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**From:** @enterpriseinns.com]  
**Sent:** 13 June 2013 21:04  
**To:** Pubs Consultation Responses  
**Cc:**  
**Subject:** BIS Consultation from  
**Attachments:**

1084

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To whom it may concern,

My name is

I am currently the owner of lease for the public house  
I have been in the industry full-time as a manager and

lease-owner for 20 years.

My landlord is Enterprise Inns plc. From the outset of me wanting to purchase the lease, I found Enterprise plc, extremely helpful and supportive. I started with a Tenancy at Will (a temporary situation) which gives either party the chance to terminate at any stage, without financial penalty—a very good way to get a feel and understanding of the business, and the financial workings.

Enterprise explained every stage in detail, plus the procedures to progress to getting a permanent lease. They explained all the extras ie. Insurances, Licences etc., plus all the costs eg. Stamp Duty, Stock Discounts etc., and all the legal requirements. All these explanations done in a very clear and professional manner.

They also discussed, that part of the lease agreement was a refurbishment of the dated premises (still in the 1980-90s style), which would help the business get off to the best possible start. Once again clearly explaining expenditure, ie. all permanent fixtures, fittings, decorations etc. (not portable), and your costs ie all fixtures and fittings, chairs, tables, kitchen equipment, etc. (portable). They help you get personal finance for your costs, in my case we came to an agreement for the purchase of my fixture and fittings, showing a great degree of understanding and flexibility.

This refurbishment is now completed, and I was involved in all stages, planning, timing and the actual works. When I wanted some changes and additions, it was discussed, some agreed (largest percentage) and some refused on financial constraints or physical problems it would cause, once again clearly explained.

The outcome of the refurbishment, I can only say is outstanding, achieving all my requirements, a total update of the premises, aimed at keeping present customers, but appealing to new customers of all ages, and expanding and promoting the appeal of the food operation.

In conclusion, I can only say that without Enterprise Inns plc's professional help, understanding and flexibility from the beginning, through all stages to now, the business would not have got to what I consider to be such a good platform to move forward, and hopefully succeed.

Yours faithfully,