

Pub Companies and Tenants: A Government Consultation

To whom it may concern,

I am writing in response to the consultation currently being undertaken by the Department for Business Innovation and Skills.

First of all I should point out that I am an employee of Enterprise Inns but am writing from a personal stance and my views do not represent my employer.

I have only been employed within the pub industry for a period of [redacted] and as a Chartered Building Surveyor have worked in a number of sectors, predominantly for a PPP in healthcare regeneration ([redacted]). I have lived and breathed the industry for now and felt compelled to write in response to the consultation, as the portrayal of Pub Companies is very different to the one I am seeing from the inside out. The following summarises some of the key points evident to me:

1. Enterprise make a huge commitment to 'make it work' for new and existing publicans. From property support I am involved in, to marketing, to business planning I have been blown away by the commitment the company makes.
2. The sense of commitment of colleagues, not just to the company, but primarily to the Publican's they deal with daily, is astonishing. It is totally incomparable to the six years I spent working within the NHS and furthermore, if the staff within the NHS had anywhere near the same commitment and motivation then the crisis within the NHS would not exist.
3. The majority of Publicans I have met seem to 'get it'. They understand what they have entered into and see the benefits of working with a Pub Company. They can see that firstly, they would never have had the opportunity to have their own pub if it wasn't for the Pub Company due to non-availability of finance, and secondly, they have started a business with very low fixed costs and therefore low risk. This seems to be supported by the CGA survey referred to in the report that 70% of tied Publicans would sign up with their Pub Company again.
4. All I can conclude is that Pub Companies appear to be a sitting duck and perceived as easy political points. How much investigation is made on the very small number of complaints? Does anyone stop to examine whether in fact the claims are true, or the complainant is indeed being treated unfairly?

Yours faithfully,