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From: [REDACTED]
Sent: 13 June 2013 22:46
To: Pubs Consultation Responses
Subject: Submission

I am a tied tenant (free of tie for wines & spirits) , and have been with Star Pubs & Bars (ex S&N) since [REDACTED]

On entry we were not asked for a business plan but through naivety, did not question this as the then BDM knew of my 21 yrs experience within the trade as I had managed another pub for a tenant.

The rent was set at £ [REDACTED] and was led to believe that this was fairly maintainable with both myself and my husband putting in the hard work. This we did , and quite early on we realised that no matter how hard we worked, the business had no chance of justifying this level of rent. We have recently been given a reduction to £ [REDACTED] but still this is too high as we are busy trying to repay debts to the VAT , business rates , electricity , amounting to around £40,000.00 + .

The pub is a one room operation , I don't have a beer garden or a catering kitchen , so I am purely wet led. Since being here I have more than doubled barrelage and have introduced live music but still this is not enough. At a recent meeting to agree a new rent IF after my five years I stay, the BDM and Estates Manager suggested that my turnover for food was £26,000.00 per year WITHOUT a catering kitchen ! It is closer to £5,000.00 per year as I only sell crisps / nuts etc. This confirmed to me that the pubco makes figures up to enable them to seek a higher rent than is workable.

Since being here we have lost our family home as we couldn't keep up our mortgage payments and a £30,000.00 redundancy payout to my husband has been used to bail us out , leaving us with nothing.

The state of the property is a disgrace, full of damp both in trading area and private accommodation. Star sent out contractors to look at it , resulting in scaffolding being up for 4 months and the work done has not cured the problem but in some part , made it worse. The scaffolding being up for this length of time had a negative impact on my business as it gave the impression of being closed. No support over this period was offered , nor given when asked for.

I suggested to my BDM that , as I had been paying an unsustainable rent for over [REDACTED] years , it would be fair to maybe give me a rent break to pay off the debts that they have forced me into , his statement was..... " Did you see that pig flying past the window ? You signed for it !! " Yes I did but it was based on misplaced trust and pubco [REDACTED]

All in all , due to the over inflated rent demands , I have worked for all this time just to put both myself and my husband in debt. Given a fair rent , we may have a chance.

I apologise if my submission has been disjointed , but I find it frightening and hard to put things into words.

Thank you for listening to my ramblings.

Yours faithfully,

[REDACTED]

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