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**From:****Sent:** 14 June 2013 19:12**To:** Pubs Consultation Responses**Subject:** Enterprise Inns

To whom it may concern

I am writing to you to give my views on the Pubco-Tenant relationship with reference to the Pub Consultation.

Two years ago my [redacted] and I decided to give serious consideration to going in to the pub trade. Several months of research followed and despite the many negatives of going in to the pub trade, we ultimately decided to take on a pub in a local village. It wasn't a decision we took lightly. We had no experience of the pub trade, we have a house and three small children, a secure job and we had many doubters from family and friends because of our family circumstances and the fact it is a very hard industry to succeed in.

The pub is owned by Enterprise Inns and lies in the heart of a small village called [redacted]. We went through the various interviewing processes with Enterprise and we undertook the courses that are required by the company before taking on the pub. Neither myself or my wife had had any previous experience in the pub sector and the courses were excellent for giving us a good grounding in what we could expect and what would be required from us. The pub sector is an industry that is very unpredictable, the profitability of pubs can change almost overnight and is often dictated to by the landlord at that time.

For us to contemplate purchasing a pub, without us having any experience of the trade, was not an option. I can only speak of our dealings with Enterprise, but, we were able to go into business with a realistic start up cost and receive good support from the area manager and from the various free courses they offer each month.

My feelings regarding the drinks tie which pub companies have on many tenanted and leased pubs is pretty simple. When you sign the contract with Enterprise you know you will have to buy your beer from them. In an ideal world we would all like to be free of tie, but if you sign the contract you are bound by the agreement set down and should respect that. I suspect publicans who are tied begin to get annoyed about the arrangement when they find out 'so and so' gets his beer at X price. We know that buying on the wholesale market is generally cheaper but I always go back to the point that I knew what I was committing myself to when I signed the contract.

The relationship we have with our area manager is very good and I have no problem in contacting him regarding any issue should the need arise, both positive and negative. Following a flood six months in to our tenancy, the pub underwent a substantial refit. We were included in the scheme and had input in the design and finishes to the refurbishment. As I had a background in the [redacted] industry I found the process relatively easy to manage and understood the schedule of works and the ups and downs which can happen during any refurbishment project. As we took on an old pub which had been in a run down state, there have been several building and maintenance issues which occurred during the [redacted] months of our tenancy. On the whole the repairs and maintenance in the different areas of complaint have been dealt with. Some quicker than others, but, I appreciate that within any large organisation there are many more people who have to tick boxes and approve the works and funds. Many of the maintenance issues that have occurred at the pub have been expensive to repair and would potentially be an unrealistic cost for many publicans. Enterprise are able to do the essential maintenance but also have the finance to undertake any works which are beyond many publicans finances.

The website is very good and is a great tool for novice and experienced publicans. I have now been on several of their free courses and all have proved to be beneficial as they cover different aspects of the

industry and you hear from other publican's experiences. The trade roadshows have been good and allowed me to meet suppliers and brewers.

Our dealings with Enterprise have been largely good, as with any business relationship there will be ups and downs, but on the whole we have generally worked well together. Pub companies have their place in this industry and I feel that it is a partnership. If publicans are prepared to put the time and effort in to their pub and work at making it successful then I believe Enterprise reward that effort. This may be in different ways for different businesses but we have received extra help with several projects or events and I hope that is because Enterprise can see we are putting the effort in and not just sitting back and taking things for granted. Pro active publicans can generally be successful whether they are tied to a pub company or not.

If both parties work together and it is not just 'take take take' on either side then there can be benefits to all involved.

Yours Faithfully

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