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**From:****Sent:** 10 May 2013 15:10**To:** Pubs Consultation Responses**Subject:** Pub Companies and Tenants consultation

To whom it may concern,

We are a fully tied Punch pub. We took over the lease of the pub in [redacted]. During our [redacted] here we have taken no profit from the pub, what little money we have made we have had to put back in the infrastructure of the pub.

We fully agree that there should be a statutory code. The pubco's have had long enough to get their houses in order and have failed. We do not agree with the 500 freshhold, in fact we think it should be set much lower and should include family breweries. We also fully agree that all non managed pubs should be included in the new code.

Within a few months of taking over the pub we came down one morning to find [redacted] flooded. We had to shut the pub as the mains water supply had to be switched off. Although we are 100% responsible for all repairs to the building Punch undertook the work to find and repair the leak. After an investigation it turned out that the pipe had been leaking [redacted].

[redacted]. At the time our monthly water bill was approx £400 per month, we now pay about that amount per quarter. Due to the water damage the doors to the garden were rotted (and still are), we have had written quotes for their repair but do not have the money to do the repairs at the moment (also all the front facing windows need replacing).

[redacted] we accepted that we would get a £10K refurbishment to the pub (in fact Punch now say it was £30k). The work that was carried out was the removal of the gents toilets and replace with more hygienic ones, the erection of a smoking solution and [redacted] a children's play area.

[redacted] after the work was finished we still had issues with the work, namely leaks in the gents toilets. This work was also costed by a local company who quoted £6K for the work carried out.

We knew all about the tie before we entered the agreement, but we did expect that Punch (as our partner) would help us make this pub a better place. After negotiations we have temporarily accepted a [redacted] (our accountants have checked our books and say we are paying approx 30% above the market rent value), this reduction has allowed us to redecorate the inside of the pub.

In a fair world if our rent was set as it is now, we not only would be able to modernise the pub but we would then also be above the freshhold for benefits [redacted] meaning a saving for the government. All we are asking is that we are treated fairly. Yes in a ideal world we would love to be free of tie or have a guest line that is ours, but most important to use is a fair rent value.

Others things that should be looked at in our opinion also include;

1. Training that pubco's give it's new tenants. We had to go on a one day course! Yes one day and you can go and run a pub! (no wonder so many fail). I am [redacted] residential course in pub management, this course was fantastic and I feel that it is the very minimum that any new leaseholder should do.
2. Insurance. I understand that Pubco's have got to make sure all their buildings are insured but feel that it is unfair that we have to use their nominated company. I have to get separate contents insurance which when the two are added together comes to a much larger amount than a single premium all in one policy.
3. The tie on gaming machines. I have to pay for the electricity for the things yet I only get a 3<sup>rd</sup> of the profit (and I must have them), this is unfair.
4. The actual cost of the tie. I feel that we are getting double billed, our rent is higher than market value and we pay higher than market price for all our products. An example of this is Loose Cannon Blonde Bomber (9) we pay Punch £114.95. We can buy direct at £73.74.

Our pub is the centre of the community, it has been left to the elements uncared for! We are trying our hardest to care for the community and the pub, all we ask is to be treated fairly. We pay all our taxes and would love to be in a position where we do not have to accept benefits. Our story is not as bad as a lot of other publicans we know, but should our rent go up again in                      time we will have to either hopefully sale the lease or hand back the keys.

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