

**From:**

**Sent:** 13 June 2013 13:00

**To:** Pubs Consultation Responses

**Subject:** enterprise inns

1066.

Dear Sir/Madam.

I have always been told there are two sides to every story and that bad news will always travel faster than the good news. This is so true in the case of Enterprise Inns .

We are publicans of 25 years(on and off) we have had 3 pubs. Our first was a Whitbread lease later to become enterprise our second Admiral inns but we then decided to return to Enterprise inns as we felt these were the most supportive at the time.

We had a difficult start to our new venture, but the backup from our BDM . has always been invaluable. Any problems that we have encountered have always without fail been dealt with quickly and satisfactory.

Don't get me wrong its not all a bed of roses I do feel there are ways that enterprise could save money and improve their attitude to licensees especially those who have a proven track record or those who really have the need to succeed.

I know some publicans that complain about the price of rent or how much they pay for the supplies from enterprise and that they are in debt and cant afford to pay their vat bill, some have lost their pubs because of these circumstances, however is this down to how much enterprise takes as their cut or bad management on publicans behalf? this is something that would have to be discussed with every individual tenant and at the end of the day doesn't everyone likes to point the finger and blame someone else?

We do not own a flash car. we take separate holidays with our kids to cut the cost of hiring extra staff,we both work 60 + hours a week . works 40 hours a week and yes I have to claim tax credits to give us that little bit extra a month for treats out, but we knew what we were getting ourselves into,we knew how much the rent was,we knew it wasn't going to be easy and we knew if we worked at it we would succeed.

I can only speak for our own personal circumstance's and hope that it might touch enterprise in some way.

When we took our pub on we were aware of the bad state of repair of the living accommodation but thought that as we accrued a little cash behind us we would be able to make repairs and changes little by little,however all the spare cash we had we have had to spend on repairs to the outlying areas such as the car park. We worked very hard to get 2 new clubs to use our pub as a meeting place,

We were faced with a £2000 bill to fill potholes and re-tarmac the car park or the clubs would leave us as 2 members had sustained damage to their cherished vehicles. These 2 clubs bring on average approx. £1500 extra income a month something we could ill afford to loose and you would think enterprise would have helped in the repairs. Earlier in the year we had a visit from Health and Hygiene due to a complaint about leaking toilets to replace all the fittings it cost us £1800 if we did not do this we would have been closed down, even though we pay into a delaps fund ironically it doesn't cover toilets? it makes no sense for enterprise to be so closed minded when it comes to helping licensees.

We also have an unused . that at present is lituarally falling down,surely it would make sence to help to pay for repairs or replacement as this would increase turnover not only helping us but favouring enterprice also. It seems to be the norm that as long as rent is paid and bills are met the pubcos have very little interest in aiding licensees in expanding business unless it will bring good publicity.

We were inspected by a company used by enterprise for a health and safety audit, it was then that we were told the 2 bedrooms that . could not be advertised as bedrooms when we come to resell as they are not in regulations due to the rooms being in the attic with no fire escape access, you would think that as landlords this should be addressed,it never has even though we have expressed our concerns to said company twice. It is fair to say that we have had our problems and challenges with enterprise but with the help of our BDM we have always found a solution.

Licensees should know what they are getting themselves into when taking on a pub with any pubco not just enterprise at the end of the day they are a business looking out for themselves, which is what we all do , dont get me wrong I would like lower rent and cheaper stock as this would enable us to do more to the building , but if we have this where will enterprice increase to make their loses up, its a worry.

At the end of the day in the years we have been with enterprice we have had very few concerns or reason to complain, we are luck to have a caring yet proffecional BDM always looking out for our best interest.

I realise that just 1 email from a concerened licensee isn't going to make a great deal of difference and will probably go unnoticed, but I felt the need to put my views forward.