

From:
 Sent: 09 May 2013 20:42
 To: Pubs Consultation Responses
 Subject: Enterprise Inns Pubco reforms

Enterprise Inns Rent Notes.

Cost of lease	£1 0 ,000
Rent Yearly	£2 ,000
Rent per month.	£2 00.00
Rent per week.	£700.00

unaware that it was a pub with many problems , . The police were in the process of having the pub shut down. It was the most problematic licenced premises on the high street. We were told by the AM that the premises turned over £7k/£8k a week again this was not backed up with any evedence . We identified that the clientele was young and at times a problem but we employed door supervisors to manage this we changed the djs and concentrated on a more varied music range to entise a more older clientele.

the main bar area was split into 2/3 areas by way of partitions these created areas that were seccluded and open for drug use. We removed these and installed a pool table and a wall mounted juke box which again gave us flexibility for the weekends.

There was a storage we removed this as we felt that the area collected dust and made the bar area space very in closed and dated. This was removed opening up the bar and transforming it to a big open space. We had redo the electrics and the plumbing for this area at the same time once completed we also redecorated the internal part of the pub and outside of the pub as well , estimated costs in excess of £8000.

At the rear of the pub we contacted Enterprise about help with tne funding ror the proposed beer garden they gave us a estimate of £100 per sq m. !!!! With out electrics or furniture so the cost would have been nearer to £20,000. Which can only be described as modern . So we employed carpenters , electricians and brick layers to create a decked area with seating BBQ and modern LED lighting . This was also ideal as the government had announced plans for a national smoking ban so this outside area was to be used for multitude of uses. The cost for this work was in the region of £12,000.

Due to the size of the premises in we undertook steps to overhaul the central heating system as the existing system used a emersion boiler system with a hot water tanks to heat. This was inefficient and costly so we had 2 central heating systems installed. 1 for the main pub and 1 for the accommodation above. This again proved to be more costly than expected. We spent over £16,000 on the work.

The toilets within the were very dated and had over

a previous amount of years cosmetically tidied up but more than often it was bodge job on top of another bodge job which was done on the cheap by various so called tradesmen.

So after discussions with staff and customers it was a greed that the toilets could do with a cosmetic face lift. We removed the china urinals that could be found in old parks these were very old and some stainless steel urinals installed the walls were steam cleaned and painted with a tile paint all the lightning was also changed for spot lights. We also did the ladies. It was not the best of jobs but we made the most of what was possible and practicable. £4,500 was spent we could have spent 5 x this amount but the toilets would still be the same size.

the main bar we have a bar / function room. This has been used for party's . (separate notes) Again this space can only be described as been very very tired and grotty not the place I would actively promote for Christening or wedding so in we commenced work this involved a full strip out and replacing all ceiling and electrics new bar new seating new furniture everything was done. Enterprise were informed off the works but we informed that they were unable to help with any part of the costs. The end figure for all works was in excess of £75,000.

We identified that there was a problem with the roof - namely that it was leaking. We had quotes of £10,000 for the roof plus £3/£4 k for the scaffolding. This was not possible so we had a local roofer do the work which should see us through for the next 5/10 years. Cost of work was £3000 We also fully insulated the loft of the entire premises as the heat lost was putting up our heating costs again £600

Over the years we have subsidised the sales by having on 3/4 nights a week this is the only way we can make ourselves a venue that is different from the others on the high street

The cost was £4200 the cost of preparing the application put the end figure to nearer £5300. Again this was paid for by ourselves enterprise inns said no funds were available.

only time will tell the impact that this will have on our business as the is a free agent and has no restrictions on buying therefore the ability to sell cheap and earn a profit is still possible.

we decided not to as we could not afford to get into a price war with the , so we have decided to invest in our bar and our main bar . So far we have invested another £15,000 into business , using money we don't have whilst EI carry on imposing fines for us breaching our so called "tie". We have asked EI for assistance on our refurb work but they have said no, so when Mr Tuppen says that EI have invested over £9000 into there sites I can categorically say that in the . that I have been at this pub I have never received a penny or any help of any description.

Restaurant / Food

In we invested over £3000 on updating some of our appliances in our kitchen. We did food for just . We promoted the meals by leaflets and taster sessions. We struggled due to been only away.

When we did our meals Buy 1 get 1 free at £6.95 had some 20 ft banners made up offering there customers 2 meals and a pint for £5.95. I spoke too the managers and they said they have too do a weekly report notifying HO of any competitor pro mos. They do not want anyone too encroach on there food business. There weekly turnover on food is £20,000.

In we looked at doing Indian food that was freshly cooked on the premises we have done this for just , yet again though the food was good and freshly cooked it always came back too price, people want cheap food the quality is not a priority , price is first and foremost.

We have over the . spent over £20,000 on the food side of our business through advertising equipment upgrades and the extra use of gas end electrics , we have never recouped our money.

Enterprise Inns

When we were first introduced too EI the relationship was as expected very straight forward and open the impression was one of a company that looked after you and had your best interests at heart. we wish that was true.

At one point I was told EI are one of the big boys so I shouldn't mess with them this was from my BDM at the time a

In we approached EI concerning our current rent I was told personally that I should be grateful that they were not increasing my rent as they could very easily increase it. I informed EI that I had my business rates had been reduced again to which they were a bit surprised. I informed them that I handled the business rates review appeal my self as the people they recommended a company called . when I asked questions about the business relationship between EI and i was fobbed off with a

message that some one would be in touch from EI , this never happened.

At the same time there was talk of government intervention on the beer tie , so the paperwork for felt that if I signed this and beer tie was amended then I would have to wait to benefit from any new legislation. When I spoke to at the time from EI , I was never given any idea how the rent review process would be handled nor what my options were. In I was given a copy of rent review assessment had this been made available to me in I could have disputed my rent with more facts, as the rent review assessment was very inaccurate. My AM has asked for accounts figures this was not enough then they wanted stocktake figures then accounts each time they have moved the goal posts to suit them.

In it was confirmed by the national news that the proposed at would not be going ahead, protesters.

In it was announced that the would be shutting down this will have a major effect on all local economy.

The pub has been a stop gap for contractors on they way home from for last , there numbers have slowly decreased every year for the last to what I have now - none. The pub survives on local drinkers who are more aware than enterprise as too my situation.

Enterprise Inns have said to me that as I'm on a high street I should grateful to its location. My reply was that if the on (A enterprise inns site) high street which is very busy and prosperous were to have a away would they take more money -- if that's the case why have they and local pubs and businesses apposed from opening on street to because they all know that a site on the high street would have a devastating impact on all local public houses , coffee shops and restaurants.

We have been fined for having stock that was sent too us by EI but because it was not marked as PubCo and we never notified the AM we were fined £310 for having stock supplied to us from our own supplier. We have a relationship with EI as one of a police force and brulines as debt collectors. We have been fined since for buying in not proven but brulines says so. If that were the case I would not be using my credit card and taking out loans to pay for my rent.

Enterprise Inns are not happy with me so for the previlige I have to pay

I get contacted by cask ale suppliers on behalf of EI to have cask ales but when I tell them that we are from and my cask ale often goes off as I cannot sell at the prices that do. Insulting to say the least.

During the rent review process which was conducted through the Enterprise Inns called the bailiffs to my pub for non payment of rent. I use a paying in facility one paying in book for rent and one book for stock unbeknown to me all payments were being allocated towards stock (EI said they allocate the payments as saw fit) therefore according to EI I was in rent arrears so they called the bailiffs on a Saturday when I was not able to contact any one at EI head office. Luckily for me two of my regular customers came to my aid and

paid the bailiffs . To say I was angry and disgusted does not come close to describing how I felt.
If my friends had not come to my aid the pub would have closed and the
would have been stopped instantly.

Enterprise inns are doing there very best to bankrupt me the stress that has been on my family . has had a very dramatic effect. I've had to go back to work to subsidise the short fall from the business when I explained the situation to EI I was told to sell up, the fact that we lose our home and business was of no concern too them.

In I was appointed a new BDM (Business Development Manger) at this point in time he has been the first BDM to actually be aware of current trading problems as he has made the effort to visit the pub at various times he has seen for himself how quite trade is during the week and the weekends. He has given some reassurance that as bad as feel that the situation can be sorted that I have to be patient.

As time has progressed the only time I see my BDM is when I am about too receive another fine , so far we have had over £15,000 in fines over the last years, my BDM is expected on the more fines.

In the last EI have opened and closed 3 local pubs near to me
The opened and now closed again for
The closed and now reopened for the
The up for sale due too high rent and running costs.

Fosters 11 keg £160 from EI.

Local supplier £105. This cost difference we have too pass on to our customers who them selves are struggling.

We believe the rental value of the premises should be nearer to £19,000 per year and full discounts available to us from EI we would then have a business that we could continue to invest in which would also give us a salary from a business that we wish to be successful. And also the option of having a cask ale free of tie, we would love to help local micro brewery's but we have to buy from EI at a inflated price.

If we were free of the "beer tie " we could survive as would many other pubs up and down the country. To say the Pubco industry cannot be trusted as a whole I cannot comment , as far as EI is concerned in my experience .

I am relatively new as a publican so I'm still learning but there is a good network of experienced licensees that I can and do call on for advice , EI is not some one I call.

If I were to leave the site I'm very sure EI would reduce the rent and invest money into the premises to attract another publican / why can't they look after there existing tenant and treat me more fairly.

I became a publican to be successful and to be in control of my own future I had more control and less stress when I was employed and my family were better off.

Yours sincerely