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**From:** -  
**Sent:** 04 June 2013 17:09  
**To:** Enquiry Enquiry (Other Government Departments)  
**Subject:** Pub Company/Tenant relations

Rt Hon Vince Cable MP, Secretary of State for Business, Innovation and Skills  
Rt Hon Geoffery Cox MP

Dear Sirs

With the current Government Consultation into Pub Companies, and the general feeling by government, I should like to, through this Email express my personal satisfaction with our working relationship with our particular Pub Company, Punch Taverns/Partnerships, with whom we have enjoyed positive Pubco/Tenant relations for almost 7 years.

My wife and I decided on a change of direction in our working life 7 years ago and when an opening evolved where we could purchase the lease of our current business premises, we took the opportunity and proceeded to enter the licensed trade.

The past few years have certainly been hard, having to constantly drive the business forward, especially as neither my wife or I had previous experience in this line of business, but from the outset we have received encouragement, support and assistance from Punch Taverns, which has enabled to us to build what is now a successful business and the hub of the local community.

The first months entailed quite extensive training and informative courses, mostly provided by Punch Taverns, which gave us the initial knowledge as a foundation to fully understand the licensed trade, and whenever we experienced a problem whereby we needed guidance and/or advice, we were (and still are) able to contact our Business Relationship Manager who was (and is) willing not only to advise, but to support.

We have an excellent relationship with our Business Relationship Manager who quite regularly arranges certain courses free of charge to ourselves enabling us (and others) to develop our skills within the trade. It would be only fair to mention that in the early stages we did struggle, and several years ago were experiencing financial difficulty which caused us a great deal of anxiety, worrying as to how we were to meet our commitments and whether we might lose the business.

Our BDM was extremely supportive during this 'Black' period, as were Punch Taverns, and by the grace of their assistance, support and understanding, we managed to 'ride the storm', and now enjoy the fact that

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we have a business that seems to grow steadily each year.

Yes, there are certain constraints in respect of 'tied' purchases, but this was fully explained prior to our becoming lessees. It was not a case of our realising at a later stage the implications of such an agreement.

To sum up, whilst others in our industry seem to constantly bemoan their relationships with certain Pubcos, we for one enjoy an amicable and positive partnership with our particular Pub Company.

Yours faithfully,  
[Signature]  
[Name]  
[Title]

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