

116

**From:****Sent:** 10 June 2013 22:43**To:** Pubs Consultation Responses**Subject:**

I am currently a tenant of Enterprise Inns and have been for almost 2 years, I have heard a lot of negative stuff about pub companies and also Enterprise before I came into the pub, but I believe you should listen to all but make your own judgement.

When I came into it had been closed for over 6 months and was a real isaw to the town of however I looked at it and thought I could change it from what it was ( a drug infested hole) and new to the area I thought the area needed a traditional local but based on the high street. So off I went and here I am now.

I had a Senior Business Manager who I bonded with straight away he was always there at the end of the phone and called in regularly to see me he held my hand every step of the way, if I needed anything and they were able to get it for me I had it if not I was told no but often gave me an alternative suggestion, although this did not happen on many occasions. The refurb they helped a lot and did the majority of the work but I also did my little bit. My rent is being stepped as the business grows as it certainly was not achievable at the time I opened. I have taken the business only with the help of Enterprise they regularly send out POS kits all of which I use - some I don't think will work and don't but many of them do and I am proved wrong. You just have to give everything a go and investigate very avenue.

Many tenants I don't think listen to the advice they are given they carry on regardless, I have hit very low points and have felt why am I doing this when I cant afford to pay my rent or meet my trade account but I simply speak to my credit controller and explain for what reason I am unable to make the payments and we work together to get the problem solved and then I come out the other end with the help of Enterprise.

I have had property issues and I have been disheartened on a number of occasions but when the issued are addressed they always get sorted out in the end.

I am aware I am paying more for many of my products that I can get elsewhere for a far lesser price and I do agree that the costs should be reduced however if I was to go to cash and carry I wouldn't get the promotions and gimmicks that bring the customers back and their friends who are often drinking something else and these promotions keep people here.

I did think after 6 weeks of being in the pub with I and left me to run a new business with all the various add on money that is taken out cellar cooking and heating maintenance, various other deductions should I have just sold the house back home and buy a freehold pub but when you analyse it would it be the better option I would never have to worry about a bill to do with any of the heating maintenance , cellar cooling etc etc I just pick up the phone and the only bill I have to pay is the telephone call.

I now have a new area manager for just over a year and at first I did sit back and get used to him as he was a totally different character than my first but I have bonded and listened to him and he too has always listened to me and we are still working together to carry on building this business and

have no reason to think that this will change.

I am now running a successful pub which as I mentioned earlier still hits its hard times and I am certainly not out of the woods yet but with the help of Enterprise and my area manager, I am striving to get there and getting there with the right customers which is the most important part of my journey.

I would like to think when I am out of the woods with this pub I will end up being a multi tenant with a few pubs and all will be with Enterprise.

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