

Re: Government Consultation Pub Companies and Tenants April 2013

Dear Sir

We have currently been in our present pub for nearly 3 years and during our time here we have had 2 BDMs whom we had and still have brilliant relationships with, our first BDM [redacted] promised us a refurbishment in the first 6 month of us taking the pub which was duly delivered before the 6 months was up everything that was promised has delivered to our total satisfaction, our current BDM [redacted] has further delivered other schemes and products again to our total satisfaction, [redacted] is available via e-mail & phone at all times should we require his services, he calls in quite often just to make sure everything is running smoothly and we don't have any issues . My wife and I have complete faith in the way Punch operate they have been open and honest with us on all matters during our time here [redacted] We would recommend to anyone wanting to come into the public house business to look at the Punch model of operations before looking elsewhere.