



What tenants should expect

A new information leaflet for tied pub tenants explaining their pub companies' obligations under the Pubs Code has been published. You can read it [here](#). The leaflet provides information about what tied pub tenants should expect at different stages in their relationship with their pub companies, including before they take on a new tied tenancy or lease. It also includes what information and support tied pub tenants should expect about Market Rent Only (MRO) and how "business as usual" should continue after a request for MRO.

Dilapidations

Attention tied pub tenants – The issue of dilapidations has been raised on a number of occasions, including during the MRO verification exercise and tenant survey, and the PCA is keen to know more about the impact on tenants.

If you have concerns about what you are being asked in relation to dilapidations when you exercise your MRO rights, please let the PCA know. Write to enquiries@pubscodeadjudicator.gov.uk or call the Enquiry Line on **0800 528 8080** to pass on any information.

PCA questionnaire for Tied Pub Tenants

The PCA has written to each of the pub companies requesting them to publish data relating to MRO requests. This is to allow tied pub tenants to see how the Pubs Code has been taken up and acted upon in each business.



The letter states: “It is essential that the industry as a whole has a clear picture of the numbers of MRO notices being served, the conversion rate into actual MRO agreements, and the trends in the MRO market. The PCA will use this data to inform its regulatory decisions in relation to ensuring tied pub tenants have access to MRO.”

In addition, the PCA has asked the pub companies to send a questionnaire to their tied pub tenants who have received a MRO proposal since the Pubs Code came into force. Responses are designed to help give the PCA a clear picture of how the Pubs Code is working and we strongly encourage tied pub tenants who receive a questionnaire to complete it. Questionnaires will be issued shortly. Completed questionnaires should be returned to:

Pubs Code Adjudicator (MRO Questionnaire)
Lower Ground Floor
Victoria Square House
Victoria Square
Birmingham B2 4AJ

New arbitration costs factsheet

The PCA has published an arbitration costs factsheet on its [website](#). This factsheet explains the usual approach to costs and what the arbitrator is likely to take into account when awarding costs. The factsheet also explains what information a party should provide to the arbitrator when requesting costs to be awarded in their favour.

Pubs Code leaflet in Welsh

The PCA has published its tied pub tenant information leaflet in Welsh and is available [here](#).

Change of PCA email addresses

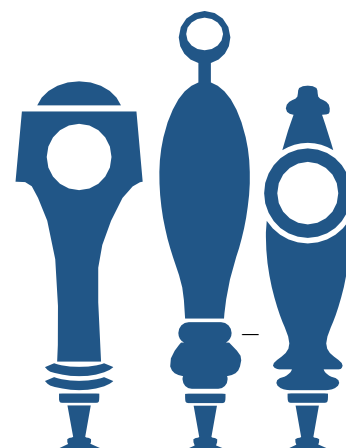
On 15 May 2018, PCA email addresses changed to:

enquiries@pubscodeadjudicator.gov.uk

referrals@pubscodeadjudicator.gov.uk

office@pubscodeadjudicator.gov.uk

The PCA website and Enquiry Line telephone number remain the same.



Find out more information about the Pubs Code

The PCA has produced six short videos which provide information to tied pub tenants on their Pubs Code rights and explain the role of the adjudicator. They are available on the [PCA website](#). We encourage tied pub tenants to watch these videos so that they are aware of their rights under the Pubs Code and the strict time limits that apply when exercising these rights.

The PCA Enquiry Line, staffed by expert caseworkers, can also provide specialist information about your rights, the Pubs Code and its processes.

Call **0800 528 8080** Monday to Thursday 9.30am to 5pm and Friday 9.30 to 4pm to speak to the caseworkers. Alternatively, you can email enquiries@pubscodeadjudicator.gov.uk.



