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**From:** - (CP) on behalf of Pubs Consultation Responses  
**Sent:** 19 June 2013 13:07  
**To:** Pubs Consultation Responses  
**Subject:** FW: Vince Cable; pubco reform

Consumer & Markets | Consumer & Competition Policy | Department for Business,  
 Innovation & Skills | [@bis.gsi.gov.uk](mailto:info@bis.gsi.gov.uk) | T:+44 (0) 20 7215 [www.bis.gov.uk](http://www.bis.gov.uk)

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**From:** -  
**Sent:** 10 June 2013 14:48  
**To:** Enquiry Enquiry (Other Government Departments)  
**Subject:** fao: Vince Cable; pubco reform

Dear Vince,

I have been asked to email you to give you a balanced view of our life as tenants with Punch Taverns. Pub companies have been given a good slating as of late and of course for good reasons however I would like to give a fairer representation to how Punch Taverns are reforming their company to give tenants like us a better chance to make a living as publicans.

My husband and I have been tenants with Punch Taverns now for just over a year after deciding to take on the challenge to transform a rundown pub in the v was at the time up for sale. From taking the pub on my husband and I have transformed it from a failing business to a thriving community pub and all with the help of Punch Taverns. Of course there have been some frustrating times along the way in terms of pricing structures and limited choices of stock but this does become less irrelevant when to compared to the positive points that we have encountered.

Firstly I would like to express the most important aspect that has helped us achieve our goal with our business and that is the financial help and support that Punch Taverns have offered us along with a major investment from themselves to rejuvenate the premises. Along with this we have great support from our business manager in getting all aspects of the business spot on to meet our customers' expectations. With all of this taken into account the entry into the pub trade was a very pleasant and exciting experience.

Punch Taverns are now offering extensive marketing tools and support whenever needed and they are very easy to obtain through the online buying club which has proved to be a great tool with the latest information and also a gateway to an extensive amount of resources which are needed in the pub trade. To add to this the Punch road shows which take place once a year are a great way of getting new ideas and meeting new people.

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In relation to pricing structures we are aware that we do purchase products at a higher rate than the free trade and do not have as much freedom as we would like with our drinks offer this is due to Punch Taverns not listing certain products that we would like to have. This has been frustrating at times and we have made suggestions to our business manager about new products such as craft beers and more locally sourced ales. The suggestions that we make along with other tenants are being taken into considerations and Punch Taverns are now broadening their drinks offers with new products coming out quite frequently.

Punch Taverns are now distancing themselves from the typical pub co model and are continuing to do so all the time. Although it has taken some time it does now seem that they are going with the times and changing to suit today's climate and they are far more accommodating to their tenants than it seems other pub companies are. So with all this taken into account my husband and I can honestly say that we feel we have been given a very fair deal by Punch Taverns and look forward to the remainder of our agreement.

Thank you very much for taking the time to read this and I hope it gives you a bit of insight into how Punch Taverns are reforming to suit the needs of their tenants.

Yours sincerely

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