



Professional Association of Self-Caterers UK

COVID GUIDELINES NEWSLETTER

18 June 2021

Issue 63

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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

The delay to Step 4 in England, with the inevitable knock-on effects in Scotland and Wales have grabbed many of the headlines this week. For many of you it is of little consequence as smaller properties in most areas are experiencing record bookings at record rates.

However about 15-20% with larger properties (sleeps 7 up) of you have spent since Monday in the awful cycle that is cancel/refund and try to rebook. Some are able to adapt properties to try and win compliant bookings but my no means all. Spare a thought for these owners. Currently no further support appears to be on the radar, but as you can imagine everyone is pressing like mad for an extension to both the Business Rates Holiday (bills have already landed on doormats for those that pay Business Rates) and a further extension to the VAT reduction.

We will also keep asking all the awkward 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? The Government simply fails to answer these question.

The date that we focus on is now the 19th July, to stop having to effectively check and police bookings. There are loose promises of an interim update, but realistically we all know that all the Governments leave everything to the last possible moment, with scant regard of how difficult this makes things for guests and businessowners alike.

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 is now in draft and should be available early 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.

We have been able to complete the following and details are further down the newsletter.

- The date, time and speakers for the Ghosting Webinar
- Acceptable Internet Use policy

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

- The EV (electric vehicle) Paper
- Dates of early part of Summer Webinar programme
- Sykes Contract Paper

We are also continuing to send 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, Sykes 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.

Once again, our thanks to you all, wishing you all the best for good customers and good weather.

ENGLAND UPDATE

We will all know that England will not be moving to Step 4 on the 21st June by now, and that the key element of this for many of you is the group make up and size. We have sort of been told that we will get an interim review on easing in about two weeks' time, but otherwise 'Freedom Day' as many are now calling it has been postponed until 19 July.

These have not changed and remain either The Rule of Six or Two Households. A few common questions this week.

Q: Can six people from six different addresses stay together?

A: Yes. It's slightly odd that in effect six households can stay together if they do it one at a time, but only two households can stay together, but that's the law.

Q: Is there such a thing as a 'linked household'?

A: No, this is a term made up by guests wanting to extend beyond their household limits.

Q: Are business groups exempt from the overnight stays rules?

A: No, there is no special allowance for groups of any kind.

Q: What is a Support Bubble? How can it be created?

A: Not everybody can form a support bubble. It is against the law to form a support bubble if you are not eligible.

You can form a support bubble with another household of any size if:

- you live by yourself – even if carers visit you to provide support
- you are the only adult in your household who does not need continuous care as a result of a disability
- your household includes a child who is under the age of one or was under that age on 2 December 2020
- your household includes a child with a disability who requires continuous care and is under the age of 5, or was under that age on 2 December 2020
- you are aged 16 or 17 and live with others of the same age, without any adults
- you are a single adult living with one or more children who are under the age of 18 or were under that age on 12 June 2020

All members of your household must be part of the same bubble. This means you and the people you live with cannot form separate bubbles, even if you meet more than one of the eligibility rules above.

You must not form a support bubble with a household that is part of another support bubble. Your support bubble cannot include more than 2 households.

See full details here: <https://www.gov.uk/guidance/making-a-support-bubble-with-another-household>

So, no great change from STEP 3. Two households or Rule of Six remains in place.

Couple of changes that may be relevant to some

Update on weddings....

"Inside private homes, and in enclosed structures in gardens of private homes, weddings can only be held in line with broader social contact rules of up to 6 people or 2 households, except in the case of an urgent marriage where one of those getting married is seriously ill and not expected to recover ('deathbed weddings'). These can take place in private dwellings with up to 30 people".

Overnight Trips for out of school groups....

"Out-of-school settings can organise domestic residential visits for children in consistent groups of up to 30 children. This replaces the current limit of 6 people or 2 households".

See here: <https://bit.ly/3iTKk1k>

ENGLAND ARG (ADDITIONAL RESTRICTIONS GRANT) UPDATE

ARG Update

The guidance to councils on the ARG Grant has been updated to take into account the delay to moving to Step 4. Due to the Prime Minister's announcement, the period that councils have been given to use the existing tranches of ARG funding has been extended to 30th July 2021. As a note on the forthcoming £425m Tranche of ARG funding that is dependent on Councils allocating the existing funding by 30 July.

More information here: <https://bit.ly/3iS83z0>

ARG Eligibility

The guidance for ARG grants has been updated to highlight the businesses that are eligible, and this has been extended to businesses that are being impacted by the delay in moving to Step 4. The guidance now states up front that:

Local councils have the freedom to determine the eligibility criteria for these grants. However, we expect the funding to help businesses that are severely impacted by the restrictions.

Local councils are encouraged to support:

- *businesses from all sectors that may have been severely impacted by restrictions but are not eligible for the Restart Grant scheme, including those which do not pay business rates*
- *businesses from sectors that remain closed or severely impacted by the extended restrictions, even if those businesses have already been in receipt of Restart Grants. This may include the travel and tourism sector, wedding industries, nightclubs, theatres, events industries, wholesalers, English language schools, breweries, freelance and mobile businesses including caterers, events, hair, beauty and wedding related businesses*

It should also be noted that there is no limit to the number of ARG grants that a business can be awarded. So, businesses that have already been awarded support under the grant can apply for further support. Check if eligible here: <https://bit.ly/3cROCCv>

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

SCOTLAND UPDATE.

This was the announcement in Scotland, extending the date that any easing of restrictions would take place.

[Covid-19 restrictions will be extended for at least another three weeks from the 28 June review as the Scottish Government look to get more people vaccinated with both doses of the vaccine.](#)

[Today in a statement to Parliament the First Minister confirmed there would be no changes to the current COVID-19 Protection levels. She cautioned that it was unlikely any part of the country would move down a level at next week's review which will consider possible changes from 28 June onwards. It had been previously hoped the country would move to Level 0 but the First Minister warned that it was more likely that current restrictions would be kept in place for a further three weeks to give more time for people to be fully vaccinated. The First Minister also said any changes that can be made safely within the levels will be considered.](#)

In addition, the Scottish Government intends to publish a paper setting out what life will look like beyond level 0 when all or virtually all restrictions can be lifted, and also publish the outcome of the review on physical distancing, next week.

Read full report here: <https://bit.ly/3zDUJUL>

There is no mention yet of any further support to cover the extension of restrictions.

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

WALES UPDATE

We were expecting formal announcement by the First Minister yesterday, but it is now scheduled for today and will probably come out shortly after this newsletter goes to distribution, so check on PASC UK Facebook for updates.

It is clear that there will be no major easing or increases in numbers inside before July.

This is what we have so far....

First Minister Mark Drakeford will announce a 4-week pause to the coronavirus rules on Friday (June 18) to help boost protection against the new delta variant.

The Welsh Government reviewed the public health situation this week, mid-way through the current three-week regulations cycle, after announcing a phased move into alert level one. The rules around larger outdoor activities and events were relaxed on June 7.

Although there will be no substantive changes to the rules for a 4-week period – the regulations will be reviewed again on 15 July – some small technical amendments are being made to the coronavirus regulations to make them easier to understand and easier to apply for businesses.

Full announcement at lunchtime briefing, read in full here.

<https://gov.wales/rule-changes-hold-4-weeks-delta-spreads>

<https://www.bbc.co.uk/news/uk-wales-politics-57511769>

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

WALES, POSSIBLE GRANTS FOR LARGER PROPERTIES

This week the Welsh Government announced that the ERF (Economic Resilience Fund) would be available for businesses that have capacity for events of more than 30 people indoors or in contained spaces and to businesses that are still closed because of ongoing restrictions.

This just might apply to some of the larger self-catering properties in Wales who have been unable to trade fully for so long. If you have a larger property, it would certainly be worth at least checking the eligibility checker, which can be found here: <https://bit.ly/3q47TpX>

WALES GENERAL UPDATE, TOURISM TAX, AND INCREASING COUNCIL TAXES

Post the election in Wales we have seen some major announcements that will affect the self-catering sector in the Principality.

First, there is the announcement that the Government are looking into bringing in a Tourism Tax.

<https://bit.ly/3wP72f2>

Airbnb once again jump on the bandwagon, and support the introduction of a tourism tax, they stay to help deal with over tourism. Pot and kettle spring to mind, as they seek to ingratiate themselves with the Welsh Government.

<https://bit.ly/3vBbmgl>

Any response on this to the Welsh Government needs to be evidence led, and there is some really good data in this report as to why the imposition of a Tourism Tax would be detrimental to Welsh Tourism.

<https://bit.ly/3iUjmlt>

PASC UK instinctively opposes these taxes, we are already the highest taxed visitor economy in Europe and there is little to be believed that the money gathered would be used to benefit the visitor experience or the business themselves.

Previously in discussions with Governments they have been considering how they would implement such a tax, and it was basically as naïve as, use the Business Rates List and charge £5 per person per night. The implications of this are horrendous for self-caterers on the Business Rates list. Think about a week's stay in a low-rate month, say November. 6 adults staying in a three bedroomed cottage would mean £5 x 7 nights x 6 people = £210. This is completely disproportionate compared to adding £10 tax on a night in a hotel for two staying.

As always with these things the devil is in the detail and we will publish more in this as more emerges in what exactly is planned.

Feedback on this please to chair@pascuk.co.uk

As if this was not enough Councils all over Wales are launching Consultations into increasing Council Tax rates for second homes/holiday lets.

Just two examples to illustrate:

Pembrokeshire: <https://bit.ly/2SH7AoF>

Anglesey: <https://bit.ly/2TGPAuT>

Worth checking your Council websites to see what each are doing and give your feedback. The likely outcome is not positive, and it is likely that we will have different tax levels in different parts of the country.

Finally, post the election there is no longer room in the Welsh Government for a Tourism Minister. Instead, this brief is covered by Vaughan Gething, Minister for Economy. The regular meetings with the WTA (Wales Tourism Alliance) are being reduced as well as how many present at these meetings. The Tourism Hospitality Ministerial Meeting appears to be being downgraded.

At yesterday's WTA (Wales Tourism Alliance) meeting this was a key topic in the meeting to work out in the changing landscape how best to make sure our voices are heard. Challenging times in Wales.

GHOSTING PAPER PUBLISHED AND WEBINAR DATE ANNOUNCED

'Ghosting' most commonly occurs when you leave a website that you have previously advertised 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.

The short Ghosting paper is now published and can be found on <https://bit.ly/3xAXgNX>

It will tell you the basic steps if you are being 'ghosted' to remedying this. It should be read in conjunction with watching the webinar below. This will be recorded and a link to it published post the event if you are unable to make it on the day.

If this does still does not work, PASC UK has negotiated a legal package with our solicitors, Stephens Scown to get resolution.

The Property Ghosting Webinar

Date 30 June 2021

Time 1400-1530

Free to attend and will be recorded and made available after the event to view.

Hosted and Sponsored by SuperControl

Link to book. <https://bit.ly/2SzWd1V>

This webinar will explain to holiday accommodation owners what 'Ghosting' is and how it harms their business. It will help owners learn how to identify if their property is being ghosted using self-catering examples, and what steps they can take to remedy this. We will also cover intellectual property, how to protect yours and how not to breach others intellectual property. We will end the presentations on guest review management which will be followed by a Q&A to the whole panel.

The Agenda

- Introduction. Alistair Handyside
- How can you find out if you are being 'ghosted'? : Pete Stevens
- What can you do about it?: Tom Chartres Moore
- How you can protect your intellectual property and not breach others: Tom Chartres Moore
- How to protect your reputation through good guest review management: Pete Stevens
- Summary: Alistair Handyside
- Q&A: All panellists

The Panel

- Alistair Handyside: Executive Chair, PASC UK and owner of Higher Wiscombe Holiday Cottages
- Tom Chartres Moore: Partner, Intellectual Property, Stephens Scown LLP
- Pete Stevens: Operations and Head of Marketing, Clockwork Marketing
- Robert Kennedy: Director, SuperControl

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

UPDATED FINANCIAL SUPPORT FINDER

The Government has updated its online tools for businesses and employees to use to determine what support is available.

For businesses, support covers:

- Business loans
- tax relief
- cash grants

More information here: <https://bit.ly/3gxFq8K>

For employees, support covers:

- what to do if they're feeling unsafe where they live, or they're worried about someone else
- paying bills, rent, or mortgage
- getting food or medicine
- being made redundant or unemployed, or not having any work if they're self-employed
- what to do if they're worried about going into work
- self-isolating
- having somewhere to live
- mental health and wellbeing, including information for children

More information here: <https://bit.ly/2TLVomz>

BUSINESS SUPPORT SEMINAR - BUSINESS BANKING RESOLUTION SERVICE

Many of you have reported having challenges with your banks during the pandemic and how hard it has been to get any kind of support and help in some cases. This has been widely reported and the Business Banking Resolution Service (BBRS) has been set up to try and address some of these concerns.

The Tourism Alliance is working with UKInbound to provide a Business Support Seminar on the BBRS next Thursday (24th June). The seminar will highlight the services of the newly formed BBRS which was only established a few months ago. The BBRS provides a free dispute resolution service for SMEs which could be of considerable benefit to many businesses that are facing problems such as gaining or extending business loans with their bank.

Also speaking is Mark Supperstone, Managing Partner at ReSolve, a boutique business advisory and investment house who will be discussing options for businesses that are in danger of closing as a result of Covid impacts.

The seminar is open to all PASC UK members and there will be an opportunity to raise any questions during a Q&A session.

Event Details

Date: Thursday 24 June 2021

Time: 10:00 – 11:30

Link: <https://bit.ly/3vw7PQQ> (bookings will open on this link shortly)

SHORT TERM LETS STATUTORY REGISTRATION UPDATE

We reported last week that the Governments Tourism Recovery plan included the launch of a Statutory Registration Scheme for short term lets/self-catering. It also saw the launch of an AirBnB White Paper that welcomed this move.

We asked you to send in comments and lots of you did so, showing the diversity of opinions on this subject, a few were violently opposed to any kind of registration or restrictions being placed on the properties, however the large majority favoured a scheme that would level up the playing field. Hundreds of you clicked on the links to the Tourism Recovery Plan and AirBnB White Paper. We have included those links again below.

We will create a survey to try to draw down a clearer picture on this and are already working on our own White Paper to contribute to the Government Consultation. We want any such scheme to benefit both businesses and consumers, otherwise it will be pretty pointless.

If you have any thoughts or comments on registration schemes, please send them to chair@pascuk.co.uk

You can read the Governments Tourism Recovery Plan here: <https://bit.ly/3vbKjrZ>

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

INTERNET ACCEPTABLE USE POLICY

This has now been completed. It is the clause to add to your Terms and Conditions to cover internet use/abuse at your property.

If you have limited internet data then it would be worth explaining this in the booking process, perhaps saying that you have 'rural broadband, suitable for email and google searches' so that you don't get bookings from dedicated Netflix users, who will just complain endlessly about poor connectivity and give you bad reviews. As we have covered many times before, it's not sufficient to just have a clause about something in your Terms and Conditions that the guest may not like, you need to be upfront and honest about it.

The paper can be downloaded here: <https://bit.ly/3xAXgNX>

It is currently free to all, however post the new website being launched papers such as this, that we have to pay legal firms to write, will become a Member benefit in the members only section.

POSSIBLE 4G INTERNET PACKAGE

We have always had appalling BT broadband at Higher Wiscombe. Barely 2MB despite best efforts of local engineers and paying for multiple lines. Hopeless, when you may have 32 guests and our own family using the same line. We are on a long-term BT upgrade plan (see previous newsletters on subject) but about two years ago, the local mast was upgraded to 4G on EE.

This enabled us to get a 4G connection into each cottage with a limit of 300GB per month. This was mind-bendingly expensive, but free internet connectivity is a given these days for guests.

It was pretty reliable but the capacity of 300GB per cottage was regularly being exceeded since reopening on April 12.

After another week of juggling boxes to try and ensure connectivity we looked to see what packages EE now have and we were pleased to see that they now have an unlimited package,

and it's almost half the price of the previous single 300GB/month package. We had to sign for 18 months to get this, by which time we may be able to get a hard connection from BT/Other.

It's not super cheap, at £55 per month, for the package that we selected but you can connect up to 64 devices, is unlimited and the new box has a 30m range so it will work outside on the cottage terraces and in the gardens. We still can't get a good Vodafone or O2 signal (check you get a good signal and which operator), so those guests have to connect to the Wi-Fi to use phones, so all can have good connectivity.

Full details here: <https://bit.ly/3gy4YCK>

If you know of better packages, please email chair@pascuk.co.uk

HOW TO BE A GREENER BUSINESS WEBINAR

The PASC UK solicitors, Stephens Scown, are holding a webinar on Friday 25th June on 'How to be a Greener Business' which is free to view.

Pretty much everything that comes down from Government is somehow linked to a zero-carbon agenda, and it's well worth thinking about how this might impact your business and what you can do to play your part. Being a green business at Higher Wiscombe has been great both reputationally and financially.

To reserve a place, please email events@stephens-scown.co.uk by 22 June.

Free online event
Friday 25th June
8.30am - 9.30am

how to be a greener business

race to carbon zero

With the UK government setting ambitious climate change targets and consumers considering companies' green credentials as part of their buying decision, can you afford not to become a greener business? Join NatWest and Stephens Scown to find out the steps your business can take to thrive and grow in the race to zero carbon.

Speakers

Sonya Bedford MBE,
Partner and Head of Energy at Stephens Scown
Gavin Poole,
Partner, Corporate, Stephens Scown
Steven Lovell,
Business Development Director, Lombard,
part of the NatWest Group

Agenda

- What is carbon foot printing?
- How green is my business?
- How to be greener
- Funding options
- Q&A

RSVP

To reserve your free place please email
events@stephens-scown.co.uk
by Tuesday 22nd June

We justify take the protection of your personal information and data privacy seriously. Where you respond to this invite your information will be processed in accordance with current Data Protection legislation by Stephens Scown for administrative purposes only as the hosts of this event. Your data will be stored for a minimum period as a record for the purposes of this event, but not used further for marketing activities. By accepting an invitation from us you understand that we may share an attendance list with other parties.
Stephens Scown is committed to creating an inclusive environment for people with disabilities. If you need something that will help you to participate fully in this event please do let us know.



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 month 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.

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 KEEP THE FEEDBACK COMING IN

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

PASC UK MEMBERSHIP PACKS UPDATE

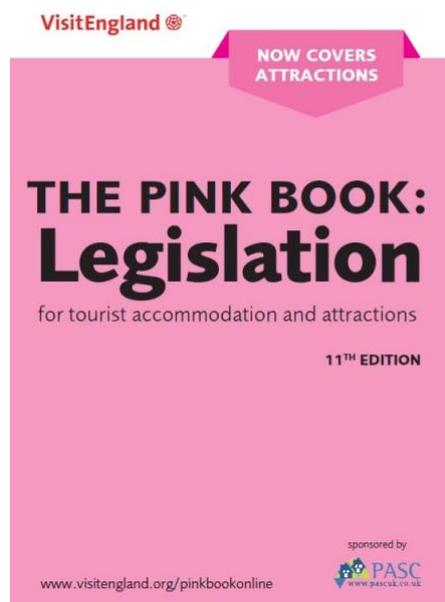
Nearly all Membership packs are now on their way. Recent joiners over the last four weeks still need to be done, and that will happen early next week. Our apologies that it has taken slightly longer than anticipated, it's been a huge job.

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 is 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/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.

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.

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

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These can be found on www.pascuk.co.uk

- **Tourism Recovery Plan 11 June Newsletter**
- **VAT Deferrals, June 21 Deadline reminder 11 June Newsletter**
- **ICO Registration Update 11 June Newsletter**
- **New PASC UK Partnership with Visit England and the Pink Book 11 June Newsletter**
- **Updated Swimming Pool Guidance 11 June Newsletter**
- **England Update (Where Covid is spreading) 11 June Newsletter**
- **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 4 June Newsletter**
- 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 Match**
- 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
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 07771 678028



Professional Association of Self-Caterers UK

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.