

816

---

**From:** |  
**Sent:** 14 June 2013 15:31  
**To:** Pubs Consultation Responses  
**Subject:** Feedback regarding the BISC review Pub Companies and Tenants

Dear Sirs

I am writing to you on a personal level and as an employee of Enterprise Inns. I understand that the company will be responding to your consultation formally but also wanted to take the opportunity to provide some feedback from my perspective as a Regional Manager.

I joined the company in : when the Code of Practice was about to be launched. I understand that the content of *our* Code of Practice exceeds the requirements set out by the Industry Framework Code and all Enterprise employees work diligently to ensure they work within the framework. Furthermore Enterprise have implemented numerous procedures to assist us in doing so.

I have read the consultation document in detail and find some of its content a little misleading. The document, in its initial pages, uses the word 'abuse' several times in relation to Pub Companies, the pub tie and rent setting, yet goes on later to recognise that CGA data shows that 7 out of 10 tenants would consider renewing their leases. I work with publicans who hold both one pub with us and also with multiple operators. If the tied model is as unfair or 'abusive' as you suggest I would never see publicans renewing leases or wanting to take on a new tenancy at the point of expiry. Indeed two of my multiples have each taken on another pub within my region in recent weeks as they can see the great opportunity that the pub and the working relationship with Enterprise affords them.

When recruiting new publicans we work with complete transparency from the outset ensuring that potential publicans have all available information in order for them to make an informed decision about whether the opportunity is suitable for them. We then go on not only to advise them to take independent financial advice but we also pay for that advice. Checks are in place at every stage to ensure that no publican can take on a pub without fully understanding exactly what they can expect. I note you recognise that a big factor in publican success is the quality and capability of the publican and as a regional manager I work diligently to ensure that each publican I recruit has the skillset, experience and capability to successfully operate the pub in question. I believe that Enterprise recognises the importance of matching the right publican to the right pub and I am given the time and space to do so.

You reference an issue with 'large, unjustified rent increases' being an issue. All rents are assessed using RICS guidelines and the information provided to the publicans is fully transparent. As a regional manager I work closely with my publicans to reach a satisfactory conclusion. As you will be aware we operate several types of agreements and rent reviews are only applicable to our leases so those on tenancies do not undertake the process. In addition, our new leases are available with the option of not having cyclical rent reviews should the publican so wish.

I am sure that, during this consultation and review process, you will come to learn more about the many and varied benefits that our publicans enjoy as being a tenant of a pub company such as free training, product discounts, free marketing support, discounts through other suppliers and so on along with the benefits of support and advice on business and property matters from our teams on the ground and in our head office.

I understand that there has now been some acknowledgement by you regarding inaccuracies within your consultation document, such as the reference to calls to the BII helpline being interpreted as complaints when they were predominantly calls to simply utilise the excellent services and advice that the BII can provide. I would like to continue to encourage my publicans to become a member of the BII without fear that doing so could in some way lead to the use of their services being misconstrued as a failure of

04/12/2013

Enterprise.

I am pleased to see that, towards the end of the consultation document, you have acknowledged what you believe to be the 'positives' and 'negatives' of your proposed changes and note that in my opinion the negatives are more numerous and far-reaching than the positives. I can only hope, that as this process continues, those involved will ensure that they make informed decisions based on substantiated and broad-based evidence.

Regards



Enterprise Inns plc, 3 Monkspath Hall Road, Solihull, West Midlands, B90 4SJ  
T: 0121 733 7700 | F: 0121 733 6447 | [www.enterpriseinns.com](http://www.enterpriseinns.com)

---

Enterprise Inns plc (company number 2562808) is a company registered in England and Wales and has its registered office at 3, Monkspath Hall Road, Solihull, West Midlands, B90 4SJ.

This email message is confidential and may be legally privileged. If you are not the intended recipient you should not read, copy, distribute, disclose or otherwise use the information in this email, but should contact Enterprise Inns plc immediately and delete the message from your system. You should not use, print, copy the message or disclose its contents to anyone. Enterprise Inns plc and any member of the Enterprise Inns group of companies has the right lawfully to monitor and inspect messages between its employees and any third party.

-----  
This email was received from the INTERNET.

Communications via the GSi may be automatically logged, monitored and/or recorded for legal purposes.  
-----

04/12/2013