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May 24<sup>th</sup> 2013

Dear Sir,

We would like to tell you something about our experience on taking a lease with Punch Taverns, as we feel the recent press coverage is unfair and biased.

About 18 months ago our local pub in                      became available to let after the old landlord decided it was time to retire.                      worked in the kitchen of the pub and had done for some years, whilst I was a taxi driver. We rang the recruitment line and after an initial discussion arranged to meet the local BRM                      . She explained all about the business and where Punch Taverns could see it going, whilst explaining the plans they had for a refurbishment, the money we would need and also the legal stuff, including the beer tie.

We initially did not have enough money to make it work, but eventually we went in on a TAW and managed to save the rest of the money we needed to pay for our costs before the work was started.

We now have a beautiful pub, in a beautiful village and are doing very well. The locals and surrounding old customers have supported us through our first year and we are gaining new customers every week.

We had to complete a one week course prior to taking the pub, and every week things come up that we can refer back to.

As for our BRM, she continues to help and support us, and is always on hand if we need her. She gives us good advice, and also her honest opinion of what we are trying to do.

We feel that without the support of Punch Taverns we would not be in the position we are now. They (                      believed in us, and have kept with us all along.

Yes, we would like our beer to be cheaper, but we knew what to expect when we took the pub, there were no secrets kept from us, and                      certainly couldn't afford a free house, so we are not unhappy with the situation.

Lots of people in business today would not be in there pub today without the support of their Pub Company and this seems to be being missed .

