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From: [REDACTED]
Sent: 19 June 2013 16:20
To: Pubs Consultation Responses
Subject: FW: Re Government Consultation Pub Companies and Tenants April 2013

[REDACTED] | Consumer & Markets | Consumer & Competition Policy | Department for Business,
Innovation & Skills | [REDACTED] 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: [REDACTED]
Sent: 07 June 2013 11:34
To: Enquiry Enquiry (Other Government Departments)
Cc: [REDACTED]
Subject: Re Government Consultation Pub Companies and Tenants April 2013

Dear Sir

We are coming to the end of our 5 year lease with Punch Taverns. The first year was a hard. We had several area managers, we had four in our first three months, and Punch did not want to listen to us. However, after the first year, things changed for the better.

Punch reduced our rent, and helped with marketing and advertising, our pub was painted inside and out, and our toilets were completely renewed. We had a helpful area manager, [REDACTED] who only left us due to having a baby. Our next manager, [REDACTED] also has been very helpful. We have had many useful tips from both of them, and both really know the pub trade.

Punch Roadshows are amazing. Each year we go to as many as we can in different areas as each one is slightly different. We have been able to meet most of our suppliers, not only the salespeople, but also the people behind the scenes. As a result of this we have built up excellent relationships with most of our suppliers. The roadshows have also allowed us to obtain fantastic deals on the day and we have also picked up new ideas.

It is reassuring to know that whilst we run our own pub our way, and how we want it, we have the back up of a large company behind us, who are willing to give us the benefit of their experience, and financial back up if needed.

We have often thought about getting a freehold pub. The beer tie would not exist, and drinks would be cheaper as well. However, being leasehold, yes we do pay more for drinks, but we also get financial assistance if we need it, our pubs get refurbished to a high standard, we have access to all manner of help from Punch, should we require it, from marketing to property maintenance. We also entitled to discounts from certain suppliers, such as Streamline for credit card transactions.

Pubcos are able to give opportunities to people, who would otherwise not be able to enter the trade. As the property belongs to Punch they will repair any problems that may occur, this is also true of any cellar/dispense issues.

05/12/2013