
From:

Behalf Of

Sent: 18 June 2013 13:08

To: Enquiry Enquiry (Other Government Departments)

Subject: Re: Government Consultation Pub Companies and Tenants April 2013

Please find attached letter in support of our Pub.Co

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Rt. Hon Dr Vince Cable MP
Secretary of State for Business, Innovation and Skills,
Dept for Business, Innovation and Skills

18TH June 2013

Dear Rt. Hon. Dr. Vince Cable MP

Re: Government Consultation Pub Companies and Tenants April 2013

Having been leaseholders in the Pub trade since 2002, my wife and I would like to lend our support to our Pub Co., namely, Punch Taverns PLC.

In the last eleven years, we have had a relationship with Punch that has been both supportive and encouraging to us in many ways.

As we know, in recent years, the pub trade has suffered a great deal, and we as a pub, have had more than our fair share of lean and worrying times. To help us through these times we have often called upon our Business Development Manager for assistance and guidance. Whether it has been a phone call or a personal visit, we have never been ignored or left to get on with it and sort out our own problems.

Help and assistance has always been available to us in many forms.

When we originally took on the lease with Punch Taverns, only my wife had previous experience in the trade. We were guided through a training course on all aspects of running a pub to make doubly sure it was suitable for us.

Over the years since, we have received much support when it has been needed, including a rent concession of 16% over a period of a year when we were in financial difficulties, and then it was permanently reduced at our last rent review, years ago. During this same period, Punch Taverns offered a 'mini refurbishment' to us with a spend of £30,000 to help increase customer footfall. This was gracefully accepted and undertaken without any conditions such as extra beer price or rent increases being applied.

The pub we lease is a very big and old building, and as such requires constant maintenance. Our lease is a fully repairing one and we are responsible to adhere to this without exception. Over the last two years, with our extreme weather conditions, gales and much rain, to say our old slate roof has taken a bit of a pounding would be an understatement. What little spare money we had has gone into 'bucket investment' for a leaking roof! With trade at an all time low at the moment and although we have building insurance in place, our excess on this is £1000. Money we don't have. On contacting our BDM and explaining our situation, scaffolding was in place within days and the whole of the problem roof had been repaired and replaced where required, and unconditionally.

In the last year or so, we have noticed a change in customer social habits, many are coming in later and we have realised that we needed to open until a little longer on weekends to cater for this new trend and to keep the business on an even keel. A 'Variation to Licence' applied for

through the local Council, would have cost us, with Solicitor's fees, somewhere in excess of £900. Our BDM arranged for the application to go ahead, with Solicitor representation, at no cost to ourselves.

Of course, all the aforementioned help is personal to us, but Punch Taverns does give plenty of support to all of its 'Business Partners'. In one way, through its 'Roadshows', where we can sample and see new products and receive 'Point of Sale' for customer awareness. Design, Print and Poster support, of which many are free of charge. The greatly improved product range, such as choice of Real Ales which is now available to us, including local Micro Breweries. Not forgetting help with Rate appeals and finding the best and most cost effective Utility suppliers. I know our relationship with Punch Taverns may be different to other Licensees and their Pub Companies, but I personally, would have no regrets in recommending them to anyone who is thinking of entering into our industry.

I have briefly outlined only a few examples of how Punch Taverns has constantly excelled, in my opinion, in their support for us and I hope you will find this informative and helpful for your consultation into Pub Companies.

With Regards

(Licensee and joint leaseholder of)