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From: - CCP) on behalf of Pubs Consultation Responses
Sent: 19 June 2013 16:08
To: Pubs Consultation Responses
Subject: FW: Re. Government consultation Pub companies and Tenants April 2013

| Consumer & Markets | Consumer & Competition Policy | Department for Business,
 Innovation & Skills | [@bis.gsi.gov.uk](mailto: @bis.gsi.gov.uk) | T:+44 (0) 20 7215 | www.bis.gov.uk

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: n]
Sent: 07 June 2013 15:56
To: Enquiry Enquiry (Other Government Departments)
Cc: officeofmarklancaster@parliament.uk
Subject: Re. Government consultation Pub companies and Tenants April 2013

Rt Hon Vince Cable, Secretary of state for business, innovation and skills, Dept. for Business, innovation and skills,

I am writing in relation to the dim view in which MP's & the Government are taking of the relationship between tenant and PubCo's.

I have run a businesses for 10 years; and struggled through all the normal pitfalls of growing a business along with cash flow issues and falling victim on several occasions to the seemingly normal practice now of liquidising businesses to escape paying invoices which are due, my sector has always been in the service industries security and cleaning predominantly, I have never asked for any help nor received any financial help throughout my time running these businesses.

At the back end of 2012, after many discussions with my wife we decided we needed a change, I could not cope with fighting to get money in and even having to wait 90+ days in what was becoming an almost impossible market to get new work, we made the jump.

We spoke to a few breweries and having heard all the stories about how Punch treated their tenants we approached them with scepticism, however we found their approach refreshing and contrary to everything we had ever heard, from the initial phone call the operator was energetic and more than helpful, within a week we had a punch BDM in our home discussing what we wanted to achieve and the best way to go about it and within a month we owned a pub!.

Initially the financial input required was slightly higher that we had budgeted for or indeed what we physically had, but it soon became apparent that the deposit required was a paper work issue and punch were looking for the right partner for the right pub and the financial gain at this point was secondary. In fact after airing these concerns we agreed a figure, which was much less than we anticipated, and due to taking on a pub in the what is known as the 'quiet period', half of that was waived again to allow us to use it on the business to see us through the slow period and ensure cash flow was not an issue.

05/12/2013

Initially we were sent on courses and then we had punch trainers visit the pub and train us on any weakness, still to this day some 8 months down the line should I require training or my staff be lacking on something, I literally have to pick up the phone and this is arranged and carried out.

My BDM, [REDACTED] is a true professional, she was recruited after running pubs and hotels and grew through the ranks, not only is she our font of knowledge and support but has become a friend, it was she who came to our home for our initial consultation, and remains our crutch until we feel we are able to walk alone. She visits weekly and assist with all points from Licensing, Point of sale, Marketing, design & print down to the day to day running of a pub, she is our lynch pin and with all this support we quite literally are able to just run the pub and serve our community to the best of our ability, and it is working.

Along with this punch ring weekly and use their buying power to get us the best deals and frequently organise road shows to enable us to meet the suppliers in order to get the best deal and products.

Do punch have a bad name, quite possibly, is it a founded reflection based on my experience...
Absolutekly not!

Yes the pub trade is tiring but I am not struggling nor as stressed as I have been fro the past 10 years and for this I will forever be grateful to my PubCo Punch.

Kind regards
