

**Sent:** 12 June 2013 19:51

**To:** Pubs Consultation Responses; robin.walker.mp@parliament.uk

**Subject:** BIS consultation

Dear Mr Walker,

I am an employee of the pub company, Enterprise Inns . . . . . During my time here, I have been employed as a  
Regional Manager and Senior Regional Manager covering various regions within the . . . . . geography and took the role of  
Divisional Director 15 . . . . .

You may be aware that the leased and tenanted model has been the subject of numerous challenges with the latest BIS consultation now being undertaken. I am writing to you to request you share this letter with Vince Cable to express my sheer disgust with the comments and allegations made against us, whom I have taken extremely personal and that I am gravely concerned that many MPs may be being misled. Such comments and allegations being made imply Pub Company staff lie, mislead or take advantage of a Publican who is either struggling or new to the industry. Such claims could not be further to the truth and I find this deeply insulting.

The leased and tenanted model provides numerous benefits of taking a pub including the following:

- The leased and tenanted model provides a low cost entry to run your own business with support and guidance before and during your tenure in the pub. Many of our Publicans simply could not afford to buy a freehold pub.
- The support and services we provide are comprehensive and not available to individual, freehold or free of tie Publicans. Regular visits by Regional Managers who have a vested interest each pub is successful, sustainable and profitable to both parties compared to a free trade supplier or wholesaler who simply just wants the "sale."
- Develop multiple operators within our estate who have used the leasehold model to improve their cash flows to acquire further sites even including freehold pubs
- Provide capital investment we have put into their business which they may not have been able to source if they were under a free of tie model.
- During periods of extremely challenging trading, they simply would not have survived were it not for the various support that we have provided which is not limited just to financial tools available

The BIS proposals completely ignore the OFT reports published in 2009 and 2010. They concluded that the competition within the industry is benefitting consumers and prevents the beer tie from being used to inflate pub beer prices beyond competitive levels. The on-going issue of supermarket pricing keeps being ignored with their continued irresponsible alcohol promotions always ending with "drink responsibly!" which obviously must be deemed acceptable. Publicans are fully trained and licensed to a professional standard to control their pub and customers drinking responsibly so I remain bemused why politicians wish to allow this and thus encourage people away from the great British Pub to consume dangerous levels of alcohol at home or an uncontrolled environment.

Furthermore, the BIS proposal includes a simple but flawed rental calculation formula which I question whether it even complies with RICS guidance. It also proposes the introduction of an adjudicator to hear disputes which no doubt incurs further cost and delay to our Publicans in the rare occurrences we cannot agree at rent review. I firmly believe the voluntary Industry Framework code, which we as a company embodied into our own Code of Practice, is working well. This includes an effective rent review procedure in PIRRS, as well as the complaints process in PICAS.

I am very passionate about the industry, the Great British Pub, and its people. The vast majority of our Publicans welcome and appreciate the support and guidance we give them through the leased and tenanted model. These same people are extremely hardworking and committed to their pub, probably too busy in focusing on their pub / business to have the time to share their positive experience and views or even be aware of the BIS proposal. The process of the BIS consultation appears to include a biased questionnaire and provide an opportunity to a minority of Publicans who wish to air their views with no evidence or validation to substantiate their claims.

I no doubt fear my letter will fall on deaf ears just the same as the approach to the on-going supermarket pricing of alcohol. We always deal with our Publicans fairly and our Code of Practice ensures a rigorous structured process in taking an agreement including taking independent advice. The future of the Great British Pub is ultimately in your hands and thus implore you take the time to digest my sincere comments.

I welcome you to our head office or out in the field with my team working with their Publicans to see and hear the facts rather than fiction.