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**From:**  
**Sent:** 10 June 2013 10:49  
**To:** Pubs Consultation Responses  
**Subject:**

----- Original message -----

**From:**  
**Date:**  
**To:** e@enterpriseinns.plc.uk  
**Subject:** Copy of letter

Dear sir,

I have been a tenant of three enterprise inns pubs for the last seven years, my experiences are as follows

There is always a lot of debate regarding the tie of buying all alcoholic products from the pub Co . Firstly before signing an agreement all terms and conditions are explained fully and I myself have no problems with the tie, , however there are a few issues that I have the main two being that due to unforeseen circumstances on a couple of occasions I have had to buy out , I have informed my regional area manager but have still incurred hefty compensation fines after brulines have been in to do their flo meter checks, I think these cases should be looked at on an individual basis. The other issue is that if I need an emergency delivery and do the right thing by ordering from enterprise I am charged 98.00 for next day delivery , I feel this is extortionate and should be abolished. As a tenant I have a very good working relationship with my regional area manager who has helped me on some quite significant matters, regarding licensing laws applying for variation notices etc and also on a monetary level, but I do think this aspect is a two way street and that there is help available but that you have to be open and honest. I myself am receiving substantive discounts on my rent and barrelege but this did take some time to come into force. I also think that rents should be reviewed against businesses profitability and adjusted accordingly. As a tenant I do get to run my own business which had it not been for enterprise I would with all probability been working as a manager.

Yours faithfully ,

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05/12/2013