



Pubs Code Adjudicator



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Q1. Please indicate the pub company to which you were tied when you received your MRO proposal (please tick)

Admiral Taverns

Stonegate (trading name of Ei Group)

Greene King

Marston's

Punch Pubs

Star Pubs & Bars

Q2. Please indicate the reason why your MRO process ended (please tick)

I agreed a free of tie tenancy and rent with my pub company

The MRO proposal lapsed at the end of the negotiation period / I terminated the negotiation period.

I agreed MRO terms with my pub company, but was unable to agree the MRO rent

I agreed a new tied rent with my pub company

I agreed a new tied tenancy with my pub company

I referred the matter to the PCA who ruled that the MRO procedure had ended

My tied tenancy came to an end without agreeing a new tied or MRO agreement with my pub company (please specify how your tenancy ended)

Other (please specify)

Please state the date on which you received your MRO proposal from your pub company (if you are not certain, please give the approximate date)

Please state the date on which your MRO process came to an end (if you are not certain, please give the approximate date)



Q3. How satisfied were you with each of the following? (please tick)

	Very satisfied	Quite satisfied	Neither satisfied or dissatisfied	Quite dissatisfied
Your pub company's proposed MRO terms				
Your pub company's proposed MRO rent				
The readiness of your pub company to negotiate on the MRO terms			X	
The readiness of your pub company to negotiate on the MRO rent			X	
The readiness of your pub company to provide you with information on your Pubs Code rights and signpost you to sources of advice if you needed it			X	

Q4. If you received a MRO proposal and rent from your pub company but ultimately stayed tied, please indicate ALL of the reasons that contributed to this outcome (please tick)

I was happy with the tied terms and rent that I was able to agree with my pub company
I did not have the time or the necessary support to pursue MRO
I was unhappy with the MRO proposal offered by my pub company: (Please indicate any specific terms that you were not prepared to accept)
a) The length of the offered MRO tenancy
b) The level of the MRO rent
c) Rent in advance, deposit or other upfront costs (please specify)
d) Assessment of dilapidations
e) MRO by way of a new agreement (and not a deed of variation)
f) Upward only rent review
g) Other (please specify)
<i>Please provide any further comments below:</i>



Q5. If you stayed tied, did your MRO negotiations have a positive influence on your tied terms and rent?

(please tick all applicable answers and provide reasons for your selection)

Yes – I agreed a tied rent that was lower than my pub company's original tied rent offer

Yes – I agreed a new tied rent that is lower than the previous tied rent I had been paying before asking for MRO

Yes – I secured improved tied terms (other than the rent) (please specify)

No (please provide reasons)

Please provide any further comments or reasons:

Q6. If your case was not referred to the PCA but you were unhappy with some aspect of the process, did your pub company make you aware of its complaints procedure and how to access it? (please tick)

Yes

No

Please provide any further comments below:

Q7. Overall would you say you had the opportunity to make a genuine choice between the tied and the MRO offers made by your pub company? (please tick)

Yes

No

Not until we had committed the time and resources to a PCA referral and hearing

Q8. If you are still tied, do you envisage asking for MRO again at the next available opportunity? (please tick)

Yes

No

Please provide any further comments below:

Q9. Please use the space below to provide any further comments that you may have in relation to your experience of the MRO process (attach additional comments on a separate piece of paper if further space is required)

As expected, and advised to Govt, the regulated companies have sought to side step the legislation and make MRO as out of reach as possible for most tied tenants be that through the addition of unnecessary administrative hoops or the financial barriers of reaching practical completion of the process.



Your details

Name (tied-pub tenant)	[Redacted] (not tied anymore)
Signature	<i>[Redacted]</i>
Pub name and address (including post code) [Redacted]	
Email address	[Redacted]
Telephone number	[Redacted]
<p>The PCA may wish to contact you to discuss your responses further, for the purpose of enforcing the Pubs Code. Your response will be treated in accordance with our privacy policy and your data will not be shared with your pub company.</p> <p>If you are happy to be contacted by the PCA about your response to this questionnaire, please tick this box</p>	
<p>Data Protection</p> <p>The PCA will only process your data for a lawful purpose and in accordance with data protection requirements. We collect and process personal data as a necessary part of our public task of enforcing the Pubs Code, to fulfil our legal obligations or where it is in the public interest to do so. This may include publishing anonymised questionnaire extracts. Further information can be found in the PCA's Privacy Notice published at www.gov.uk/pca</p>	

