

**From:**  
**Sent:** 24 June 2013 16:03  
**To:** Pubs Consultation Responses  
**Subject:** FW: Government Consultation Pub Companies and Tenants April 2013"

The Department for Business, Innovation and Skills (BIS) is making a difference by supporting sustained growth and higher skills across the economy. BIS: working together for growth

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**From:**  
**Sent:** 30 May 2013 19:15  
**To:** Enquiry Enquiry (Other Government Departments)  
**Cc:** Alan Beith (MP)  
**Subject:** "Re: Government Consultation Pub Companies and Tenants April 2013"

To whom it may concern

**Partner Testimonial on behalf of Punch Taverns**

I have been a Punch landlord on two occasions, the first was at a pub in  
I took over the ,public house in 2007, my experience then was  
not exactly the best as everything that was promised never came to pass, There was a  
complete refurbishment planned but throughout my time at the pub the goal posts kept  
moving and nothing was ever agreed. Being a landlord for the first time was a bit daunting  
and I felt I never received the assistance or guidance of the pub company I felt rather  
isolated at that time and also that the company did not care whether I sunk or swum.

This time round after my interview I initially took over the Public House on the  
hich was in a bad state of repair the BRM at the time  
promised to help with upgrading the accommodation and also with getting the pub  
repaired to a certain level this never happened, the situation changed and the pub was put  
on the market, I got another BRM whom I find more honest and helpful and things started  
changing for the better. I informed the BRM of my feelings regarding the sale of the pub,  
the situation that I found myself in and that I needed more stability and would be looking  
for a new pub as the pub is myself and my family's home as well as our livelihood.

05/12/2013

I took over the \_\_\_\_\_ on the \_\_\_\_\_ this pub is also a Punch Pub and I still have the same BRM who assisted me in every step of the way I now have a years' rolling agreement with Punch signed in \_\_\_\_\_. last year I was given a facelift on the outside of the building which I am extremely proud of, they upgraded my electrics and heating system (gas), replaced my fire alarm system, all works were carried out in the timescale that they promised and any small faults that have cropped up since the work was completed is attended to swiftly and competently. My BRM has regular contact with myself and we usually meet up every 2/3 months and iron out any worries or problems I may have. I am a lot more knowledgeable with the help of the Punch Buying site which has plenty of tools to assist with the smooth and efficient running of my pub, I order my drey online read up on any news stories which appear on this site, join in with surveys etc and feel as if I belong. I have been to one Road Show and enjoyed it with all the tips and advice, free samples, displays etc. I intend returning this year. I think that Punch of today are more human, knowledgeable and better equipped to understand their partners in what is required from them in today's climate. They carry out a reasonable service, may not always get it right. Obviously some things that myself and other licensees may not agree with or expect, sure we would like cheaper rent, not to be tied for certain products, cheaper booze, less taxes etc .to pay but everybody has to make a living.

I was advised and received in writing the companies policies , terms and conditions etc, what would be required of me and what I would expect to receive from them in return whilst running my business, I am one of the lucky landlords I have a good pub, good clientele, good BRM and reasonable landlords.

Yours sincerely

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05/12/2013