



By email
Chris Wright
Pubs Advisory Service

Paul Newby
Pubs Code Adjudicator
Victoria Square House
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Dear Chris,

The Pubs Code will come into force tomorrow, and I am very keen that all stakeholders, particularly tenants, are aware of the information and assistance that we are providing about the implementation of the Code as soon as possible.

I have therefore written today to key stakeholders on both sides of the industry with our contact details for enquiries for them to publish on Day 1 and beyond. The PCA are encouraging both pub companies and tenant organisations to provide a direct link through to our website from their own. The phone line goes live tomorrow, and the more detailed website information, including factsheets, will also be available in the morning.

I am sending you the contact details for your information in view of your own interest in the Pubs Code and the PCA.

Kind regards

PAUL NEWBY

PUBS CODE ADJUDICATOR

ANNEX

General Enquiries

To contact the Office of the Pubs Code Adjudicator tied-tenants can either:

- complete the online enquiry form [insert link]
- call 0800 528 8080
- write to: The Office of the Pubs Code Adjudicator, Lower Ground, Victoria Square House, Victoria Square, Birmingham, B2 4AJ

The telephone enquiry line is open:

- Monday to Thursday 9:30 to 17:00
- Friday 9:30 to 16:00

Referrals for Arbitration

There is a difference between a general enquiry and a formal referral to the PCA for arbitration. Only tied tenants (and the Pub Owning Business in relation to Market Rent Only disputes), or those authorised to act on their behalf, can make a referral.

More information can be found on the [PCA's website](https://www.gov.uk/government/organisations/pubs-code-adjudicator)
<https://www.gov.uk/government/organisations/pubs-code-adjudicator>

It is important to highlight that the Pubs Code has very strict deadlines connected with rights under the Code and for making formal referrals to the PCA.