
From: on behalf of Pubs Consultation Responses
Sent: 20 June 2013 11:13
To: Pubs Consultation Responses
Subject: FW: "Government Consultation Pub Companies and Tenants April 2013"

| Consumer & Markets | Consumer & Competition Policy | Department for Business,
Innovation & Skills | www.bis.gov.uk | T:+44 (0) 20 7

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

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

From: pubs@parliament.uk
Sent: 06 June 2013 16:02
To: Enquiry Enquiry (Other Government Departments)
Cc: pubs@parliament.uk
Subject: "Government Consultation Pub Companies and Tenants April 2013"

Dear Mr Cable

My name is [redacted] and I am the [redacted] and licensee of [redacted]. We are a Punch Taverns pub and I have been asked by my BRM [redacted] to email you with my view on my working relationship with Punch.

I have been [redacted] for over [redacted] years and worked here for [redacted] years and I love my pub! It is an [redacted] with tons of character and characters! We are a community local but we also get a lot of tourists and visitors.

Over the last [redacted] years we have built up a trade from nothing, worked extremely hard and have now a business which can hold its head up to the competition! In fact in some cases we are the competition! My working relationship with Punch has had it's ups and downs in the past, mainly due to lack of communication and a lack of understanding of individual business's needs. (My humble opinion) But over the last three years this has changed, again my humble opinion, but I do believe a great BRM in [redacted]

who has been very involved in helping me pick my business up and turn it around. This help has come in the form of free marketing, from posters to leaflets to lunch club cards, financial support packages, allowing us to free up cash flow and actually have some money left in the bank each week! I didn't think this was possible [redacted] years ago. I'm still on financial support but [redacted] is currently looking at getting us a permanent rent reduction. (Fingers crossed) we have also been helped with good discounts on tied products, again freeing up cashflow and getting us better gps on certain products.

The road shows and trade shows are great, introducing licencees to trade professionals and products and ideas to help improve your business.

I have also attended free courses, which are designed by Punch to help you maximise your business. I have come away from some courses with excellent ideas which I have implemented and had great success with.

In general most publicans will moan about their pubco, but all in all Punch aren't bad. At the end of the

day they are a business too, they also need to make money.

Pubs are closing every day and thanks to a great BRM who is doing his job well we will not be one of them. So in conclusion I work in partnership with Punch Taverns rather than against them and I'm proud of what we have achieved.

Thank you for taking the time to read my email.

Yours sincerely

Sent from my iPad

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