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BEST OF THE FMWORLD BLOGS



1/ Gold medal chance for FM **Anne Lennox-Martin/independent FM consultant**

Hmmm, can't help wondering as the Olympics 2012 volunteer website goes live, what the impact of the games will be on London's frontline delivery. The FM provision for the games will need a workforce drawn from all over the country. Is it an opportunity for FM providers and in-house teams to sponsor one of their "FM stars" as a reward for excellent customer service? Why not FM folk in London offering accommodation for those coming from other parts of the UK? Many are worried that regular service may suffer but could we use this as the time to put FM on the UK map?



2/ Debt in Dubai **Mick Dalton/Independent FM consultant**

FM companies are suffering the effects of debt in Dubai. It is reported that there are "concerns about the overall debt burden of Dubai's state-linked companies mounted after Dubai announced a standstill on repaying \$26bn in debt as it restructured conglomerate Dubai World". It unveiled a \$9.5bn rescue plan for the firm in March. How does this affect FM companies here? Well, many FM companies are not getting paid for months on end. This is putting the companies at risk and cashflow is king. Many FM companies delaying paying staff and sub contractors. FM consultants are not getting paid also for work done which is hurting many.



3/ The final straw **Ian Broadbent/ BIFM chairman**

I am often asked how I manage the BIFM chairman role and my day job with Hallmark, when I add in some of my other roles and the fact I support my wife's business and help occasionally on the family farm, it becomes more of a mystery to people. I'm afraid I don't have a magic answer other than I merge everything together and tend not to keep each one in a separate silo, so the time I spend on each remains very flexible. For example I often catch up on my BIFM correspondence early in the morning at work before carrying on with Hallmark items, equally if my wife rings up with a business issue we may spend some time discussing this; at the weekend we may spend some time planning for my wife's business and at the same time I may catch up on Hallmark tasks, sort of multi-tasking really. Much comes down to teamwork and having a great team behind me at Hallmark.

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FIVE MINUTES WITH

NAME: Tony Leppard

JOB TITLE: Managing director and founder

COMPANY: FMX, the creator of CAFM Explorer

FROM AGED THREE I NEVER STOPPED

KICKING A FOOTBALL AROUND. At 16 I was scouted for Brighton and Hove Albion but then I was hit by injury and my whole world fell apart. I'd always thought I'd be a footballer so when that dream ended I felt so deflated. I left the country and took time out to adjust.

I WENT FROM THE DRAWING BOARD TO THE BOARDROOM OF UNILOCK IN NINE YEARS. A director saw the potential in me and moved me about the business allowing me to grow with it. He was tough on me, and there were times I nearly left. He's passed away now, but I would have loved for him to see what I achieved here.

WHEN I SET UP ON MY OWN I PUT MY WHOLE LIFE ON THE LINE FOR THE BANK. You believe on your own ability but financially it's quite scary; in the early years we were paying more back to the business than to our mortgage.

THE 90S RECESSION NEARLY TOOK US OUT. Cash is king; we didn't have the cash reserves we could have had because we had tried to grow too fast. The fear of failure kept me working 24/7.

I WOULDN'T LIKE TO NAME AND SHAME THEM but there are organisations that we visit that are still using a hotpotch of in-house applications and spreadsheets which don't talk to each other.

I'VE HAD A FEW OFFERS FOR THE COMPANY THAT I'VE TURNED THEM DOWN. I'm not ready to sell yet and I think I'll know when I am. We've just got established in our 35th country, China; less than two years ago we only had a UK base with a couple of customers in the US. I think we're at another turning point.

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