

**From:** [redacted] (P) on behalf of Pubs Consultation Responses  
**Sent:** 19 June 2013 17:10  
**To:** Pubs Consultation Responses  
**Subject:** FW: Government Consultation Pub Companies and tenants April 2013

[redacted] | Consumer & Markets | Consumer & Competition Policy | Department for  
 Business, Innovation & Skills | [bis.gsi.gov.uk](http://bis.gsi.gov.uk) | T:+44 (0) 20 7215 [redacted] |  
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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

**From:** [redacted] [mailto:[redacted]]  
**Sent:** 05 June 2013 18:22  
**To:** Enquiry Enquiry (Other Government Departments)  
**Subject:** Fw: Government Consultation Pub Companies and tenants April 2013

----- Forwarded Message -----

**From:** [redacted]  
**To:** "enquiries@gsi.gov.uk" <enquiries@gsi.gov.uk>  
**Cc:** [redacted]@punchtaverns.com" <[redacted]@punchtaverns.com>  
**Sent:** Wednesday, 5 June 2013, 18:18  
**Subject:** Re: Government Consultation Pub Companies and tenants April 2013

FTAO: Rt Hon Dr Vince Cable, Secretary of State for Business, Innovation and Skills, Dept for Business, Innovation and Skills.

Dear Sir,

My name is [redacted] and I am the Leaseholder of

My pub company is Punch Taverns PLC and I have been a Tenant/Leaseholder of one of their pubs since December 2004.

Over the last 9 years I have dealt with a few of the BRM's and various changes within Punch as a Company.

Since the smoking ban and the ability to purchase cheap drinks on offers at all supermarkets, big or small I have had a massive decline in my trade. This decline is also attributed to the general recession we are currently going through.

My BRM has been a massive support to me, discussing ideas to increase trade, help with advertising, P.O.S material and marketing ideas. I have also in the last 3 years had a decrease in my rent to help me.

When I hit a financial problem just 18 months ago Punch did not hesitate to help me. One phone call and it was all actioned immediately.

I am currently in consultation with my BRM about how to move forward now and she is being

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very helpful to me.

Punch themselves have made ordering, deliveries and payments very simple and straight forward for all tenants/leaseholders with the introduction of the on-line Buying Club. You actually feel in control of your own account and stock.

Punch do regular road shows, which if you are new to the trade are exceptional in the knowledge they can give you and an insight to what is needed or expected of you.

Although no one likes to be tied to anyone for anything, I do not disagree with a tie to certain products and with the excellent discounts given to me by my Pub Company I do not feel that this is what affects my business.

Overall Punch have been very supportive in the following, financially, advisory, marketing, training and service.

I feel that the Pub Companies are being blamed for a decline in the pub trade and that they are not supporting their tenants/leaseholders.

This I do not feel is correct and it is only ever the one sided stories published, not the good stories that do show how well the Pub Companies do treat and support their pubs.

My overall experience with Punch has been excellent over 9 years.

Yours faithfully

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