

PCA TENANT SURVEY

The PCA commissioned a survey to find out how much tied pub tenants know about the Pubs Code 18 months in and how it is working for them. This graphic presents some of the key findings.



Awareness of the Pubs Code is high but **understanding is lower**

72%
of tenants are aware of the Pubs Code



Levels of understanding

63% **47%** **36%** **36%**

Right to 5 yearly rent review

BDM duty to record meetings

Able to make informed decisions

Right to request MRO



The role of the Business Development Manager is important to successful tenant/landlord **relationships** and **accessing Code rights**

Tenants rated BDMs



Positive at following administrative functions



Less positive at giving general support

Responsive



Consistent



Knowledgeable



Supportive



Attributes of a good BDM

“The more information you have, the better you are set up to succeed”

Tenants say they need to receive the right information at the right time to make a **genuine choice**

26%
of tenants who said they experienced a MRO event but did not request MRO did not know that they could



Do tenants feel that they had a genuine choice?

55%

No

36%

Yes

9%

Don't know