

31.05.13

With reference to Government Consultation Pub Companies and Tenants April 2013

Dear Dr. Vince Cable

Although we have been regular pub goers all of our lives, [redacted] is our first pub and this is all due to Punch Taverns and their Regional Business Manager [redacted].

We were recommended by another Punch lessee to contact [redacted] and he responded within a week, meeting with us and very openly talking to us about the Industry and Punch in particular. He helped us gain our personal licence, guided us through taking our first pub and supporting us at every step. He was always available, even late in the evening and at weekends. Taking over was a daunting but very exciting prospect, something we had always dreamed about but due to lack of personal finance and lack of knowledge we did not believe that it would ever happen. With [redacted] help our dream has been made a reality and 8 months later we are trading well, have never been happier and we are looking forward to the future despite the current economic gloom.

Punch's support with not having to purchase the fixtures and fittings and other low start-up costs gave us the head start that we needed and the ongoing support that we receive from their Head Office staff is second to none. It is a pleasure talking to the telesales team, who ask how we are doing as well as guiding us through our order, what is new and what other offers are available.

Their Tradeshow at Bristol City Football Club was a real eye opener. Despite being involved as a consumer for 18 years we had a fantastic time there meeting Brewers, suppliers, food and menu planners, marketing people, accountants, and being able to sample both foods and drinks that we would probably not been able to try. The Show was actually held the day before we took on the [redacted] and it was full of great ideas and we are really forward to the next one and this time we will be taking members of staff with us to show them what the industry is all about.

Overall the experience with Punch Taverns has been superb in all areas. Without them and their excellent people we would simply not be where we are today.

Yours Sincerely