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**From:**  
**Sent:** 14 June 2013 10:36  
**To:** Pubs Consultation Responses  
**Subject:** Enterprise Inns - Positive Experience

We have been leaseholders (on a full repairing lease and tied for beers, ciders & alcho-pops) of an Enterprise pub for four years. During that time, and particularly in the last year we have had a very positive experience with the company.

In the first few years, we invested significant funds to help improve the business and the condition of the building.

However, just over a year ago, we went to our regional manager, to discuss the state of the business and the challenges we were facing. The recession was beginning to bite and the continued need for work on the building ) was becoming too much of a financial burden for us.

Our regional manager was very sympathetic to our situation and promised to discuss options with his colleagues. He returned with the proposal of a discount on our beer. After 6 months or so of the discount we were still struggling and again we went to him to see if there was anything further that could be done.

As a result, we were offered a year rent reduction, the exterior of the pub was painted and new signage for outside provided. This is something we would never have been able to afford to do on our own, and has made a huge difference to the appearance of the pub. In addition, we were assigned a business consultant who came to meet with us for an afternoon and evening. We discussed the business and our options for increasing trade and he wrote a report outlining a basic action plan to help improve our turnover and importantly our profit!

All in all, Enterprise have given us significant financial help in recent years, enabling us to continue to remain in a pub that we love.

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