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**From:** [REDACTED]  
**Sent:** 13 June 2013 12:04  
**To:** Pubs Consultation Responses  
**Subject:** enterprise inns

To whom it concerns.

I would appreciate it if all our details are kept private.

I am the Licensee of the [REDACTED]  
Having managed the pub for 2 years I took over the lease in [REDACTED] which subsequently came under Enterprise Inns(EI) control.

The [REDACTED] is a community local, male orientated estate pub.

When we took on the lease we spent £30K renovating the premises inside.

As with all other pubs we have seen a drastic fall in trade in the last few years the reasons are many and varied.

At every stage EI insisted on been paid, this resulted in my running up debts of £32000 with the NatWest in both business and personal accounts, loans and overdrafts.

At this point I was prepared to throw in the towel.

However I managed through [REDACTED] to organize a repayment plan and continue trading.

EI been aware that they would be very unlikely to get another tenant and that a management company would pay only token rent and receive maximum discount did give me a rent reduction and beer discount in 2 [REDACTED]

However the rent still represented about 15% of my turnover a whopping 5% above what I believe to be the average

The discount permitted me to pass on a small discount to my customers but not enough to compete with free houses and large managed pub chains that surround us.

We have just completed a new rental agreement with EI 17 months after it was due for renewal. At no point did they show any interested in completing the review expediently and subsequently I had over paid them over £15K including vat. This severely affected my cash flow and resulted in many of my banks direct debits been rejected and the bank fees that go along with that. We also had to use credit cards to pay EI and as we were unable to clear these at the end of the month suffered interest charges accordingly.

I requested and was told by my business development manager that this money would be repaid directly to my bank account. This was not the case instead EI issued credit notes against future invoices. For the last 17 months EI had the use of our money, a request for interest on the overpayment was rejected. It will take at least 10 weeks for me to recover money due from EI. The money was earmarked to clear the credit card and pay an outstanding vat bill.



The methods that EI use to calculate rent do not take into consideration the need for refurbishments and they expect the licensee to foot the bill out of there so called profit.

EI have just completed a dilapidations survey of the premises and I fear they may force a repairs schedule on us which we could not afford.

I am aware that they have been approached by an individual who wishes to demolish the property and that they may be trying to force me out to facilitate the sale.

It is no exaggeration to say that had the rent not been reduced when it was and the credit placed on my account that I would of been unable to pay the rent this month and would of been forced out on the street.

This despite having increased barrelage (wet trade) by 10% in the last year against an industry average of 6% fall in barrelage.

I can only describe my experience of enterprise Inns as extremely one sided they take every single penny they can get regardless of the damage or hardship they cause to the business or the Licensee. They have no interest in the success of our business or the pub trade.

Yours sincerely

[Redacted Signature]

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