

4 June 2013

With reference to Government Consultation Pub Companies and Tenants April 2013

Dear Dr. Vince Cable

After leaving University working in the Hospitality industry, it was my daughter's ambition to run her own Pub/Restaurant. As a family we investigated this possibility and approached Punch Taverns to help find the right pub. After several months of scouring the market my daughter decided in May 2007.

We were guided by Punch representatives as to the way forward and they provided all information needed when deciding to rent or lease the pub. All financial matters were clearly discussed, so from the outset we new exactly what to expect. We decided to Lease for 10 years and after consulting with solicitors and accountants the Lease was put in place. The refurbishment took place, albeit we were at the time frustrated with the workmen, our Punch representative was able to sort the issues out.

The last 6 years have not been plain sailing, but all the help and assistance has been there for the asking. Our area Manager has been a "rock" and an inspiration to us, even on Bank holidays and late into the night. The team in the finance section has been able to assist with extending credit during low turnover weeks as it has been impossible to obtain a loan from the Banks or even arrange small overdrafts. The finance team at all times have been very kind and assist in alleviating the worry by spreading the credit into affordable chunks.

I believe Punch pride themselves in their Code of Practice and this is reflected in the way they have treated us. We are now into our 6<sup>th</sup> year with Punch and business is now growing, and we still get the same support from

When times are really tough in business and it's not going as planned it is all too easy to place blame, i.e. if only I was free of tie, my rent is too high etc., but with Punch all this information is known before the Agreement/Lease is signed. We have enjoyed our experience working for ourselves and certainly wouldn't have given it a go if it had not been for Punch and the team offering the "full package".

Kind regards