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From:
Sent: 13 June 2013 11:40
To: Pubs Consultation Responses
Cc:
Subject: In support of Pubcos with particular reference to Enterprise Inns

We have been Enterprise leaseholders in _____ area for just over three years. We have had a positive experience of dealing with this company for the following reasons:

- The regional managers that we have had direct dealings with as representatives of the company (2 in 3 years) have been extremely knowledgeable of the pub business, experienced, supportive and contactable
- Head office are efficient and easy to deal with
- There is the facility to be flexible regarding financial arrangements and payments, providing you communicate in advance with the relevant personnel
- There are many tools and resources provided to assist in both the day-to-day operation of your business and to grow your business. These include free promotional material, free training courses, web-based information resources and legal help (ie help and advice in appealing your rateable value)
- The compulsory contractual 'extras' ie repairs and maintenance fund, heating and boiler maintenance, cellar cooling maintenance and health and safety compliance service, are an essential safety-net for individual pub operators such as ourselves
- We get preferential deals from suppliers and help in negotiating the best deals with utility suppliers and card services etc
- Our experience of the rent review process was positive - a fair compromise agreeable to both parties was achieved, based on an assessment of where we are financially with the business
- We have been able to negotiate discounts on barrellage and choose tie-release options at affordable rates that suit our particular business

After working for many years in the managed-house sector of the pub industry, we have found the transition to owning our own leasehold business a smooth one, due to the similarities in the comprehensive support structures that Enterprise have in place.

As with all good business partnerships we have a reciprocal relationship with Enterprise - we operate our business in line with our contractual obligations and in a professional manner, and Enterprise give us their considerable backing, through the conduit of our regional manager. The biggest financial burden we face as independent operators, is not beer prices, rent or tie obligations (these are all negotiable), but the current rate of VAT, which is particularly crippling to a business such as ours that does a high volume of food sales.

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