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From: [redacted]
Sent: 07 June 2013 19:36
To: Pubs Consultation Responses
Cc: Cable MPST
Subject: : A reply from a Admiral Tenant.

-----Original Message-----

From:
To: pubs.consultation <pubs.consultation@bis.gsi.gov.uk>
CC: mpst.cable <mpst.cable@bis.gsi.gov.uk>
Sent: Fri, 7 Jun 2013 16:50
Subject: Fwd: A reply from a Admiral Tenant.

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From: [redacted]
To: pubs.consultation <pubs.consultation@bis.gsi.gov.uk>
CC: mpst.cable <mpst.cable@bis.gsi.gov.uk>
Sent: Fri, 7 Jun 2013 13:31
Subject: A reply from a Admiral Tenant.

Dear Sirs.,

I have read with interest and wholehearted agree with your proposals to reform the Pub Co Industry and would like to share with you our story.

We have been tenants here for nearly
 originally we signed a [redacted] year agreement with
 Brewers on [redacted], two days later
 a very sheepish BDM came in to tell us as from
 [redacted], we would then be Admiral Tenants and that
 [Brewers] had sold us along with maybe half dozen other
 Public Houses in the immediate area, this obviously was not
 done within the two days. We were given no option but to
 accept our fate, after all the induction from [Brewers]
 even though I was a experienced tenant of more than
 [redacted] years, I had to go on this course and that course to get
 my [Brewers] affidavit to run one of there pubs and pay
 for the privilege.

In this tenancy we have had nine and a half BDM's the half

was one we never met, when Admiral assumed their landlordship of us, the following week a representative of the company met my husband on the doorstep gave him a paying in book and a introduction letter to the company and that was it. We flew blind for the next three months till we were appointed a BDM, as you can imagine like buying a second hand car which drives perfectly well for its previous owner, when you buy it within days everything starts falling apart, electric's , water and general maintenance problems that should of been addressed by the previous owner, but unlike a car sold as seen, the landlord has an obligation to fix these problems. This was a battle royal.

The years came and went, as did the BDM's promises, when the economic situation began to tighten about three and a half years ago, we asked for a discount on our barrelage, we were told no, could we have an interim rent review the answer was no.

The money was going out, but very little coming back, eventually we got a £25.00 discount about two years ago.

When Admiral debt was taken on by Lloyds, we were informed that a new BDM would be appointed and they would be restructuring, at that point about three representatives of the company came down to see us with our company file, which was empty and they admitted they had no history on this outlet what so ever.

The new BDM proved to be Admirals undoing in my eyes, (not that I had any faith in them before)....but this man was a charlatan, I will not bore you with his antics, but during his time our tenancy was up for discussion, he turned up a month before the end of our agreement, dumped a draft proposal....no rent discussion, just carry on as you are. I wrote to the Regional Director, who came down personally to

apologise for the behaviour, we told him of our woes, how we are trading and the rent and discount on barrelage had to be addressed and was told that Admiral had to make at least £40.000 out of each outlet, with rent and their barrelage percentage otherwise it would be up for disposal and that was the hard facts.

The in situ BDM came down again with another draught proposal, but the same rent, but with the sweetener if you sign this you will get £50.00 discount on barrelage, we did not sign, as again the proposal agreement was not a continuum of the [Brewers] agreement and we would be signing out of the landlords and tenants act which was one of the clauses. He left the company the following month, with a trail of devastation behind him and Admiral running to cover his tracks.

Our new BDM was appointed in . . . last year... . is able and willing, but after . . . predecessors reign every move and comment is controlled from those behind the scenes, we did eventually get a meeting with the Estates Manager and he took our accounts on board and came back with initially a £ . . . rent reduction and a barrelage discount of £ . . . , we then went back again, during this time I had major health problems and everything was put on hold till the early part of this year.

The new proposal we reached a verbal agreement of £ . . . and £50.00 per barrel discount and monies overpaid to be refunded back to the original expiry date of

Since that time the recession has really bitten with us, they have based both their reductions of rent of what they consider a *fair maintainable trade*, £ . . . circa, net per

annum, last year we didn't gross £ and the bottom line, there wasn't one. This quarter we are down already on last year....and we are doing better than most.

We are receiving or were £50.00 a barrel discount, but this fluctuates

we still haven't agreed the contract, our pricing structure is based on our cliental and we are trying to work on a 50% GP.

The pub its self structurally is a mess, they actually put in better radiators for us and last year after complaining from day one of our tenancy, our outside lights for the signage were eventually sorted out. The building outside has not been decorated for nearly years.....and you can only make a silk purse out of a sows ear for so long.....So why do we stay.....because its our home, its our way of life, and that's what everybody forgets, pubs are about people, the people who use them, the people who run them.....we are not chattels....and a balance sheet.

When I approached our BDM saying that we will have to look at the rent proposal again with the current downturn in trade I was told "Well if you sign, you will get your money back and that will help the situation." that I am afraid is the attitude, you can use your money, but we wont lose ours.

There are countless other issues I could raise, but I think this is enough, if you require anymore dialogue from my self I would quite happily assist you.

I am taking my life in my hands **but** I will send the communication between myself and the landlords [WITHHELD]

I beg you gentlemen...please enforce your proposals, these

Companies have to be brought to task, they have caused so much misery over the years to countless people who have lost there livelihoods and homes and ended up with nothing because of Pub Companies arrogance and greed.

Yours sincerely

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