



New Regulatory Compliance Handbook sets down minimum standards of behaviour

The Pubs Code Adjudicator (PCA) has published a [Regulatory Compliance Handbook](#) setting out how he expects pub-owning businesses covered by the Pubs Code to act in a number of important areas.

The Handbook contains minimum standards dealing with areas such as communications and engagement with tenants. Another major focus is the behaviour of Business Development Managers, particularly following a tenant's request for a Market Rent Only option.

Publication of the Regulatory Compliance Handbook is part of the PCA's response to the concerns identified in the [MRO verification exercise](#) which highlighted the low conversion rate of MRO Notices served into MRO – or free of tie - tenancies agreed. Other actions by the PCA include steps to speed up the arbitration process through the introduction of new IT and an expanded casework team.

The PCA intends to monitor the Handbook's use by pub-owning businesses and welcomes information from tenants and organisations representing their interests about how it is being implemented.

The PCA will update the Handbook to deal with additional issues and developments when necessary.

PIRRS option available to tenants and pub-owning businesses covered by Pubs Code

The PCA welcomes the confirmation by the [Pub Governing Body](#) that its low-cost **Pubs Independent Rent Review Scheme (PIRRS)** is available to tenants covered by the Pubs Code to resolve disputes over tied rents. This scheme can be used in parallel or prior to requesting an MRO option, should both sides agree.

PCA Enquiry Line hours over the holidays

With the exception of Christmas Day, Boxing Day and New Year's Day, the PCA Enquiry Line will remain open over the holiday period.

Staffed by expert caseworkers, tied pub tenants can call for specialist information about the Code and its processes.

Call 0800 528 8080 Monday to Thursday 9.30am to 5pm and Friday 9.30am to 4pm to speak to a caseworker.

