



Professional Association of Self-Caterers UK

COVID GUIDELINES NEWSLETTER

11 June 2021

Issue 62

This week's contents

- Support Guidelines
- PASC UK Social Media
- Where to find previously covered items in Newsletters
- Commentary
- England Update
- Scotland Update
- Wales Update
- Tourism Recovery Plan
- AirBnB Short Term Lets Registration White Paper
- Business Rates and Form VO6048 Update
- VAT Deferrals, June 21 Deadline reminder
- ICO Registration Update
- Updated Swimming Pool Guidance
- Please support a survey on our sector from the Cumberland
- New Scam
- Which PASC UK Webinars are your priority **YOUR VOTES ARE IN**
- Welcome Packs for Guests **UPDATE**
- PASC UK Membership Packs **ON THEIR WAY 😊**
- Ghosting Paper and Webinar **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

- **INDEX OF PREVIOUS NEWSLETTER CONTENT**
- **Disclaimer**

SUPPORT GUIDELINES

We still get 100+ emails a day, plus 20+ 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

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.

WHERE TO FIND PREVIOUS ITEMS COVERED IN PREVIOUS NEWSLETTERS

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.

These are now indexed at the bottom of this newsletter in preparation for forming part of FAQ's on the new website

If these are not to hand, then you can download them from www.pascuk.co.uk

COMMENTARY

This week has been spent lobbying as hard as we can for the Government to stick to the Road Map in England and remove as many restrictions under STEP 4 as possible. In turn this will apply pressure on both Scottish and Welsh Governments.

We have been asking all the questions that you ask us, why can 22,500 people go to Wembley when we can't have 20 staying overnight, why are people able to crush together on planes?

It is essential that these restrictions are lifted on self-contained accommodation, the group sizes are relatively small, and it is commonplace for more people to be in an equivalent space in many other setting as other restrictions are lifted.

We have also pointed out that the Business Rates holiday ends in England at the end of June, and that not lifting the restrictions would mean that we are in the ludicrous position of being

under restriction, but still paying Business Rates. Any further delay in full re-opening means that the VAT reduction is less effective for those larger properties that cannot fully operate.

At least we have seen no additions to the Green List of foreign destinations, it is imperative that HMG supports British businesses before allowing wholesale international travel.

We have added to the work list commissioning a paper on the Terms and Conditions between agency and owner from Sykes. This is probably similar to those applied by other large faceless agencies. There are some real tripwires hidden in these contracts to be aware of. They may or may not be negotiable. The paper should be ready next week. We have a good number of great agencies in PASC UK Membership, and these will offer you a much better personal service than the faceless wonders of the Private Equity companies that have taken over swathes of the agency sector.

This week we have seen the launch of the Tourism Recovery Plan, see below, the most material element for Members is the announcement of a consultation finally into Statutory Registration for paid accommodation. Long term members will know just how hard PASC UK worked on this pre-Covid, in order to achieve a level playing field and had even got agreement to a Government Roundtable on it, so good to see it back. The Devil is always in the detail and scope of these things, so please let us have your input into this. More on that below and in the coming weeks.

All the lobbying and zooms on the above, plus the packing of the Membership packs have meant that the following are still on the 'imminent' pile, for which we apologise. They are all more imminent than last week, having all been given attention. Watch out on Facebook at <https://www.facebook.com/pascukltd> for interim announcements.

Over the next week we should be able to finish the following:

- The date, time and speakers for the Ghosting Webinar
- The EV (electric vehicle) Paper
- Acceptable Internet Use policy
- Dates of early part of Summer Webinar programme

We are also sending out membership renewals, please can you try and process these promptly? We are about to hit some pretty heavy expenditure, with the National Self-catering Report, the new PASC UK website, the legal advice that we are commissioning on your behalf (ICO, CCTV Ghosting etc) and the cost of the Membership Packs, £2,000 in stamps alone.

We are in a good place as an Association, but only if you the Members continue to support the work that we do.

As always, our thanks to you all, and as we move forwards, we wish you and your guests warmth and sunshine. We have everything crossed for Step 4 restrictions for the 21st June being lifted on Monday.

ENGLAND UPDATE

Updated Guidance for People in Areas where Covid Is Spreading

The guidance remains minimise Travel so previous notes in previous newsletter cover this aspect.

The Government has updated the guidance for people in areas where Covid is spreading, namely:

- Bedford Borough Council
- Blackburn with Darwen Borough Council
- Greater Manchester Combined Authority (Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, Wigan)
- Kirklees Council
- Lancashire County Council (Burnley, Chorley, Fylde, Hyndburn, Lancaster, Pendle, Preston, Ribble Valley, Rossendale, South Ribble, West Lancashire, Wyre)
- Leicester City Council
- London Borough of Hounslow
- North Tyneside Council

People in these areas should:

- Meet outside rather than inside where possible
- Keep 2 metres apart from people that you don't live with (unless you have formed a support bubble with them), this includes friends and family you don't live with
- Minimise travel in and out of affected areas

They should also:

- Get tested twice a week for free and isolate if they are positive
- Continue to work from home if they can
- Get vaccinated when offered it, and encourage others to do so as well
- Refer to local health advice for the area
- Get tested for COVID-19. This includes:
 - Arranging to have a PCR test if they have symptoms of COVID-19
 - Participating in surge testing in their local area
 - Getting regular rapid lateral flow tests if they do not have symptoms of coronavirus (COVID-19)
 - Arranging a testing or managed quarantine package if they plan to travel to red or amber list countries
 - Self-isolating immediately if they have symptoms or a positive test result for COVID-19.

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do#if-youre-in-an-area-where-the-new-covid-19-variant-is-spreading>

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

SCOTLAND UPDATE

On the 8th June the First Minister announced that there were no changes being made this week in Scotland. Read full statement here: <https://bit.ly/357YvrJ>

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

WALES UPDATE

No changes announced this week.

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

TOURISM RECOVERY PLAN

The government has finally launched the Tourism Recovery Plan. The headlines announce a Rail Pass, and Tourism vouchers to try and boost off peak trips, so it will be interesting to see that detail of that and how Members may benefit.

Most usefully though is the announcement that there will be a Consultation on a registration scheme for short term lets. This is hugely welcome and something PASC UK has actively campaigned for along with other main tourism Associations.

The government will also launch a consultation on the introduction of a Tourist Accommodation Registration Scheme in England. A Registration Scheme is one potential route through which to create a data-driven approach, creating an improved national picture of the precise shape of the accommodation landscape which could feed into a wider Data Hub. Any such scheme could encompass the breadth of the sector, from 'traditional' accommodation such as hotels and B&Bs to short term lets in the sharing economy and could be used to underpin future government interventions, for example regarding the regulation of the sharing economy. The rise of the sharing economy has and will continue to play an important role in attracting tourists to destinations across the country and contributing to the UK economy. However, it has created concerns about uneven regulatory requirements and negative impacts on local communities compared to other types of accommodation. The government is committed to hearing the views of all interested parties on the merits and drawbacks of a Registration Scheme, and how any potential scheme could be implemented proportionately to avoid placing a significant regulatory burden on the sector or risking a reduction in supply.

PASC UK Comment: Finally.....

Other key points to come from its are:

The UK government is aware that there have been calls from some quarters for the introduction of a 'Tourism Tax', or 'visitor levy' in England. The UK government continually keeps the tax system under review, but currently has no plans to introduce a tourism tax.

PASC UK Comment: Introducing any kind of Tourism Tax is unthinkable and we welcome this statement.

Recognising the importance of having a solid foundation for the sector, in March 2021 the government launched an independent review of the structure, funding and performance of Destination Management Organisations (DMOs) in England. The independent review is being led by Nick de Bois and will make recommendations on how best to structure and, if needed, support DMOs at a local and regional level in order to deliver the government's tourism policy priorities and support sustainable economic growth. The government recognises the impact that COVID-19 has had on England's DMOs, in particular those reliant on commercial income from business members and corporate partners, and the important role DMOs play in supporting and driving English tourism locally, regionally and nationally. They also have a role to play in creating, growing and retaining domestic and international business events and in providing a warm UK welcome to delegates whilst here.

PASC UK Comment: Roundtables are taking place around England on the role of DMO's and PASC UK is a participant in this Consultation and will be present at the SW England Roundtable with Government on Monday 14th June.

A commitment to review the current Package Travel Regulations in the UK, with a view to enabling businesses in the visitor economy to offer greater choice to consumers. In the meantime, the government will work with industry to identify whether changes could be made to the guidance around these regulations to provide more flexibility to businesses and retailers while protecting consumer rights.

PASC UK Comment: We would welcome this review, we have been asking for change to this so that self-catering business can offer packages (Book 5th November weekend and we'll include a meal for four at the Masons Arms, or book 18th March weekend and get free Entry to local Donkey Sanctuary) without this being complex legally and insurance wise.

There are some positives here for our sector, albeit the devil is always in the detail. We will work hard to ensure that the wider self-catering sector does see benefits from this plan.

The full plan is available here: <https://bit.ly/3vbKjrZ>

AIRBNB SHORT TERM LETS REGISTRATION WHITE PAPER

AirBnB have published a 'White Paper' this week to coincide with the Tourism Recovery Plan. On the surface it supports the wider registration agenda for paid accommodation. In reality it had to, that is the direction of travel both nationally and globally.

It is a disingenuous document, which if all recommendations made it were followed, we'd effectively be in the same place as we are now. With professional businesses having the costs of compliance and insurance, and opportunist players ignoring the regulations and listing away. They cover this by suggesting that there is a difference between professional businesses and non-commercial operators.

PASC UK view a pretty simple, if you let a property for money, then the laws and taxes applicable to that activity are to be met by **ALL** that participate, not just a few professional operators. Airbnb's proposal would exacerbate the situation rather than improving things, and only serves to protect their own financial interests, whilst appearing to engage with Government.

There is a huge body of support across the wider industry for what is called 'safe and legal' and PASC UK will be working with these groups to ensure that we have a coherent and balanced response to the AirBnB White Paper and attending the Government Roundtables.

If you have any thoughts or comments on registration schemes, please send them to chair@pascuk.co.uk We will also be creating a survey to get more Members feedback shortly.

You can read the AirBnB White Paper here: <https://bit.ly/3v1SMY5>

BUSINESS RATES AND FORM VO6048 UPDATE

The Valuation Office is sending out Form VO6048 to nearly 50,000 of you in England and Wales. Filling in this form is a legal requirement, and PASC UK have provided a guide to filling it on: <https://www.pascuk.co.uk/publications>

This is part of the next Revaluation of all Rateable Values that will come into force on 1 April 2023.

We will be notified of our new Rateable Values around October 2022, and then have about six months to try and sort them if they are wrong before they go live.

PASC UK will be working as closely as we can with the VOA regarding the revaluation mechanism.

We are also expecting an update on how the reductions in rating value metrics, negotiated by PASC UK, and applicable to units of three and up, might be applicable to units of one and two in certain cases. It has always been an anomaly that units of 3 x sleeps 2's can get the reduction but 1 x sleeps 30 cannot.

The Business Rates review announced by the Chancellor will still take place in the Autumn, following on from the Consultation over last winter into the Multiplier. It's worth noting that when the Multiplier was introduced in 1990 it was .346, it is now .491 for businesses under the £51k threshold and .504 for those over, which in itself has been massive inflation.

Over the last two years PASC UK has helped hundreds of Members get reductions in their Business Rates and have both telephone support and written guides to aid doing this. This is a free service to paid up Members. Successful 'checks have resulted members getting back over-payments to April 2017.

VAT DEFERRALS REMINDER JUNE 21 DEADLINE

To support businesses during the COVID-19 crisis, the Government announced on 20 March 2020 that all UK VAT registered businesses would have certain VAT payments deferred automatically until end of March 2021, with no application or notification of HMRC required. A new payment scheme between 23 February and 21 June was subsequently set up as lockdowns continued.

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

This scheme is due to end shortly which means the deferred payments will be due in full on 30 June unless businesses have chosen to make payments in instalments. As the final **21 June 2021 deadline** for joining the scheme is fast approaching, we are encouraging members to check that you have indeed chosen the best payment method that suits your business.

The VAT deferral new payment scheme – how it works:

HMRC's guidance details that instead of paying the full deferred amount, the new payment scheme allows businesses to make smaller monthly instalments, interest free. Businesses can select the number of monthly instalments they wish to make (up to a maximum of 8 – if you joined between 20 May and 21 June) and all instalments must be paid by the end of March 2022. The first instalment is payable at the time of joining the scheme, and subsequent instalments have to be made in consecutive months.

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

How to sign up for the new payment scheme?

Online sign up for the new payment scheme is available for most businesses until the 21 June 2021 deadline. Please note that businesses on the VAT Annual Accounting Scheme or Payment on Account Scheme were only able to join the scheme from 10 March 2021.

In order to join the scheme, businesses have to be up to date with their VAT returns and be able to pay by direct debit.

As the scheme requires a direct debit to be set up, businesses must opt in themselves and agents cannot do this on their behalf.

Before opting in, businesses must:

- create your own Government Gateway account if you don't already have one
- submit any outstanding VAT returns from the last four years
- correct errors on your VAT returns as soon as possible
- decide the number of equal instalments you wish to make
- make sure you know how much you owe, including the amount originally deferred and how much you have already paid; and
- be ready to make your first instalment payment.

If a business wants to join the new payment scheme but cannot use the online service (for example because they do not have a UK bank account, can't pay by direct debit or have dual signatories on their account) they should contact the COVID-19 helpline when the scheme opens on 0800 024 1222.

More information can be found in HMRC's guidance. You can contact HMRC on 0800 024 1222 by 30 June 2021 if you need more help to pay. Failure to make arrangements to pay by instalments may result in interest or a 5% penalty being charged.

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

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

ICO (Information Commissioners Office) REGISTRATION UPDATE

We were contacted by the ICO this week, to let us know that they are now actively chasing up on previous letters to businesses in the accommodation and food sector.

This is the letter they are sending out, and the tone has changed. You now have to either Register and pay or fill in the exemption form.

Dear Sir/Madam,

We wrote to you previously to raise awareness of The Information Commissioner's Office (ICO), the data protection fee and to highlight the advice and services we offer to small businesses.

Our records show that **Company Name** **Company Name Company Name** has not taken any action following our letter with the response date of **15 February 2020**.

We did not follow this up with you earlier as we understand that Covid-19 has affected many businesses. You may not have been able to respond to our request, as we know this is a very challenging time.

While it is a legal responsibility to pay the data protection fee, there are some exemptions so it is worth checking if you are exempt.

What you need to do:



For further guidance on the exemptions that might apply to you go to **ico.org.uk/afd**



Check if you need to pay at **ico.org.uk/fee-checker**



If you do not need to pay a fee tell us at **ico.org.uk/no-fee**



If you need to pay, fill out an application at **ico.org.uk/fee**

If you are holding or processing personal information electronically (including using CCTV for crime prevention reasons) and cannot rely upon an exemption, we asked you to go to **ico.org.uk/fee** to pay your data protection fee online – or to notify us if an exemption applies by filling in the short form at **ico.org.uk/no-fee**. Please do this by **09 July 2021**.

There is no need to call us if you have registered, filled in the exemption form or recently deregistered from Companies House, but we do have a helpline number in case you need it: **0303 123 1113 ext. 1700**.

Yours faithfully,

Michael Fitzgerald
Director of Digital, IT and Business Services
Information Commissioner's Office

This is what they asked us to send to you.....

The Information Commissioner's Office (ICO) is the UK regulator for data protection and information rights. In June 2021 they will be writing to the accommodation and food sector to remind you that you may have a legal responsibility to register with the ICO and pay the data protection fee. For most companies, this is £40 or £60 per year.

If you receive a letter, you should check if you need to pay and, if you believe you are exempt, you should let the ICO know by 9 July 2021. If you are not exempt, you will need to register through their website and pay the fee. Please note, if you use CCTV for crime prevention purposes it is likely that you will need to register.

There is more information for the activities of households sector on the ICO's website: Paying a data protection fee – accommodation and food sector: <https://ico.org.uk/afd>

They also have a web hub specifically designed for small and medium enterprises which has lots of tips and simple guides that you will find useful: SME web hub – advice for all small organisations | ICO: <https://ico.org.uk/for-organisations/sme-web-hub/>

PASC UK commissioned our solicitors Stephens Scown to write up notes on whether you need to pay, and we have added more FAQ's to this to. These are available on the website at: <https://www.pascuk.co.uk/publications>

UPDATED SWIMMING POOL GUIDANCE

There is some really useful Swimming Pool guidance available on the Heart of the SW Growth Hub. This can be found here: <https://bit.ly/3vivunE>

Click on Download Resources and you'll get this list:

Download resources

— [Click here to download resources](#)

- [Pool Safety Guide \(PDF\)](#)
- [Appendix 1 Swimming Pool Risk Assessment \(docx\)](#)
- [Appendix 2 Normal Operating Plan Checklist \(docx\)](#)
- [Appendix 3 Emergency Action Plan Checklist \(docx\)](#)
- [Appendix 4 Play Equipment and Swimming Pool Slides – Checklist \(docx\)](#)
- [Appendix 5 Diving Boards & Diving – Checklist \(docx\)](#)
- [Appendix 6 Daily Checklist \(docx\)](#)
- [Appendix 7: Swimming Pool Disinfection – Recommended Levels \(PDF\)](#)
- [Appendix 8 Swimming Pool Log Sheet \(docx\)](#)
- [Appendix 9: Do You Require Poolside Supervision? \(PDF\)](#)
- [Appendix 10 Pool Hire Agreement \(docx\)](#)

PLEASE SUPPORT A SURVEY INTO OUR SECTOR FROM THE CUMBERLAND BUILDING SOCIETY

The Cumberland Building Society is carrying out an independent survey with UK holidaymakers, holiday property owners and destination marketing organisations to understand the motivations, attitudes and challenges associated with this year's domestic summer holiday plans. The survey takes 5-10 minutes to complete and we would really appreciate your feedback.

This survey will help to provide valuable insight and act as barometer for consumers planning their long-awaited summer breaks, for operators welcoming customers back whilst maintaining safe practices and also for organisations promoting UK holidays.

Please note the survey is private and confidential and all feedback is anonymous – so please feel free to be open and honest with your answers.

Take part here: <https://bit.ly/3zmKtjB>

PASC UK Comment: Only took a couple of minutes, we will publish results in a forthcoming newsletter.

NEW SCAM

We received this email from a Members and thought best to include in the newsletter as these things have a habit of coming up again and again.

SCAM- BEWARE

I had a phone call this morning from LRAM Bailiffs saying that they were turning up in an hour to serve and register a County Court Judgement. They gave the number of someone supposedly from Northampton Combined Court.

Apparently, we had signed up for a free trial on a marketing and advertising website with **Webelicious** that was never cancelled. Correspondence had apparently been sent and ignored so the bailiffs were en route to collect payment or goods.

In order to stop the bailiffs turning up the High Court Enforcement officer said I could pay the debt and fill out forms for a counter claim which would be assessed by a judge within 14-21 days and if found in my favour, I would be refunded. The letter they emailed over and the claim form all looked legitimate.

Also, these are all legitimate companies but it's a scam. Other people have been contacted with the same scenario on Trust Pilot. Do not pay them.

If you get one of these add to list on Trust Pilot
<https://uk.trustpilot.com/review/www.webelicious.co.uk>

WHICH PASC UK WEBINARS WERE YOUR PRIORITY? YOUR VOTES ARE IN

Over the Summer we are planning a series of Webinars to help us all move forwards from the pandemic.

The proposed list is below and can be added to if there are subjects you really want to have covered.

The results of the survey were as follows with the Top 8 being:

- Legal Obligations of a Self-Catering Business
- Updated Cancellations Policies
- Five Things to increase Return on Investment
- Email Marketing to Customers
- Targeting new Markets sectors, Access, Dogs, Babies
- Basic Social Media
- Advanced Revenue Management
- Interior Design

We will start work on these now.

The full programme list is below, to which we will add EV Charging to coincide with publication of the paper on that subject.

If you have additional suggestions, then please send them to chair@pascuk.co.uk

- **Basic social media skills.** (Facebook, Twitter and Instagram)
- **Email marketing to customers** (Making the most of your guest data).
- **Advanced housekeeping** (New approaches and new tech to support process)
- **Ten classic Website errors to avoid** (The top tips to make your website perform better)
- **Starting a self-catering business** (Everything from mortgage advice to marketing).
- **Exiting your self-catering business** (How to prepare your business for an exit).
- **Interior design** (A practical session aimed at creating the 5 star look without blowing the budget).
- **Updated Cancellations Policies** (Updated to deal with changing environment).
- **Advanced revenue management** (Making money from OTAs, Dynamic Pricing, understanding and adapting to booking pace, occupancy vs revenue, controlling your costs, etc).
- **Five things to increase Return on Investment** (Hot tubs and other property enhancements).
- **Legal obligations of a self-catering business** (Are WE actually aware of our obligations?)
- **How to target new sectors** (Access, Dogs, babies, cyclists, walkers).
- **Guest complaint handling** (online and offline)
- **Neighbours to holiday cottages vexatious complaints** (exaggerated complaints about noise, parking etc).
- **Managing damage deposits and security charges** (what tech is available?)

WELCOME PACKS FOR GUESTS UPDATE

Lots of feedback on welcome packs. Keep it coming... We want to know what questions you want answering, as well as what you provide, what the guests feedback on your welcome packs are and any other related feedback. The main questions cover what can you, and what can't you put in guest welcome packs and issues around labelling and licensing?

- Homemade cakes?
- Allergen labelling?
- Veggie/Vegan offers?
- Your own eggs?
- Alcohol?

- Dog treats?

We will add to the list a 'best practice' note on this, so if anyone has any comments, please let us know by emailing chair@pascuk.co.uk Thanks

GHOSTING PAPER UPDATE

We are continuing to get considerable feedback about what is called 'ghosting'. This most commonly occurs when you leave a website that you advertise on, and they leave your property on there, and often put a note below, saying 'no longer available for bookings'. Getting these pages removed can take considerable effort. Leaving the page up can cause serious damage to your businesses.

We now have a really good body of evidence, which we have sent to our solicitors for them to help write the paper on Ghosting, steps to get properties removed, and if this does not work, a legal package to get resolution.

If you have been affected by this, please keep sending in your information on what happened to chair@pascuk.co.uk Every bit helps.

This is all closely related to 'intellectual property rights' (IPR) so in the Webinar we will also cover what are your Intellectual Property Rights, how best to protect them and how not to breach others IPR.

We have extended the content of this webinar to include:

- Brand Protection
- Your Intellectual property, how to protect it?
- Others Intellectual property, how to avoid inadvertently using it without permission?
- Ghosting, five steps to resolve it. Plus legal package if that process does not work
- Naming of our properties.
- Using Google to find who is using your images
- Control of Digital assets

More details to follow shortly....

**PASC UK MEMBERSHIP PACKS COMING SOON MORE ARE ON THEIR WAY
OVER 1000 PACKS HAVE NOW BEEN ASSEMBLED AND DESPATCHED**



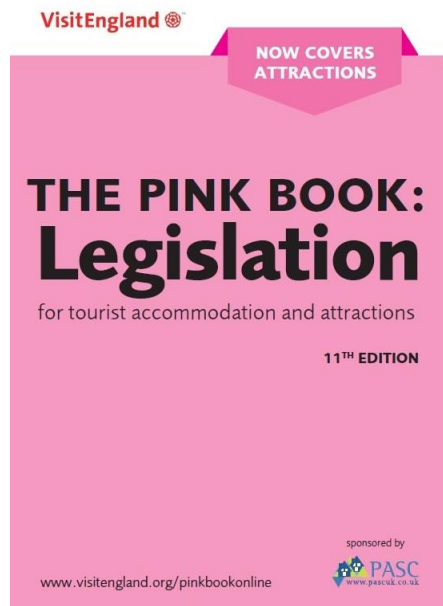
Nearly all Membership packs are now on their way. Recent joiners over the last three weeks still need to be done, and that will happen early next week. Our apologies that it has taken slightly longer than anticipated, it's been a huge job.

Massive thanks to PASC UK Member Hedgehog Corner, Joy and Gareth who have now spent two days of their lives in the PASC UK kitchen packing department. 😊😊

The Membership Pack includes ...

- Membership Certificate
- Membership Sticker
- Copy of the Pink Book
- A range of Member only benefits and discounts
- And a letter thanking you for your support

To remind you the Pink Book is



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 is 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. The new version is now online here: <https://www.visitbritain.org/business-advice/know-your-legal-obligations>

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 in seeing this happen.

RECORDINGS OF PASC UK WEBINARS

Free Webinar on Cancellation Policies

Date Broadcast 3rd February

Recording can be viewed here: <https://www.youtube.com/watch?v=zhtHyXDswI4>

Beth Bailey, Chair Premier Cottages
Tom Chartres Moore, Solicitor, Stephens & Scown
Nick Clayson, Pitt Farm Holiday Cottages and Solicitor
Alistair Handyside, Chair PASC UK and Owner

This webinar covered the pros and cons of various cancellation policies applicable to self-catering and should be viewed in conjunction with the Cancellations Policies paper available on the PASC UK website.

Free Webinar on 'Self-catering Futures, building a world class business'

Date Broadcast: 7th 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/491JitUxBOs>

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.

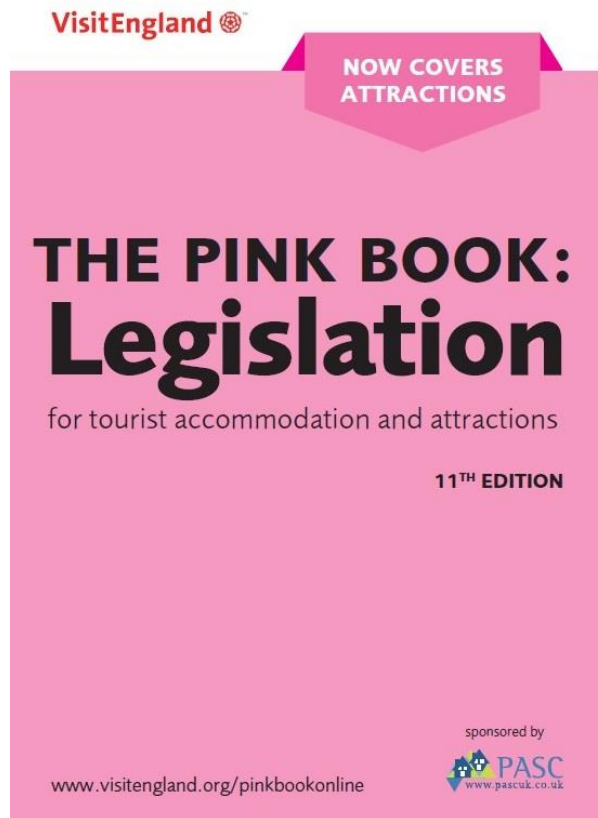
UPDATED FINANCIAL SUPPORT FINDER

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 2020/21 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

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 July.

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 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

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....

INDEX OF PREVIOUS NEWSLETTER CONTENT

Available from previous newsletters as marked.
These can be found on www.pascuk.co.uk

- **Indian (DELTA) Update England 4 June Newsletter**
- **Indian (DELTA) Update Wales 4 June Newsletter**
- **Wales Update 4 June Newsletter**
- **Indian (DELTA) Update Scotland 4 June Newsletter**
- **Travel Restrictions for English Guests coming to Scotland 4 June Newsletter**
- **Update on what you can and cannot do in Scotland 4 June Newsletter**
- **Four-day Bank Holiday June 2022 4 June Newsletter**
- **Case Studies on Capital Allowance Savings now available 4 June Newsletter**
- **More news on Superfast Broadband developments for "hard to reach" areas 4 June Newsletter**
-
-
- **Staff Shortages. RESULTS OF SURVEY**
- **Travel Behaviour Indicator from Department of Transport 28 MAY NEWSLETTER**
- **Visit England Consumer Tracker 28 MAY NEWSLETTER**

- ICO, Do Holiday cottage owners need to pay? UPDATE AND NEW FAQ's 28 MAY NEWSLETTER
- Scam email regarding SEISS Payments 28 MAY NEWSLETTER
- Staff Shortages 21 and 28 MAY NEWSLETTERS
- Paying back SEISS 28 MAY NEWSLETTER
- Welsh Fire Service calls for holiday cottage owners to take action 28 MAY NEWSLETTER
- Broadband in Hard-to-Reach areas, Consultations and Grants 21 MAY NEWSLETTER
- What can open in England May 17 21 MAY NEWSLETTER
- Scotland Update 21 MAY NEWSLETTER
- Wales Further Support Grants Update 21 MAY NEWSLETTER
- Covid Travel Charter 21 MAY NEWSLETTER
- Step 3 Posters England 21 MAY NEWSLETTER
- Paying Back SEISS 21 MAY NEWSLETTER
- CCTV Do you need a licence? Legal Note Published 14 May Newsletter
- Business Rates in England and Wales, Form VO6048 14 May Newsletter
- Visit England Recovery Webinars 14 May Newsletter
- English Tourism Week 14 May Newsletter
- Self-Testing 14 May Newsletter
- Interesting feedback on Mumsnet regarding Holiday Cottages 14 May Newsletter
- Business Rates in Wales Update 7 May Newsletter
- Confirmation of Relaxation of Restrictions in Wales 7 May Newsletter
- Update on English Guests holidaying in Wales before 17 May 7 May Newsletter
- Test and Trace in England 7 May Newsletter
- MHCLG Review of Second Homes and Business Rates 7 May Newsletter
- ARG update for England (grants for businesses on Council Tax) 7 May Newsletter
- Trip Advisor reverses decision to take your Intellectual Property 7 May Newsletter
- Waste Transfer Rules, and yes it applies to each and every one of you 7 May Newsletter
- Health and Safety Executive Checks and Visits 30 April Newsletter
- Which? Magazine review Covid Secure Schemes 30 April Newsletter
- Covid Secure Business Poster see 23 April Newsletter
- SEISS Repayment Guidance updated 23 April Newsletter
- Companies House Guidance Updated 23 April Newsletter
- Deferred VAT Guidance, further update 23 April Newsletter
- 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**

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
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.