

What training is available for new tenants?

We provide a free induction course for tenants to ensure they are well prepared before taking over their pub. The training takes place over three separate days and covers all aspects of running a pub from accounts and marketing to legislation and hygiene. The training is accompanied by a training manual for handy reference.

A mentoring programme is also available to new tenants before they take on their pub. The programme provides a bespoke opportunity where new tenants are paired up with a similar pub and tenant to help provide real hands-on knowledge and experience. Mentoring continues beyond the programme as new tenants develop relationships with their mentor for ongoing support, help and advice when needed.

In addition to training and mentoring, we also ask that each new tenant employs the services of an accountant who help to make sure the necessary business disciplines are set up and maintained. They will handle your VAT registration, carry out regular stocktakes, produce a profit and loss account and advise on issues and how to improve your margins. All this enables the tenant to spend most of their time running their pub and looking after their customers rather than 'number crunching'.

What ongoing support is given to tenants?

As an independent family owned business with over 180 years of heritage, we pride ourselves on knowing how to run a successful pub business! Our relatively small estate enables us to know each pub and its trading area well so as to help make the most of any local trading opportunities. All our tenants have names not numbers!

The Tenancy Operations Manager makes regular visits to new tenants providing information, help and advice as needed. Regular business review dates are also agreed as part of the ongoing support to help tenants make the most of their business.

Training is available throughout the year to keep all tenants and staff up to date with their skills and knowledge. This annual programme of optional training sessions covers key areas such as marketing or how to obtain a personal license for a member of your team. All the courses are offered at cost price as we are committed to helping tenants make the most of their pub (instead of using it as a profit generating exercise!)

We also hold open days with workshops and information sessions to help tenants prepare for any new legislation and keep up to date with the latest from the industry. The next open day is planned for February 2009.

Are tenants tied for all products?

We agree the rent for each pub on the basis that we will also earn a 'wet rent' through sales to you of all beers, ciders and F.A.Bs. These products must therefore be bought from McMullen. We also offer competitive terms for wine, spirits and minerals but these products are free of any tie.

What discounts are available?

As part of McMullen's commitment to reward tenants for being successful, we offer a discount of £80 on all barrels purchased over 90% of a Fair Maintainable Trade (FMT) target, which is agreed before the start of the tenancy. The discount is totaled at the end of each financial year and credited against the rent and/or trade account.

How is rent set?

We calculate the earnings potential of each tenancy based on an average performance and FMT. A proportion of this potential is then proposed for the rent negotiation. Although this rent is increased each year in line with RPI there is no rent review for the entire six years of the tenancy agreement. This, along with the £80 discount, allows tenants to benefit from all of their efforts in making their pub successful.

Who is responsible for building repairs?

All major repairs on areas such as structural timbers, roofs, walls, cellar, decoration, drains and car park are carried out by McMullen's. The company is also responsible for routine maintenance, servicing, cleaning of boilers, extractor fans and chimneys.