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**From:** . behalf of Pubs Consultation Responses  
**Sent:**  
**To:** Pubs Consultation Responses  
**Subject:** FW: re government consultation on pub companies & tenants  
**Attachments:** My name is , and I am a licensee with Punch Taverns.doc  
**From:**  
**Sent:** 05 June 2013 18:03  
**To:** Enquiry Enquirv (Other Government Departments)  
**Cc:** ,  
**Subject:** re government consultation on pub companies & tenants

Dear Rt Hon Mr Cable

I have att a letter to this email that i have written to you about my time working with Punch Taverns while it hasnt been an easy time i think there are too many negatives and not many positives about pub companies and that there has been a great improvement  
please could you read my letter

Kind regard

My name is \_\_\_\_\_ and I am a licensee with Punch Taverns. I have been with Punch for over 6 years and I have witnessed a big change in how they support their licensees. I still think they have more work to do but they have improved since I started with them.

Punch wasn't one of the best at the start of my working relationship with them I had many problems with them. I went into the trade with very little support from our then B.R.M, he gave us very little knowledge of what we were getting into and very little help to make our business work and no support what so ever. But after a change of B.R.M our support from her and O.Ps manager within punch improved our business. I find now that punch spend more time trying to work with partners who themselves work hard to make their business work. If a licensee works hard to make their business work then punch will support them as much as they can, with rent reductions whether short term or long term, they will also help with some utility bills that have built up arrears when the pub has been struggling over a space of time.

Our BRM at the moment has been one of the better ones for support he has been there for us whether its for help with something within punch or just there to give us ideas and support when things have not been easy, he is always there if we need him in person or on the end of a telephone.

I believe that punch is going the right way it maybe slowly but changes takes time to achieve the best results.

The road shows that punch do are very good for the licensee whether they are new to the trade or whether they have been with punch for a long time as you have the chance to speak to suppliers and sort problems out with punch themselves as all Ops managers are on hand to speak to which I have found to be a great help.

I have many problems within the 6 years I have been with punch some have been my own doing and some have been punch taverns fault I have had good support to get through them.

They're marketing & design department is excellent they give you ideas to move your business forward and help with the marketing and designs of menus posters etc. They have the new online buying club, which has made my life a bit easier as you can do ordering upto mid day the day before your order is due. You can keep an eye on your account and deal with things quicker by emailing them.

On the whole punch taverns have had to change dramatically to make there pubs work but they can only do that with the help of the government and the licensees themselves, the new code of conduct has been a long time coming and is going in the right direction more work needs to be done. The governments needs to look at the VAT on pubs, restaurants & hotels by reducing it as this would give us more chance of surviving in these hard times and would allow us to employ more people.