

# A Guide to Enterprise Inns Pub Property Services



Service	Service Description	Cost of Service	
		RPT Agreement	RPIL Agreement
<b>Health &amp; Safety Compliance Package</b>	<p>Enterprise Inns offer a Health &amp; Safety Compliance Package which is designed specifically to ensure that you are fully supported in the wide range of Health &amp; Safety compliance issues relevant to your occupation and running of a licensed business. Services within the scheme include annual testing of gas, fixed wiring, emergency lighting, fire alarm installations and lifting equipment as well as an annual Health &amp; Safety audit of your business premises to assist you to develop your overall business Health &amp; Safety Management Plan.</p> <p>You will receive an annual visit from one of Enterprise Inns service providers to ensure that all certification and documentation relating to your business is continually reviewed. This will assist you to take account of any changes in your business operation and to keep your Health &amp; Safety documentation up to date and current.</p> <p>Also see <a href="http://www.enterpriseinns.com/cop/healthandsafety.pdf">www.enterpriseinns.com/cop/healthandsafety.pdf</a></p>	£1000 Per Year	£1000 Per Year
<b>Boiler Maintenance Package</b>	<p>In conjunction with a leading heating manufacturer and local service providers, Enterprise Inns have developed a comprehensive maintenance and replacement package for all Gas and Oil fired heating appliances. You will receive a planned annual service call, access to a 365 day emergency helpdesk (tel. 0870 707 1111) and the cost of all replacement parts and labour is covered. When an appliances becomes life expired and is due for replacement, the full cost of this installation with a market leading boiler is also included, which should optimise energy savings and help offset rising energy costs.</p> <p>Also see <a href="http://www.enterpriseinns.com/cop/boilermaintenance.pdf">www.enterpriseinns.com/cop/boilermaintenance.pdf</a></p>	£400 Per Year	£734 Per Year
<b>Utility Supply Assistance</b>	<p>In conjunction with a leading utility supply specialist, Enterprise Inns are able to provide you will help and advice in sourcing the most appropriate and economical suppliers of gas, electricity and LPG to your pub. This service will assist you in driving down business running costs and ensuring that utility supply arrangements are always set up in an open and transparent manner.</p> <p>Also see <a href="http://www.enterpriseinns.com/cop/utilitysupplyassistance.pdf">www.enterpriseinns.com/cop/utilitysupplyassistance.pdf</a></p>	N/A	N/A
<b>Cellar Cooling Package</b>	<p>In conjunction with a leading cellar cooling manufacturer and local service providers, Enterprise Inns have developed a fully comprehensive maintenance and replacement package for cellar cooling appliances. For an annual fee, you will receive two planned annual service calls, access to a 365 day emergency helpdesk (tel: 0870 707 1111) and the cost of all replacement parts and labour is covered. When an appliance covered by the scheme becomes life expired and is due for replacement, the full cost of this installation with a market leading cellar cooler is also included.</p> <p>Also see <a href="http://www.enterpriseinns.com/cop/cellarcoolingpackage.pdf">www.enterpriseinns.com/cop/cellarcoolingpackage.pdf</a></p>	£309 Per Year	£555 Per Year

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<b>Annual Regional Property Manager Review</b>	<p>As a minimum, your Enterprise Inns Regional Property Manager will visit you to carry out a property business review once per year. A typical review may include the following:-</p> <ul style="list-style-type: none"> <li>• A tour of your pub, including trade areas and living accommodation.</li> <li>• Discussion around the current condition of your pub.</li> <li>• A review of all relevant statutory certification.</li> <li>• Assistance with maintenance planning, including the prioritisation of issues and utilization of your repairs maintenance fund.</li> <li>• Discussions around potential enhancements and capital developments at the site.</li> <li>• Updates in terms of new/current legislation relevant to your operation.</li> <li>• Updates on any new services/products.</li> <li>• Any additional issues particular to your operation or occupation of the property.</li> </ul> <p>The outputs of your annual retailer review will be recorded and a copy of all minutes, agreed action points, maintenance plans etc will be made available to you no later than 14 days after your review meeting</p>	N/A	N/A
<b>Property Help Desk</b>	<p>The Enterprise Inns Property Department operates a 24 hour helpdesk service to assist you with emergency and other repairs &amp; maintenance issues. All calls will be logged and tracked right the way through to conclusion by our reactive maintenance service providers.</p> <p>Where your call relates to an issue which is an Enterprise Inns responsibility, our reactive maintenance call out procedure will apply:</p> <ol style="list-style-type: none"> <li>Urgent health &amp; safety or trade critical matters will be responded to within 4 hours</li> <li>All other issues will be prioritized dependant on level of urgency and will be responded to within 24 hours, 72 hours or 7 days accordingly.</li> </ol> <p>Where your call relates to an issue which is your responsibility, you will be given the opportunity to use Enterprise Inns network of reactive maintenance contractors on a re-charge basis.</p>	N/A	N/A