



Fulfilling a Long-Held Dream OF BUSINESS OWNERSHIP

AFTER 25 YEARS WORKING AGAINST THE TIDE

in the declining wool trade, David Waterhouse knew the time was right to fulfill his long-held ambition to run his own business. While scoping out a new business venture in the commercial property sector, David was approached by the owner of Angus Robert's Letting Agents.

WHEN THE FIRST COMMERCIAL PROPERTY

business was heavily flooded, it seemed fate was trying to tell him something! And so, the big decision to re-mortgage, risk everything and buy a minority stake in the business was taken.

The property market has experienced some dramatic ups and downs over David's time in the business and further share restructuring was used to raise finance.

David's business partner launched a flurry of initiatives which were unsuccessful. It fell to David to take some tough decisions, and he demonstrated full commitment to the future by buying out the original owner after some tough negotiations.

It was at this point that David was introduced to TAB by a friend. David immediately knew the TAB model would help him take control and grow the troubled business.

"Without TAB, I would never have taken some of the actions which have led to growth, that's the benefit of the Board being outside, looking in. It can be lonely leading a business and TAB has given me a safe space to share ideas and build my confidence."

TAB has also helped by bringing clarity to David's personal vision, reminding him: 'Why [he's] doing all this anyway.'

Five years on and David has built the business through market leading service, constant networking and strong 'word of mouth' referrals. Angus Robert's has focused on lettings and by delivering outstanding results for landlords and great service to tenants, he has grown the business strongly.

David has made a success of the Harrogate office and now even begun to develop property in his own right – a long held personal ambition.

"My Board has informed my approach to staff issues and marketing in particular. The contrasts in experience and style of my fellow Board Members just adds to the experience. There have been untold individual moments of great advice which have helped me grow the business. Combined with a boost of energy and the 'cathartic' effect of sharing, the Board has really helped me cope with the ups and downs."

"My one-to-one sessions have brought a real focus to my thinking about the business and to life in general."



"TAB coaching has guided me through an incredible journey. It is a trusted and long-term relationship, focused on helping me and my business, not short-term gain for my coach."

For the future, David has a very clear and ambitious plan. This includes ongoing change for the business and development of his future role, but also, for the first time, balanced with personal time, travel and enjoyment. Which, as an employee back in the wool trade, he would never even have dreamed was possible.

"To anyone thinking about TAB I would say, 'Don't hesitate, just do it!'"