They're just great experiences. And you get loads of time with the community, which is brilliant.

I loved Snowdon last year. It was brilliant.

[Attendee 2] (1:10:05 - 1:10:08)

You tend to go the night before and then on the day just do it, yeah?

[Rachael Davis] (1:10:08 - 1:10:41)

So if you've got children and the children aren't coming with you, you're going to need to make arrangements. So it's good to start thinking about it now because before you know it, it'll be May and it'll be happening. So it tends to happen in May, just to give you an idea.

So I think last year there was one at the beginning of the month and then one at the end. That's kind of how it generally works. Obviously with the Yorkshire peaks, it's 12 hours.

With the national peaks, it's 24 hours. So you've got to think about recovery either side of that as well. But it is, yeah, a great experience.

[Attendee 2] (1:10:42 - 1:10:44)

So yeah, it's all right.

[Rachael Davis] (1:10:44 - 1:11:30)

Does that help? Everyone should do a hike, 100%. And then there's something for every fitness level.

So if you're not confident, there's something for everyone from the confident to the less confident. Honestly, it's brilliant. Right, let me just go through the chat.

Is there anyone who's got a burning question that they've asked in the chat that I haven't seen? Kate, did you ask about Arden's question? Arden just wants to understand.

He's got a SAS. He wants to understand how to invest 100% of it rather than the usual 50%. And he needs to speak to people who have got qualified in SASs or understand how to use and operate the SAS.

I'm not an expert in that. So it's not my area of expertise. Hi Rachael.

[Attendee 10] (1:11:31 - 1:11:41)

I'm just wondering if you do get any answers, Arden does get some answers, if we could find out that information, just for our learning purpose, you know. Yeah.

[Rachael Davis] (1:11:42 - 1:12:54)

So I'm going to come back on two things. I'm going to come on and back people that you can talk to on Back to Back Leasing or connect with, and then people you can talk to on SAS and SAS investing and using finance and loan backs and all of that stuff. And I'll get you some contacts for all of that.

I have written it down Arden, I've got some detail from you that you wrote before. But if you want to crystallise any of that for me, so I'm asking the right questions to the right people and send me a message about exactly what you want. And I'll make sure that I use the resources that I've got in the community and get the right people.

What I might do is just give you a list of people to connect with, and then you can go off and connect with them. Yeah. Because they're really specific, you know, Back to Back Leasing and SAS, it's like really, really, really specific.

So that sounds all right. And then what I'll do is on the, when I share it, I'll put it on, you know, the post that Bianca put out today about the mid-month mentoring. I'll put any extra resources in that post.

And I'll tag as many people as I can remember, but that's where you should be looking for it. That's where I'll put it. Does that make sense?

It's going to give me, it's going to probably take me a couple of days to pull all those resources together, and then I'll share. Does that sound all right with everyone?

[Attendee 2] (1:12:55 - 1:12:56)

Where will it be Rachel?

[Rachael Davis] (1:12:57 - 1:14:09)

In the post that Bianca put out for mid-month mentoring. I think there was a post that went out, yeah, it's in the Facebook community. It's happening now.

One of those posts, I'll put it into the last one just, and then I'll tag as many of you as I can, but I'll probably won't tag everybody. And then you've like SAS resource, Back to Back Leasing resource. Yeah.

When we get into next month, it's just on the systems and recruiting VAs, that's all coming up in the next few months. There's going to be a lot on systemization in the next session, in the next workshop. And then from that, there is stuff about hiring team members.

We've got to do it in a certain process because you're on the programme, you're going through the basics. But I do appreciate that a lot of you, people are hiring right now, not in three months time, and we'll help you as much as we can with the day-to-day that you've got going on right now. But you will get more learning on it and more help and resource and more blueprints as we go into the next few months.

There's going to be a lot of it on that. So the systemization, finance and team hiring is all coming up between now and May, if that makes sense. Right, before my dog starts going mad.

Shall we call it a day? Yeah, all good. Anyone got any other burning questions?

Shout now, if not, we shall call it a day.

[Attendee 5] (1:14:11 - 1:14:17)

I was just asking, it's Craig.

[Rachael Davis] (1:14:29 - 1:14:35)

I'll put this in the resources when I come back, but I think it's like May time. It's around May, I think.

[Attendee 5] (1:14:36 - 1:15:00)

I know this is a bit the wrong way around, but is there something that we could get from it? Because I think quite a few of us, as you've alluded to, are deep in recruitment mode. We are definitely in discussion with this South African company that you recommended.

Yeah, so far so good, actually.

[Rachael Davis] (1:15:00 - 1:15:17)

I've been really impressed with them. Yeah, really good things about them. So that's for everybody else, that's Recruit My Mom.

It's where you can hire a South African to help you with lots of different tasks in your business, from admin right through to customer service and other types of roles. They do other types of roles as well, don't they? I think.

[Attendee 5] (1:15:18 - 1:15:39)

They do, but it was just, it's sort of, yeah, they've all been briefed in. It's just sort of the next steps that I'm like, okay, so if we do get somebody on, it's about setting the brief properly for them from the outset, really. I know we can't have all the answers right before we can walk sort of thing.

[Rachael Davis] (1:15:39 - 1:16:34)

Yeah, I think it's difficult when you go through a programme like this. We've got to teach you the principles and the fundamentals at certain points in the year, and you learn so much as you go on. And yes, I do appreciate in real life, you're doing things earlier.

And when you go on to advance, what will happen is you'll get all of this in the right order because you've already been through the programme. So everyone's working hard on recruitment and professional development plans on advance. And we're even doing marketing now because we're all gearing up for our winter hit lists.

But we have to, we just have to fit everything in so you understand all of the fundamentals. But what I might do, so would it be helpful if I come back with like some steps on once you've hired someone, this is what you should do next, like how to go through the hiring process in like six easy steps. So that's for briefing people to getting them to do a video for you, then filtering it down from 100 CVs to 20, and then like picking the top.

[Attendee 5] (1:16:34 - 1:17:06)

There's like, I mean, I've got all I mean, I did, I did Nick quite a lot of the instructions from Dan's blueprint on this. So I've got I've got all the video entries and all that stuff being and getting them to do the genius you test and yeah, that's in there. Yeah, yeah.

But I it's just about the actual, like what they'll be using if they're if they're sitting there, virtually, if you like, like the brief thereafter. And once you've hired someone, I think is the bit that that would be super helpful to try.

[Rachael Davis] (1:17:07 - 1:17:19)

And yeah, well, this varies and everything that you've got, depends what you've you've hired them for. So it's a of course, I think Craig, are you asking for a training manual there? Is that what you need?

[Attendee 5] (1:17:19 - 1:17:26)

Like maybe the outline of like, yeah, how you would. Yes. Yeah.

Yeah. Thank you. Bit of a roundabout way of saying that.

[Rachael Davis] (1:17:27 - 1:18:00)

That's all right. And let me I'll tell you what, because I know we're going on a bit further in time. I don't want to leave everyone too long.

What I'll do is let me come back to you about that on the when I come back about the resources and the things that I've got to do for everybody. And I'll come back and I'll give you some advice on training manuals varies massively. It depends on what they're doing.

Operations manual is a helpful thing. If you've got something like that, if the people learn how to do a step by step process. What's your field?

What's your field of business? Craig, what's it for?

[Attendee 5] (1:18:03 - 1:18:06)

This is for commercial property agency.

[Rachael Davis] (1:18:08 - 1:18:13)

Property. And what's the what's the hire you've got? Is it virtual assistant?

Is it for years?

[Attendee 5] (1:18:14 - 1:18:15)

Executive assistant.

[Rachael Davis] (1:18:15 - 1:18:16)

Is it an EA? Yeah.

[Attendee 5] (1:18:16 - 1:18:17)

Yeah.

[Rachael Davis] (1:18:17 - 1:18:29)

Yeah. Okay. All right.

Let me have a think about that. I'll come back to you. But like I said, we do go into it in a great deal of detail.

And I think there is coming up a job description for but I guess you've hired already. Right.

[Attendee 5] (1:18:29 - 1:18:34)

So it's the bit that comes after just literally in the process of meeting people.

[Rachael Davis] (1:18:35 - 1:18:38)

So like an onboarding process is what you're after. Really?

[Attendee 5] (1:18:39 - 1:18:39)

Yeah.

[Rachael Davis] (1:18:40 - 1:18:41)

All right. Leave that one with me.

[Attendee 5] (1:18:41 - 1:18:42)

Amazing. Thank you.

[Rachael Davis] (1:18:42 - 1:18:48)

So Bianca, what we can like, let share with you before you actually go before the.

[Attendee 5] (1:18:48 - 1:18:48)

Yeah.

[Rachael Davis] (1:18:48 - 1:18:54)

Because that training is coming. You see, I appreciate not always when you need it. But leave that one with me.

I'll come back to you.

[Attendee 5] (1:18:54 - 1:18:55)

Thank you.

[Rachael Davis] (1:18:56 - 1:19:08)

And everyone can see what shared and everyone can benefit from it. Sounds all right. Sorry that I've not got all of the areas of expertise today, but do my best.

I'll connect everyone to the right people that I can do. Yeah.

[Attendee 2] (1:19:09 - 1:19:13)

Rachel, no one. We're really grateful. Honestly, really grateful.

No one is.

[Rachael Davis] (1:19:14 - 1:19:48)

I'll get you all the resources. Give me a few days because I need to connect with people and get people's permission to share bits of information. And I'll probably just share your names and then you can connect with them on Facebook and WhatsApp and the usual places.

Yeah. Thank you. Oh, all right, guys.

Those of you left, thank you for staying on a bit longer. I really appreciate it. Like I say, I'll share everything so you all get to see it.

Leave it with me. Give me a few days and I'll put some more resources on the on the on the Facebook community. Yeah.

Thank you very much. All right, darling. It's nice to see you all.

Take care. Take care. Bye now.

[Attendee 11] (1:19:49 - 1:19:49)

Bye.