



# Professional Association of Self-Caterers UK

## COVID GUIDELINES NEWSLETTER

### 23 April 2021

### Issue 55

#### This week's contents

- Support Guidelines
- PASC UK Social Media
- Commentary
- **PASC UK Closing for a week from 23<sup>rd</sup> April**
- Letter to Treasury Minister regarding Insurers deducting Govt Support payments
- ICO Update, Do Holiday cottage owners need to pay?
- CCTV Do you need a licence?
- Second Homes and Business Rates
- Wales Update
- Scotland Update
- Covid Secure Business Poster
- SEISS Repayment Guidance updated
- Companies House Guidance Updated
- Deferred VAT Guidance, further update
- Recordings of PASC UK Webinars
- Legionella
- Update Financial Support Finder
- New PASC UK Partnership with Visit England and the Pink Book
- Business Rates Check Paper Available (**Repeat**)

#### General Information Section

- New PASC UK Website and Download issues
- Updated Cleaning Protocols
- Online tool for finding Government Support
- PASC UK Members logo
- Support Lobbying by Joining PASC UK
- Member Renewals
- PASC UK closed at weekends
- About PASC UK
- Disclaimer

Available from previous newsletters as marked.  
These can be found on [www.pascuk.co.uk](http://www.pascuk.co.uk)

- **UPDATE** Questions about Self-Contained Accommodation and shared entrances England **See 9 April**
- **UPDATE** QR Codes and Recording guests contact details in England **See 16 April**
- Cookies and Privacy Policies will become out of date this summer **See 16 April**
- Revised Cleaning Protocols **See 16 April**
- England Restart Grants **Update See 16 April**
- New Member Benefit Buying Club **See 16 April**
- Fines for Non-Covid Compliance **See 16 April**
- Second Homes and the correct mortgage **See 16 April**
- How best to communicate all the changes to guests? **See 9 April**
- Wedding Show Rounds **See 9 April**
- CJRS Furlough Guidance updated **See 9 April**
- WIFI Support UK Gigabit Voucher launched **See 9 April**
- Ethical Low Commission OTA to launch in the UK **See 9 April**
- The PASC UK/ASSC Grants Survey is published **See 9 April**
- Checklist for opening properties **see 26 March**
- Updated Opening guidance in England **see 2 April**
- Update on Guest Numbers in Scotland **see 2 April**
- Wales Road Map **see 2 April**
- Wales Tourism FAQ's **see 2 April**
- General Wales Update **see 2 April**
- New Recovery Loans **see 26 March**
- England Restart Grants details **see 19 March**
- England Council tax-based Grants (ARG) (non Business Rates) **see 19 March**
- Definition of 'self-contained' accommodation in Wales. **see 26 March**
- COVID risk Assessments to enable you to open in Wales **see 26 March**
- Scotland Business Rates Grants **see 19 March**
- Additional Grant in Scotland for eligible Council Tax paying businesses **see 26 March**
- Scotland Road Map **see 19 March**
- Opportunists reletting your property without your knowledge **see 26 March**
- HMRC to launch consultation into holiday lets and Business Rates **see 26 March**
- VAT Deferral scheme updated **see 26 March**
- Other TAX reviews coming up from HMRC **see 26 March**
- Business Rates Review, Interim Report **see 26 March**
- Business Show Rounds **see 26 March**
- Key Lobbying Objectives **see 26 March**
- FCA Business interruption Policy Checker and FAQ **see 26 March**
- Cancellations Policy Paper **see 26 March**
- PASC UK Awards **see 26 March**

## SUPPORT GUIDELINES

We get 200+ emails a day, plus 40+ phone calls, so we have to reiterate the support rules please.

- **Paid up** Members get phone and email support. Please put property name in Subject line
- Non-Member emails will get dealt with after Members emails
- We cannot respond to questions on Facebook and Linked in

- Please read the most recent Newsletter before calling/emailing
- Recent Newsletters are on the website

The email address to use in [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

Many thanks, your support with this would be much appreciated.

## PASC UK SOCIAL MEDIA

Please follow PASC on Twitter @PascUK  
Please on Facebook @pascukltd

This is where the latest news between newsletters gets posted.

## COMMENTARY

To try and shrink the newsletter in advance of the new style that will be launched with the new website, pretty much anything that has not changed, is not in this newsletter. So, if you need to find out about how much the Restart Grants are in England, or the Business Rates grants in Scotland, or what 'self-contained' means in Wales we ask you to refer to previous newsletters. If these are not to hand, then you can download from [www.pascuk.co.uk](http://www.pascuk.co.uk).

From Monday readers in Scotland can finally re-open, albeit with single household bookings. This is a real milestone for our sector, with businesses in England, Wales and Scotland able to start trading and border restrictions removed. This is restricted trading for many, either due to group sizes or the inability to open shared facilities. There are still huge contradictions in the rules, indoor pools allowed in England but not in Wales etc etc. We are trying to sort the anomalies at every opportunity. If Governments are following the evidence, how come the conclusions are so different?

No new rules announced this week, and this has allowed us time to think about what support we can offer going forwards to the self-catering sector. This week we have had calls about the confusion around registration with the ICO and several calls about the pitfalls of having CCTV.

We have therefore commissioned two papers from our solicitors to answer the questions around these topics. These will be available to all, not just Members.

We are in the final stages of completing the EV charging paper, this has never quite got to the top of the list as each week more pressing priorities have come up. We have gathered the info, we just need a clear morning to assemble it and then publish, so probably week after the holiday break that we are taking.

The Buying Club has gone down a complete storm, way more uptake than we would have expected so quickly. Almost 300 of you are already Members, and cheesy as it sounds, lots of emails saying 'we have saved our Membership fee already' 😊

We have arranged for limited cover whilst we are closed, and anything important will be posted on the PASC UK Facebook page. After over a year and 55 Covid Newsletters, we are looking forward to having a break, and will come back recharged, ready for whatever the various Governments throw at us.

We wish you all the best and will be back writing Issue 56 next Friday morning.

Thanks

## **PASC UK CLOSING FOR WEEK COMMENCING 23 APRIL**

Once the Newsletter has been written today we will be closing for a week. The only activity will be posting up urgent updates on Facebook. We have said before that we are closed at weekends, but the reality is that this is just catch-up time on email and admin. This time we are really closing for our first break since Lockdown1. We are also closing our own self-catering business for that week, so there is no chance at all of a guest ringing and saying, 'we can't get the dishwasher to work'. Emails will receive an 'out of office' reply.

We will be taking a busman's holiday in a holiday cottage and are looking forward to it enormously. We have arranged cover to ensure anything newsworthy is posted on the PASC UK Facebook Page.

## **LETTER TO TREASURY MINISTER REGARDING INSURERS DEDUCTING GOVT SUPPORT PAYMENTS**

We have received lots of reports that those lucky enough to have had insurance cover during Covid, (around 14% of you) are now finding that insurers are deducting Government support payments from pay-outs. Last year PASC UK led and funded the #justpayit campaign which resulted in the Government stepping in and ordering insurers not to deduct Business Rates support Grants from pay-outs.

We are hearing that insurers are reducing claims by deducting any Furlough payments made and also any savings made by the sector being given Business Rate holidays.

Our view is that this is support intended for us not to line the insurers pockets. We have written to John Glenn MP and Insurance Minister at the Treasury asking for him to support us once again and to clarify the intention of his letter to all Government Support not just Grants.

This is what he said last September.

"The impact of the current crisis on businesses and citizens is unprecedented, and the nature and scale of government support measures are exceptional. It is the government's firm expectation that grant funds intended to provide emergency support to businesses at this time of crisis are not to be deducted from business interruption insurance claims. The principle of these grants is to provide emergency support and help businesses survive."

Glen noted that making such deductions would mean that taxpayer funds are being channelled into savings for insurers, instead of them supporting pandemic-hit enterprises to ride out the COVID-19 disruption.

We will keep you up to date with progress.

## **ICO UPDATE, DO HOLIDAY LET OWNERS NEED TO PAY?**

Much confusion this week about whether we all need to register with the ICO and pay an annual fee, normally £40 for doing so. This is called the Data Protection Fee.

The rules about this have changed and PASC UK has now commissioned an FAQ on this from our solicitors to guide you through this. It is highly likely that 90% of you will not have to sign up, so please do not go and register and pay until we have published the paper and you can see whether you have to or not.

We will make this paper available to everyone, whether or not you are a paid-up Member.

If you want to find out more for yourselves, please look here: <https://ico.org.uk/for-organisations/data-protection-fee/>

## **CCTV. DO WE NEED A LICENCE?**

Some interesting calls this week, where owners have had CCTV and it has not been properly disclosed to the guests, (filmed in hot tubs) who are the suing the owners. We have commissioned another paper from our Solicitors to let you exactly what your obligations are regarding CCTV.

We will make this paper available to everyone, whether or not you are a paid-up Member.

If you want to find out more for yourselves, please look here: <https://www.caughtoncamera.net/news/cctv-legal-requirements-cctv-laws-explained/>

## **SECOND HOMES AND BUSINESS RATES**

We have been chasing the Government Departments involved in this and have not yet heard back about how this review will take place, and how we can feed into it to try and avoid any unintended consequences.

The review is about how Second Homes can be rated for Business Rates. This has come about due to thousands of second homes applying to come out of Council Tax to go onto Business Rates to take advantage of SBRR (Small Business Rates Relief) and subsequently pay zero in Business Rates. This is called 'flipping' and was always going to end badly, especially as large numbers of these second homes subsequently attracted the Business Rates support Grants during the crisis. Some Councils are retrospectively clawing these back.

Currently in England you can get a property out of Council Tax and onto Business Rates if you have the 'intention' to let for 140 days. The most likely outcome is that owners will have to 'prove' at least 140 days' worth of bookings.

We have made a formal request of the two Government Departments involved, DCMS and MHCLG, to provide us with the process for inputting into this review.

We will let you know as soon as we have anything to share.

## **WALES UPDATE**

The Official statement is below, we have some outstanding questions with the Welsh Government for some time, but still no written answer. Whilst in purdah this is proving extremely frustrating.

The Questions are:

Q: Can self-contained accommodation have an extended household/two households to stay from 3 May? This would increase the levels of bookings dramatically. Currently it just says 'meet' not the critical 'stay'.

A: The general view at the Wales Tourism Alliance (WTA) meeting yesterday is that this is a yes, unless we hear otherwise... Verbal yes from Welsh Government.

Q: Confirmation that children under 11 are not counted in the numbers

A: Again, consensus from WTA meeting yesterday that this will be as last year, and under 11's are not counted.

Q: Confirmation of when shared facilities can open, especially pools. Pools can open in England now, so this is real disadvantage to Welsh businesses with pools.

A: Absolutely no clarity offered on this by Welsh Government, so still closed.

Q: Does self-contained accommodation have to display QR codes and gather all the guest data?

A: Verbally told that we do, but it is not in writing. Advice at WTA meeting was for businesses to display the QR Codes, If the Welsh Government put the requirement to hold all guest data in writing then it can be gathered from that point on.

This is the most up to date info that we can find.

*In Wales, there is a legal requirement for some sectors to keep records of staff, customers and visitors to directly support the NHS Wales Test, Trace, Protect service with contact tracing in the event there is an outbreak linked to higher risk settings.*

***Accommodation providers in Wales are not currently included within this list of sectors at on the basis that they collect visitor details as a matter of course through the booking process, but this is kept under constant review in terms of the effective supply of this information in supporting contact tracing should an outbreak be linked to an accommodation provider.***

More information is available here: <https://gov.wales/keeping-records-staff-customers-and-visitors-test-trace-protect>.

Full Tourism & Hospitality guidance: <https://gov.wales/guidance-for-tourism-and-hospitality-businesses-coronavirus-html>

## COVID-19 restriction relaxations in Wales brought forward

The Welsh Government will be accelerating elements of its programme to relax COVID-19 restrictions as cases of new infections continue to fall across Wales, the First Minister has announced. <https://gov.wales/covid-19-restriction-relaxations-wales-brought-forward>

And, from Monday 3 May, a week earlier than previously signalled, gyms, leisure centres and fitness facilities will be able to reopen for individual or one-to-one training. **Extended households will also be allowed again, enabling two households to meet and have contact indoors.**

From Monday 12 April, the following relaxations are in place:

- Travel restrictions on traveling into and out of Wales are lifted. However, restrictions on travel to countries outside the Common Travel Area without a reasonable excuse, remain in place. The Common Travel Area means the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland

- Wedding 'show-arounds' by appointment are allowed

Further easements to restrictions in the coming weeks will be subject to the public health situation remaining favourable. These will be confirmed at the next three-weekly review of the coronavirus regulations on **23 April**.

On Monday 26 April:

- Outdoor attractions, including funfairs and theme parks, would be allowed to reopen
- Outdoor hospitality can resume, including at cafes, pubs and restaurants. Indoor hospitality will remain closed except for takeaways
- Organised outdoor activities for up to 30 people can again take place (previously Monday 3 May)
- Weddings receptions can take place outdoors for up to 30 people (previously Monday 3 May)

On Monday 3 May (previously Monday 10 May):

- Gyms, leisure centres and fitness facilities can reopen. This will include individual or one-to-one training but not exercise classes
- **Extended household will again allow two households to meet and have contact indoors**

## SCOTLAND UPDATE

No changes for self-catering this week, except to say it is getting harder to get answers to questions whilst the Politicians are electioneering. Keep an eye on PASC UK Facebook for last minute announcements.

Cross border travel can re-commence on the 26<sup>th</sup> April which will be a huge factor in our sectors recovery.

The First Minister gave an update on changes to COVID-19 restrictions. She said, while the data will continue to be monitored, there is now extreme confidence that parts of the country currently in level 4 will move to level 3 on 26 April. Island communities currently in level 3 will likely remain at that level for three further weeks.

Read the full statement here.

<https://www.gov.scot/publications/coronavirus-covid-19-update-first-ministers-statement-13-april-2021/>

The timetable for easing restrictions sets out how and when we plan to lift the current coronavirus restrictions.

<https://www.gov.scot/publications/coronavirus-covid-19-timetable-for-easing-restrictions/>

Read the full Framework.

<https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/10/coronavirus-covid-19-protection-levels/documents/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/govscot%3Adocument/COVID-19%2Bprotection%2Blevels%2B-%2Bsummary%2Binformation%2Bon%2Bwhat%2Byou%2Bcan%2Band%2Bcannot%2Bdo.pdf>

# Protection Levels



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

	Level 4	Level 3	Level 2	Level 1	Level 0
<b>Indoor socialising</b>	Maximum <b>4</b> people from up to <b>2</b> households may socialise indoors in a public place*  No in-house socialising	Maximum <b>6</b> people from up to <b>2</b> households may socialise indoors in a public place*  No in-house socialising	Maximum <b>6</b> people from up to <b>3</b> households may socialise indoors in a public place*  Maximum of <b>4</b> people from up to <b>2</b> households may socialise in a private dwelling	Maximum <b>8</b> people from up to <b>3</b> households may socialise indoors in a public place*  Maximum of <b>6</b> people from up to <b>3</b> households may socialise in a private dwelling	Maximum <b>10</b> people from up to <b>4</b> households may socialise indoors in a public place*  Maximum of <b>8</b> people from up to <b>4</b> households may socialise in a private dwelling
<b>Outdoor socialising</b>	Maximum <b>4</b> people from up to <b>2</b> households  12-17 year olds: Maximum <b>4</b> with no household limit  Under 12s do not count towards restricted numbers or households outdoors	Maximum of <b>6</b> people from up to <b>6</b> households**  Under 12s do not count towards restricted numbers or households outdoors	Maximum of <b>8</b> people from up to <b>8</b> households  Under 12s do not count towards restricted numbers or households outdoors	Maximum of <b>12</b> people from up to <b>12</b> households  Under 12s do not count towards restricted numbers or households outdoors	Maximum of <b>15</b> people from up to <b>15</b> households  Under 12s do not count towards restricted numbers or households outdoors

\* Under 12s do not count towards the total number of people but do count towards the number of households.

\*\* To be introduced from 16 April.

Note: Capacity in all settings will be subject to relevant physical distancing requirements.

Note: All restrictions will be kept under review in the event of new information, such as a new variant of concern, to ensure that they remain proportionate and necessary to support the ongoing public health response.

This table is provisional and for reference purposes only and may be adjusted. Regulations in relation to each level will be published on [legislation.gov.uk](https://legislation.gov.uk) and relevant public health advice (such as physical distancing, face coverings and enhanced hygiene measures) applies. Find relevant guidance on [www.gov.scot](https://www.gov.scot).

Answers to other Frequently Asked Questions. <https://www.assc.co.uk/answers-to-key-questions/>

*From 26 April – guests from one household can stay overnight in self-catering. Indicatively, from 17 May, Scotland enters Level 2– four guests from two households can stay overnight in self-catering (in line with ‘up to four people from two households can socialise indoors in a private home or public space’). This is either 4/2 or a single household. If you have a large household (more than 4 people) you can’t add anybody else. The only exception would be if they are in an existing support bubble with the main household.*

*Indicatively, in early June, Scotland enters Level 1 – Up to 6 people from up to 3 households can stay in self-catering accommodation. There is no indication at this point when Level 0 will commence – Maximum of 8 people from up to 4 households.*

The real fly in all this is the group sizes, this means that larger properties have no indication at all as to when they can trade properly, as even when Level 0 is achieved the maximum guest size is 8. This has to be addressed.

## COVID SECURE BUSINESS POSTER

## Revised Covid Secure Notice for Businesses

**Staying COVID-secure**

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work safely from a COVID-19 Secure workplace or work from home
- ✓ We have taken all reasonable steps to maintain a 2m distance in the workplace. Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to manage transmission risk
- ✓ We have taken all reasonable steps to provide adequate ventilation in enclosed spaces

Signed on behalf of employer \_\_\_\_\_ Employer representative signature

Employer \_\_\_\_\_ Employer name \_\_\_\_\_ Date \_\_\_\_\_

Who to contact: \_\_\_\_\_  
Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1041)

The Covid Secure notice that businesses can use in their workplace to show that they are abiding by the Government's Covid-Secure guidance has been revised to include a section on ventilation. It now states:

*“We have taken all reasonable steps to provide adequate ventilation in enclosed spaces”*

You can download the poster here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/978552/staying-covid-secure-poster-ventilation-step.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/978552/staying-covid-secure-poster-ventilation-step.pdf)

### SEISS REPAYMENT GUIDANCE UPDATED

HMRC has updated the guidance for self-employed people on what they need to do if they need to pay back some or all of their SEISS grant. The update relates to any amendment tax returns on or after 3 March 2021 which either:

- lowers the amount you're eligible for
- causes you to no longer be eligible

The requirement is that, if the grant amount you're eligible for is lowered by over £100:

- You must tell HMRC within 90 days of receiving your grant, if you amend your return before claiming your grant
- You must tell HMRC within 90 days of making the amendment, if you amend your return after receiving your grant

Failure to inform HMRC could lead to the payment of a penalty. The guidance on this will be updated again by mid-May 2021 to explain:

- how to tell HMRC about your amendment
- how HMRC will tell you about how much you may need to pay back
- how to pay the grant back
- what to do if you're not sure whether your amount of grant has changed by more than £100

<https://www.gov.uk/guidance/tell-hmrc-and-pay-the-self-employment-income-support-scheme-grant-back>

Speaking of the SEISS grants, the online service for claiming the fourth payment has now gone live on the following link

<https://www.gov.uk/guidance/claim-a-grant-through-the-self-employment-income-support-scheme>

## COMPANIES HOUSE GUIDANCE UPDATED

Companies House has updated its guidance to businesses. You can use a same day service to electronically file a change of company name or incorporate a company (software filing only), but you must apply before 11am for changes to be made that day. However, all other same day services have been suspended until further notice.

<https://www.gov.uk/guidance/coronavirus-guidance-for-companies-house-customers-employees-and-suppliers#same-day-services>

## DEFERRED VAT GUIDANCE UPDATED

HMRC has updated the guidance on deferring VAT payments by adding information on penalties or interest that may be charged if you do not pay in full or make an arrangement to pay and how you may still be able to avoid these charges.

The key information is that businesses may be charged a 5% penalty or interest if they do not pay in full or make an arrangement to pay by 30 June 2021.

<https://www.gov.uk/guidance/deferral-of-vat-payments-due-to-coronavirus-covid-19>

## RECORDINGS OF PASC UK WEBINARS

### Free Webinar on ‘Self-catering Futures, building a world class business’

Date Broadcast: 7<sup>th</sup> April

Time: 1600-1730

**Recording can be viewed here:** <https://youtu.be/RSOcLT7b1t8>

We are poised to have a really busy summer this year, as most will not be able, or perhaps willing, to go abroad. What can we do with our businesses to win over these new customers long term? How can we increase our repeat customers as we head towards a really competitive landscape in 2022/2023 when the international markets open up?

**Clean:** Deborah Heather, Director, Quality in Tourism

**Green:** Alistair Handyside, Chair PASC UK and owner Higher Wiscombe Ltd

**The Experience:** Bill Lee, Founder and CEO of Yonder, an ethical OTA

### How tech will play its part?

Robert Kennedy: Director SuperControl. Beyond Pricing

Richard Vaughton: Rentivo and Yes Consulting

Andy McNulty: Touch Stay enhancements

## Panel Questions

### How to become an Accessible Business and Why?

Why should you consider getting involved in the Accessible market? Find out from a panel of experts about the market, what you can expect, what is the financial impact, what you need to do, and how to go about entering this sector.

Key points to consider:

- Market worth £3.2 billion in overnight stays
- Make up 15% of overnight stays
- The guests spend more per night and stay longer

The team will present the market opportunity, the how to's and the benefits, followed by a Q&A session to the whole panel

**Date Broadcast: 24 March**

Time: 1100 - 1230

Recording can be viewed here: <https://youtu.be/vgU8F-Ww-q8>

## Agenda

- Intro: Alistair Handyside, Chair PASC UK
- The Market Opportunity: Ross Calladine, Head of Business Support VisitEngland.
- Accessible does not mean design compromise: Diane Howarth, Cottages in the Dales.
- Marketing the accessible product: Beth Bailey, Kernock Cottages.
- Impact on the bookings: Robert Kennedy, Director SuperControl.
- The National Accessible Scheme: Annette Burgess, Regional Operations Manager, VE Assessments.
- Panel Q & A

### Touch Stay Free Webinar

Touch Stay have organised a webinar to share short term lettings successes during the pandemic.

**Date: Broadcast 16 March 2021**

Time: 5pm

Recording can now be viewed here: <https://touchstay.com/pandemic-self-catering-success/>

Come meet, listen to and chat with four industry professionals who will share stories of happy guests and accommodation professionals during Covid.

Hosting success stories

Tips and tricks gleaned from different countries

How their organizations supported their members during the pandemic crisis

What can self-catering/vacation rental owners do to make 2021 a success and help 2022 sell itself

## Panellists:

- Alistair Handyside (Chair, PASC UK; Owner of Higher Wiscombe)
- Merilee Karr (Chair, Short Term Accommodation Association; Founder & CEO, UndertheDoormat)
- Dave Krauss (Founder & Exec., Rent Responsibly)
- Alexa Nota (Founder & Exec., Rent Responsibly)

### “Pros and Cons of Self-catering Agents or Going Direct?”

Recording can now be viewed here: <https://youtu.be/491JitUxB0s>

Date broadcast: Wednesday 24 February 2021

Time: 1500 -1630

This webinar featured the pros and cons of both the self-catering agency route and of taking your bookings direct. Plus, it also features the Q&A on the Road Maps

### “Chargebacks”

Recording can now be viewed here: <https://youtu.be/OhR2Q3Dbxes>

Date Broadcast: Wednesday 17 February 2021

Time: 1500 -1630

Avoid them (why they occur, how to minimise the probability).  
Understand what they are, the variants, and what to expect.  
Be competent and efficient at dealing with them.  
Put a good case together to win a dispute.

### “Cyber Security Webinar”

Your Chair helped organise this webinar in his role as Chair of the SW Tourism Alliance, in Conjunction with the SW business Council and The SW Cyber Resilience Centre.

<https://youtu.be/aY8p716GA1g>

## LEGIONELLA

Legionella is the big risk. No more than a week before having your first guests back in you must do a flush and clean through of the water systems. Water that has been standing, in many cases luke-warm, is a far greater risk to your guests in your property than Covid is. You can download from the website an easy-to-use short guide on what you need to do to deal with this.

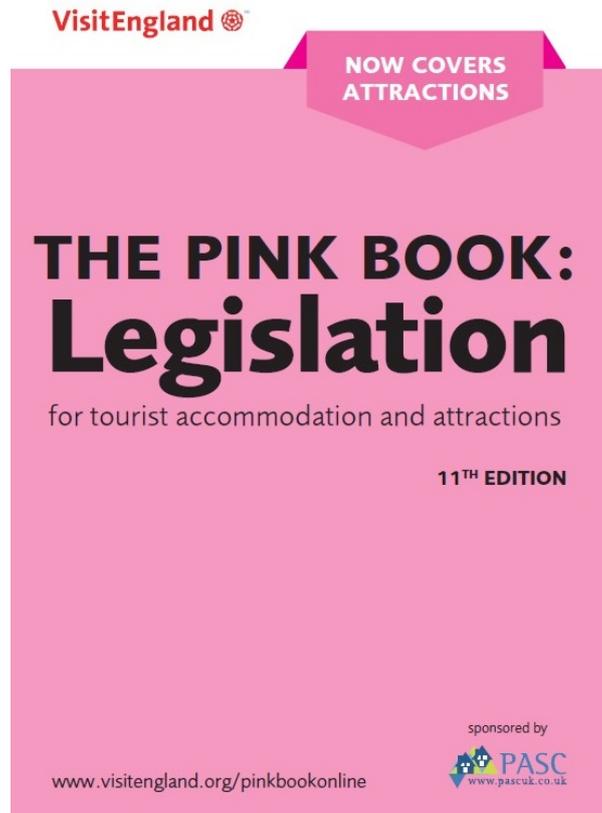
## UPDATED FINANCIAL SUPPORT FINDER

The government’s online tool for helping businesses find what financial support they are entitled to has been updated in line with recent changes to support announced in the budget

<https://www.gov.uk/business-coronavirus-support-finder>

## NEW PARTNERSHIP WITH VISIT ENGLAND AND THE PINK BOOK

We are pleased to announce that PASC UK will be the sponsor for the Visit England Pink Book for the next two years.



The newly update Edition 11 has been now been published, and we are sponsoring both the printed version and the online copy.

Printed versions will be sent to all PASC UK members, and online versions will be free to download. We will put a note in the Newsletter and on Facebook when the updated version is online.

The Pink Book is written by Kurt Janson, who also leads the day to day activities of the Tourism Alliance. Kurt is also a Board Member of PASC UK.

The book contains exactly what is says on the cover, all the rules and regulations for tourist accommodation and is written in clear terms, not jargon or legalise.

PASC UK believes, and has done from day one, that all paid for accommodation should be 'safe and legal' and PASC UK curates this wider campaign in the UK. Sponsoring the Pink Book is another step forward is seeing this happen.

## **BUSINESS RATES PAPER FINALLY UPDATED (REPEAT)**

Many of you have been waiting for me to finish updating the Business Rates paper that enables you to make a self 'check' on your Business Rates Bill.

I have now finished updating it and will be working through responding to each of you with this.

Please bear in mind:

- The Business Rates Papers are only available to paid up Members.
- The reduced rates negotiated by PASC UK only apply to England and Wales
- The reduced rates negotiated by PASC UK for self-catering are only currently available to Businesses that have 3+ units on one hereditament.
- It will take a while to work through the backlog as each Members needs to have a run through, before applying their “Check”.
- We will be in touch directly to arrange these short sessions.

Our apologies that this has taken longer than anticipated.

## NEW PASC UK WEBSITE + DOWNLOAD ISSUES

The work is now well underway on the new PASC UK website. The current one has taken a beating during 2020 and some of you, with high levels of security, particularly if you use AVAST security software, are finding downloads difficult. This will be resolved by the new website.

If you cannot download anything, just drop us an email in the interim, saying what you need, and we will email it to you. Send to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

There will be changes made, to reflect what PASC UK is in 2021, so there will be a Members only area so that we can provide additional value to those that pay Membership fees. We anticipate the launch being in early April

## ONLINE TOOLS FOR FINDING GOVERNMENT SUPPORT (UPDATED)

### Summary of Existing Financial Support

HM Treasury has published a summary of all the support that is available, this is a really useful summary and has links to all the separate support mechanisms under the following categories:

- Employees
- Businesses
- Unemployed
- Low income families
- Local Authorities
- Devolved Administrations

<https://www.gov.uk/government/publications/summary-of-existing-economic-support/summary-of-existing-economic-support>

The online tool for finding out what support is available for your businesses has been updated to reflect recent changes:

<https://www.gov.uk/business-coronavirus-support-finder>

## PASC UK MEMBERS LOGO



Please only display if you are a fully paid up Member. You can get a copy by sending an email to [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk) Thanks.

## SUPPORT LOBBYING BY JOINING PASC UK

There is a huge amount of work and lobbying to do to help support you all in the self-catering sector. We haven't directly asked before, however if we are to fight on so many fronts, we simply need more funds. There are thousands of you that have had the benefit of this newsletter and the lobbying done on behalf of the sector.

We are now asking that as many of you as possible join PASC UK. The fight is on so many fronts, and we get much better results when we engage proper legal advice, proper PR firms to assist with campaigns such as the #justpayit (which we will shortly need to run again, more on that later) and Memberships to other organisations that provide common lobbying, information feeds and support.

Membership fees are as follows: All per annum.

- Single cottage £70
- 2 – 4 Units £125
- 5 – 10 Units £200
- 11 + Units £300

For companies like cleaning firms, or industry support companies, Associate Membership is £200.

Members get telephone support and priority email support.

You can join here, simple form, takes 2 mins, and we'll send an invoice, payable by BACS.

<https://www.pascuk.co.uk/copy-of-become-a-member-1>

## MEMBER RENEWALS

Huge favour to ask of regulars, when you get your renewal through please pay it. The logistics of chasing waste hugely valuable time that could be spent doing far more useful things for all. If you don't want to renew, all you have to do is say so.

## PASC UK CLOSING AT WEEKENDS

PASC UK is now closed at the weekends for phone and email. We have a self-catering business as well to run and manage through all the same issues that you all have. Many thanks.

## ABOUT PASC UK

PASC UK was formed three years ago. It had three principle objectives at that time. The overriding purpose of PASC UK is to help make your business more profitable.

- 1/ Reduce Business Rates for self-catering
- 2/ Lobby for a 'level playing field', where all accommodation providers had to operate under the same rules, (think the 350,000 AirBnB properties). So that all have the same proportionate costs and regulations to operate under.
- 3/ Recover the right to Inheritance Tax Relief for legitimate business operating under FHL (Furnished Holiday Lettings rules).

And more.... See [www.pascuk.co.uk](http://www.pascuk.co.uk)

In January 2019, PASC UK succeeded in negotiating a reduction in Business Rates of up to 35% for most self-caterers in England and Wales. Despite a tortuous year with getting the Valuation Office to apply the new system, in January 2020 they switched the system to manual for Self-Caterers, (SCAT-131) and we now hear daily of Members getting great reductions and refunds. Guides on how to Check your Business Rates are available to Members.

After years of lobbying, giving evidence to all Party Parliamentary Groups and working with all the other major accommodation associations in the UK, we had finally got HMG to agree to a roundtable on how to regulate the short-term accommodation sector. Our approach has been one of keeping the sector 'safe and legal'. This meeting has been delayed by the COVID-19 outbreak but will be high on the agenda post the virus restrictions being lifted.

We were also making good progress in our representations to HMG about the reinstatement of Inheritance Tax Relief to FHL businesses provided they complied with a basic business criteria. This is also on hold whilst we all deal with the COVID-19 challenge but will be picked up as soon as practicable.

And much more....

Wishing each and every one of you all the best during these trying times, and please Stay Safe.

Best regards

Alistair Handyside MBE  
Executive Chair  
The Professional Association of Self-Caterers UK  
[www.pascuk.co.uk](http://www.pascuk.co.uk)  
[chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)  
07771 678028



**DISCLAIMER**

We are in completely uncharted territory here, and any suggestions that we make are merely that and you should carefully consider your own business policies, and if necessary, consult with your Professional Advisors. PASC is your lobbying Association, not a legal service. In addition, please be very wary of some of the advice given on internet communities, blogs and social media. There appear to be thousands of experts out there where my understanding is that there are very few.

To that end, any information you get from any source you must double check. I will always try and put the actual link to the information in the newsletters so that you can read and assess yourselves. These are unprecedented times, please take exceptional care.