

[Redacted]

Subject: Government review of the pub code adjudicator.

Hi

I am a Tied Pub Tenant with Heineken(Star Pubs & Bars) I have been with them for over a year and a half now prior to this I was with Punch from [Redacted] 2014 onwards. I had never been a licensee before but 5 years on I can only give you my honest opinion of what it has been like for me operating as part of a Pubco.

My business was formerly called [Redacted] a pub with letting rooms above, it was a very old tied building with a very small turnover and was in desperate need of a makeover, 2 years on in [Redacted] 2016 I re opened my pub which was re named [Redacted] after the brewery had invested almost half of a million pounds the support I had received throughout the 2 years leading up to it was phenomenal, when times were tough my BDM at the time would say and I quote "don't worry we will get you there" and they were true to their words!! I now have a thriving business which is growing year on year with a bigger turnover and I strongly believe that the reason for this is because of the relationship I have with my Pubco. As a tenant you have to be passionate about your business and have the drive to succeed and take the advice and support you receive from your brewery/BDM .I was worried about the change when I moved over to another Pubco in [Redacted] 2018 because I had built such a good friendship and relationship with Punch but my concerns were short lived as they have continued to deliver the same support network as Punch and [Redacted] which was a great achievement for us and the recognition I received from them was exceptional .They continue to help me grow and support my business which makes me feel very secure and excited for the future. I would definitely recommend to anyone to be part of a Pubco but it has to work both ways,you the Tenant have to have the determination and if you have, like I have, then the brewery will support you all the way.

Many Thanks

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