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Re: Government Consultation Pub Companies and Tenants April 2013

Vince Cable,

RECEIVED

- 3 JUN 2013

I am writing to you in regards to government consultation into pub companies, in particular Punch Taverns.

It is my understanding that most MP's and the Government view all Pub Co/Tenant relationships as bad or terrible. All we hear in the press is how terrible pub companies are and how they rip off tenants, offer little or no support to building tenants businesses and leave Pub Co property in disrepair.

My name is \_\_\_\_\_ and I have recently taken out a 5 year tenancy agreement with Punch Taverns at \_\_\_\_\_ in \_\_\_\_\_ I took the lease out on the understanding that there would be a refurbishment, the entire property would be safe and sound e.g. up to government standards of fire risk assessment and health and safety. Also electrics safety inspected, gas safety inspected and property to be safe, sound and water tight. This is called "Ready for business" by Punch Taverns and is adhered to, as in their code of practice, to each new tenancy taken on.

I took out the lease on \_\_\_\_\_, we closed for refurbishment and re-opened for business on \_\_\_\_\_.

Before we closed for refurbishment, I was invited to join all meetings in regard to design and finish of the pub, along with discussions with the Punch launch manager, Punch area manager, Punch catering manager, Punch regional manager and the contractor who would be running the refurbishment. All of these meetings were professional, informative, open, transparent and my opinion was taken into account on all matters. A definite working **partnership**.

The quality of our refurbishment is high end. Obviously there were a few snags, but these were dealt with quickly by the contractor.

Since opening, I have been given the full support of Punch Taverns by my BDM with regular meetings to offer support. The following Punch Taverns departments have been in regular contact too offering full support in their own fields; Re-launch Manager, Catering manager, Marketing department, Punch recommended Accountant and sales team.

To sum this letter up, I am basically telling you that I work in partnership with Punch Taverns and that I would recommend working with Punch Taverns to others.

I may have waffled on with this letter, but please take in the following points;

- Punch Taverns have upheld every promise made
- When you sign your tenancy, you are made aware of prices for beer and that you are tied to the brewery on certain products. Why complain one year down the line??
- Punch have invested heavily in my pub
- The Punch business support and advice has been second to none
- The marketing department have really helped push the pub to the local area and set us up a design brand
- My relationship with my PDM has been central to all works and support given to me by Punch Taverns
- Punch road shows have helped keep me up to date with trends and products available on the market and given me several discounted offers for services and products
- Without Punch's investment, I would not have been able to afford entry into the licensed trade

Thank you for taking the time to read this, I hope this helps even out all the bad press that Punch Taverns have received.

Yours sincerely,