

Your Pubs Code Rights in Your New Business



My name is Fiona Dickie, and I am the Pubs Code Adjudicator (PCA). As a tied tenant or licensee of a regulated pub company you have important Pubs Code rights. Independent of the pub companies and government, my job is to make sure that Star Pubs complies with its Pubs Code duties to you.

Congratulations on your new tied pub.

Find out about your Pubs Code rights. They are for your protection and to help you make the right decisions for your business. The Code includes rights to information from Star Pubs such as about rent reviews, repairs, and insurance. It is intended to make sure Star Pubs treats you fairly and lawfully and that you are no worse off than if you were free of tie.

Code Compliance Officer

Star Pubs must employ a Code Compliance Officer (CCO), who has a duty to verify the pub company is complying with the Pubs Code. Contact your CCO if you have any queries about your Pubs Code rights or about your pub company's compliance.

As the PCA, I can:

- Monitor how pub companies comply with the Pubs Code and where appropriate, work with their Code Compliance Officers to deal with issues.
- Consider intelligence about whether pub companies are complying with the Code.
- Investigate if I suspect a pub company has breached the Pubs Code, and take action where I find that it has, including imposing a financial penalty.
- Provide an arbitration service to resolve Pubs Code disputes between tenants (and licensees) and their pub companies.

It is important to stress that I cannot provide you with legal advice or represent you in any case with your pub company. You can find useful information about your rights on our website, including factsheets and guidance about how pub companies should comply with their Pubs Code duties.

PCA's Annual Tied Tenant Survey

Each year the PCA commissions an independent survey of Pubs Code tied tenants, gathering their views and experiences of their pub company. To find out more about your pub company's performance, visit our website page.

Find out more

- See Star Pubs website or ask your Code Compliance Officer.
- Check information your pub company gave you before you signed your agreement
- Keep up with the latest developments on our website.
- Follow the PCA on LinkedIn, X and Facebook.
- Contact my team if you have enquiries about the Code.

I share your passion for pubs and want to see them flourish. I am committed to ensuring the pub companies deliver on their Code duties.

Warm wishes,
Fiona Dickie, Pubs Code Adjudicator

Please note, this letter is for new tied tenants under a substantive agreement (not a franchise or short agreement).

Contact Us



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