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From:
Sent: 19 June 2013 11:15
To: Pubs Consultation Responses
Subject: FW: Pub Companies and Tenants Consultation

The Department for Business, Innovation and Skills (BIS) is making a difference by supporting sustained growth and higher skills across the economy. BIS: working together for growth

From:
Sent: 12 June 2013 00:01
To:
Cc:
Subject: Pub Companies and Tenants Consultation

Dear Sir,

As the current Tenant of a Punch Taverns plc. pubic house I am forwarding to you my views on the relationship between the respective parties.

I have been involved in the running of my pub, based in for the past years, a considerable time in this industry and have witnessed many changes in the Pub Co – Tenant model.

With regards to Punch Taverns itself, there has been a fundamental shift across the company in how they deal with their Tenants. Previous attempts to change the relationship would appear to be mainly cosmetic for instance renaming Tenants as 'Customers' with no real policy / strategy changes. The appointment of Mr Roger Whiteside as Managing Director and subsequently Chief Executive did instil real change in the relationship.

Whilst alterations were made previously at a rudimentary level further renaming of Tenants and Business Relationship Managers, this time under the new management team genuine improvements were made.

Price increases were caped, the views of Tenants were taken into account at a seminar which I attended and real change and consultation did happen with the Code of Conduct, in my opinion being a great success.

Punch have greatly improved how the deal with their tenants offering a broad package of support.

This being said the changes do focus on new entrants to the Punch estate and I feel at times there is a mentality that the majority of the new initiatives are aimed at new tenants rather than existing ones.

29/11/2013

The relationship with Partnership Relationship Manager, the 'PRM' is key to your dealings with any Pub Co. In the years I have been working with Punch in site I have had 11 PRMs or equivalents. As this is the only person you see on a regular basis from the Pub Co it is essential that you have a good working relationship. Our current PRM is focused on helping us drive our sales and margins and we communicate on a regular basis, response rates to queries are always good and I receive regular communications on Punch Taverns strategy and plans.

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