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**Sent:** 04 June 2013 15:13

**To:** Enquiry Enquirv (Other Government Departments)

**Subject:** Re: Punch Taverns

Hello there,

I just wanted to take the time to give my feedback re Punch and in general linked to contracts and working with a tie.

My name is [redacted] I am the landlord (landlady whichever is correct?) of public house in [redacted]. For the past 8 years I have worked for Whitbread in their hotels and pubs and so have some good experience within the industry and how things work.

Around 15 months ago myself and my partner started the process of purchasing this pub from the current owner, tied on drafts and bottled beer with Punch Taverns. I was immediately cautious due to the recession and poor view the industry has on pub co's. I found Punch to be very impressive from the start, ensuring all new partners go through a training course, you can imagine how excited I was not, to go on this, however the week turned out great, I even learned a few things.....and the training team were amazing (one is even my fabulous new punch rep!!)

Then came the dreaded signing of the contract, now I like others, I assume, check and read every word and every line, this is a legal binding document that deserves very close attention, I found it open, honest and it made me and partner look at a couple of things to double check our business plan and budgeting, but it should do that, shouldn't it?!

Then we were in, 22nd June 2012, our punch rep visited, sorted us a couple of off day deliveries free of charge and stayed in contact over the next few weeks to ensure we bedded in well. All round quite impressive compared to some of the "stories" you hear.

Reflecting on the past year with my new Punch rep was very interesting....

7 months after joining we went through a rent review, ek I hear you say, but again I knew this as the CONTRACT had advised me, the punch rep had advised me and so I was prepared, a local punch pub has recently shut down and so to be honest I was unsure how they would decide.....Anyway after a couple of meetings and conversations I found the whole process fair, honest, clear, actually how it should be.....my rent has stayed the same, which I understand why and am happy with, the more I sell the more they get, which in my view is the best way as if I am making more money then why wouldn't my partner?!

During the past year there was also a road show which I was away for so one of my investors attended, here is what he had to say:- "the road show was a great day out, there were so many

suppliers, so many ideas I wish you had have been there you would have loved it! They had a voucher book of free stuff, who gives free stuff now-a-days...."

In terms of the overall punch support, do other landlords look at the punch buying club.....They regularly have offers on, like this week I have ordered 3 cases of Magners apple and got a case of Magners berry free, that's 12 bottles to be sold at £3.42 net giving me £41 free profit! and that's just one of the offers I purchased. In total I must have had over £600 of free profit from the buying club over the year.

Now I know I have come across a little in love with Punch over this email but I just feel the publican's should take a little more responsibility and stop passing the buck and complaining, I hear it all the time and it drives me mad, I own this business and therefore I make double, triple and quadruple checks on things to ensure I run a safe, legal wonderful pub that I can be proud to discuss.

Thank you for taking the time to read my little missive and I would be happy to discuss any points further.

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