

From:
Sent: 14 June 2013 14:48
To: Pubs Consultation Responses
Subject: Publican contribution- Enterprise Inns

To whom it may concern:

I would like to contribute my views on our business relationship with Enterprise Inns.

My name is [redacted] and together with [redacted] took over the [redacted] (Enterprise Inns) in [redacted] in [redacted]

We have a [redacted] year tenancy at the moment but hoping to take on the lease in the future.

As [redacted] we didn't have a great deal of money but we were determined to get our own pub as we have a passion for this trade and we really love this industry.

Thanks to Enterprise Inn's tenancy agreements we were able to afford the initial costs of taking the tenancy on. Our rent was heavily reduced and goes up in steps over the first few years. This gives us time to build the business up to a sustainable level.

At the beginning of this year the business was very poor and we weren't able to pay all our bills. Enterprise Inns agreed to reduce the rent again and give us more time to pay which enabled us to stay at the pub. Our regional manager visited us frequently over this period and helped us get our finances back on track.

As a first time business I feel we were given enough support at the beginning to help us get settled in the publicans life.

We were aware from the beginning that Enterprise Inns didn't have very positive reputation from other publicans but I think that other landlords don't speak to their area managers and don't follow up problems as they should to get matters resolved. Most of the main issues with our pub has now been dealt with and I would say we are quite content with how any problems are resolved.

The main negative I would mention is the prices of beer. There are a lots of things that landlords could blame on Enterprise Inn but at the end of the day we are the ones who signed on the dotted line knowing what the contract involves.

We are yet to make any money from this venture but we are happy with having our own pub/restaurant with our own accommodation above it and we have adapted to life as Enterprise Inns publicans fairly well.

Kind regards