



Professional Association of Self-Caterers UK

COVID GUIDELINES NEWSLETTER

25 June 2021 Issue 64

This week's contents

- Support Guidelines
- PASC UK Social Media
- Where to find previously covered items in Newsletters
- Commentary
- Next week's Ghosting Webinar and Paper
- The next Webinars
- Sykes Owner Contract Update
- The Next PASC UK Webinars
- England Groups Sizes Repeat
- England Update
- Scotland Update
- Scotland Travel Restrictions from Manchester and Salford
- Wales Update
- Grant Distribution by Councils in England
- Deferred VAT Guidance updated
- Updated Government Support Finder for Businesses and Employees
- Business Support Seminar **RECORDING** – Business Banking Resolution Service
- Updated format for reporting CJRS funding
- VRBO Scam
- Internet Acceptable Use Policy
- Possible 4G internet Package **UPDATE**
- Business Rates and Form VO6048 Update
- Welcome Packs for Guests **KEEP THE FEEDBACK COMING IN**
- Recordings of PASC UK Webinars
- Legionella
- How to Reduce your Business Rates Bill

General Information Section

- New PASC UK Website and Download issues
- Updated Cleaning Protocols
- 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

Mixed headlines this week, more countries added to the Green List, adding much of the Caribbean, Malta and the Balearics which will doubtless lead to a further run of cancellations. Here's the full list: <https://bit.ly/3jbNGgh>

It will doubtless be major headlines as Brits can jet off to the sun... <https://bbc.in/3vWUtNw>

This is frankly outrageous, while any hospitality business in the UK is struggling under Government enforced restrictions, allowing citizens to go abroad and holiday where restrictions are less is just plain wrong. Nearly all financial support is ended, Business Rates, albeit discounted, start again next week and Vat goes up to 12.5% shortly.

We are told repeatedly how the vaccine roll out in the UK puts us ahead of the game on re-opening, but is this even true? We may be ahead of the game vaccine wise, but we are not re-opening wise. Here's a list of restrictions in Europe. <https://bbc.in/3xNTDUT>

The Governments also looking at allowing citizens who have been vaccinated to be able to skip quarantine, see here: <https://bit.ly/3zWvEVc>

Why can't all businesses allow the fully vaccinated to come and stay? Add to this, no masks at Royal Ascot, Wimbledon Final day at full capacity, the Football, and the British Grand Prix at 140,000 defies any logic.

What it does suggest is that going to Step 4 on July 19 looks more likely than ever. The general public will no longer understand the restrictions and they are so contradictory.

Readers of this newsletter too are tiring of being an unofficial police force, trying to check make ups of even relatively small groups of people and where they are from.

Every effort will be made, alongside all the other hospitality associations to get the remaining restrictions lifted on or before July 19.

Today we are publishing the note on the Sykes Owners contract. This is probably similar to those applied by other huge agencies and OTA's. There are some real tripwires hidden in these contracts to be aware of. They may or may not be negotiable. Further notes below. We have great agencies in PASC UK Membership, these should form part of affected members Plan B.

Don't miss the Ghosting Webinar, it will help you check how to see if this affecting you. Many Members have been shocked to see how widespread this is. Again, more details below.

We have updated the 4G Internet Package section below, with more packages and feedback, as well as repeating the rules on group sizes in England, the most common question this week.

We have not quite been able to finish the following:

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

We have made a good start on the webinar programme and the EV paper lurched forward another step. It really is just a function of resource available when supporting members and lobbying officials.

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.

NEXT WEEKS GHOSTING WEBINAR PLUS PAPER

'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>

The webinar will demonstrate how to check if you are being 'ghosted' and will tell you the basic to remedying this. The webinar will be recorded and a link to it published post the event if you are unable to make it on the day.

If following the guidance in the paper and on the webinar and this does still does not result in a satisfactory outcome, PASC UK has negotiated a legal package with the solicitors Stephens Scown to get a 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.

THE NEXT WEBINARS

We have commenced inviting speakers and planning for the following Webinars, as these were the most popular when the poll closed. Further announcements next week,

- Legal Obligations of a Self-Catering Business

- Updated Cancellations Policies
- Five Things to increase Return on Investment
- Targeting new Markets sectors, Access, Dogs, Babies

SYKES OWNER CONTRACT UPDATE

This affects you if you if you are signed up to any of the following agencies as contract standardisation is underway.



Sykes have clearly looked back over the last year and seen what problems cancellations cause. Their new contract effectively protects them and their income from this happening again, and the owners who advertise with them will pay for this. It is a completely one-sided document.

You will probably have received a fairly innocent email from Sykes (or their subsidiary agencies) asking you to sign the new Terms and Conditions. It may even read something like this...extolling the virtues of new features without explaining anything about the new terms and conditions.

We wrote to you recently to let you know about the exciting new additional features and developments which we will be introducing in the coming months such as increasing your bookings and income.

This doesn't change the fact that our amazing teams in both Rock & Port Isaac continue to run the business and once again our commitment to deliver exceptional service to our guests and owners alike is stronger than ever before.

We have noticed you have yet to re-register your property with John Bray Cornish Holidays and agree to our new terms of letting.

If you would like to enjoy some of the great new features, we are bringing you which includes Income Maximisation where we will be able to adjust prices throughout the year, based on the individual demand for your homes. 24 Month Availability will allow us to open the availability and take bookings within that 24 month period.

Our teams in Rock and Port Isaac are excited to continue working closely with you! As our business grows from strength to strength, we are dedicated to offering you these additional features for no change in your commission.

There are some really unpleasant terms and conditions in the contract that you should be aware of before agreeing to them. This is not a consumer contract, so you have no consumer rights. If you sign it, you agree with it.

A few Key areas of concern.

- Signing it gives Sykes and anyone else they choose to assign to the unlimited rights to your photos and content. Even after the contract expires. (See Ghosting Paper and Webinar).
- Almost regardless of any reason for a cancellation, the owner will still have to both refund the guest, and pay Sykes the commission, booking fees that they would have earned, plus undisclosed compensation.
- This is an exclusive contract; you cannot advertise anywhere else. So, if you were dissatisfied with Sykes as they were not getting you any bookings, and you serve notice, you cannot take any bookings from any other source until the contract terminated, six months later. To do so would mean Sykes can claim compensation.

In short, it's a contract to avoid, we doubt that many of these clauses are negotiable, some are probably unenforceable, but that would mean having to go to litigation to sort it out.

PASC UK commissioned Stephens Scown Solicitors to write the notes on this contract and it and this document can be found at <https://bit.ly/3xAXgNX>

They are also changing the guest Terms of Booking too which will not go down well with the CMA who they are in a protracted dispute with.

Reputationally Sykes have come out of the pandemic in tatters, they have multiple groups on Facebook.

Sykes Unhappy Owners <https://bit.ly/3xUQ6nw>

Owners Support Group <https://bit.ly/2T7qzZN>

Unhappy Customers <https://bit.ly/3vPlotC>

Refund groups



Our suggestion is to serve notice with immediate effect if the new terms are enforced or serve normal notice period if they will apply terms from previous contract. At renewal, they would be unlikely to allow you to continue with the old Terms and Conditions.

There are so many agencies out there who will serve you so much better.

ENGLAND GROUP SIZES REPEAT

With the delay in moving to Step 4 the most common question by phone and by email this week have been around groups sizes in England, so we have repeated them here.

All sorts of rumours about an interim review on easing this, but nothing certain, so 'Freedom Day' as many are now calling it has been postponed until 19 July.

The rules have not been substantively 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 UPDATE

The Guidance on operating between 21 June and 18 July has been updated for the accommodation sector. The full document can be found here. <https://bit.ly/2T8i2FM>

Probably more useful is the what you can and what you cannot do document here: <https://bit.ly/3h2nrq6>

SCOTLAND UPDATE.

Several announcements in Scotland, and the first sign that group sizes in on the map. You can read the full statement here, edited self-catering points below only.....

<https://www.gov.scot/publications/coronavirus-covid-19-review-physical-distancing-scotland-june-2021/>

First Ministers full statement.

<https://www.gov.scot/publications/coronavirus-covid-19-update-first-ministers-statement-22-june-2021/>

In short two indicative dates, firstly..19 July subject to going into level 0 a maximum of 8 people from up to 4 households can socialise in a private dwelling. Children under the age of 12 do not count towards the total. Secondly.. subject to going beyond Level 0 there are planned to be zero restrictions on groups sizes in self-catering.

What is happening with Physical Distancing?

- Today's physical distancing review sets out the plan for reducing and then removing physical distancing, subject to confirmation based on data nearer the time.
- **The plan sets out that on the indicative date of 19 July, when the whole of the country is expected to be moved to level 0, the need for physical distancing will be no longer be required outdoors and physical distancing indoors will be reduced to 1m for all public settings. This means that indoor businesses will be able to work at 1m distancing from 19 July and outdoor parts of businesses will no longer have any physical distancing requirements, subject to confirmation nearer the time.**
- The new physical distancing rules which come into effect on 19 July will no longer require physical distancing between members of friendship / family groups, but they will be required to maintain a distance of at least 1 m from all others.
- From 19 July – different households will be permitted to share a bedroom – although this will obviously be dependent upon capacity and appropriate bed spaces within rooms.
- In public spaces within regulated tourist accommodation the rules about socialising indoors in a public space will apply. In level 0 a maximum of ten people from up to 4 households can socialise indoors in a public place. Children under the age of 12 from these households do not count towards the number of people permitted to meet but do count towards the number of households.
- **In self-catered or other unregulated accommodation, in house socialising rules apply, in level 0 a maximum of 8 people from up to 4 households can socialise in a private dwelling. Children under the age of 12 do not count towards the total number of people permitted to meet but do count towards the number of households.**
- **If a large room or dormitory room (e.g., within a hostel or other similar venue) is being used by mixed / multiple groupings (but is within the 10/4 socialising rule) then a minimum of 1 m is required between different family and friends groupings. However, a friendship group sharing a dorm would not have to distance**

within their own group. They would however, have to distance from other groups. It is also important that as we relax the socialising rules, especially indoors, other mitigation factors and good practice regarding good ventilation and hygiene measures are adhered to.

What does moving beyond level 0 mean?

- We will move beyond level 0 when we meet the gateway condition – which is all over 40's having been vaccinated and assuming we are meeting our revised strategic aim of alleviating the harm of the virus (expected around 9 August, but subject to confirmation nearer the time).
- When we move beyond level 0 and therefore out of the levels framework, almost all COVID restrictions will be removed for businesses and individuals. This will mean that **all** businesses can reopen and can operate without restrictions on physical distancing. For example this will also mean that weddings can take place with dancing and singing and mingling as before the pandemic.
- From the indicative date of 9th of August, there will be no household / number caps and physical distancing requirements will also be removed. This will mean that tourist accommodation will be able to operate on a more 'business as normal basis' albeit with appropriate hygiene and ventilation measures.
- Please note that these dates are indicative and are dependent on the necessary conditions on vaccination and harm reduction being met.
- We will however have to live with the virus for some time to come, so we will be asking people to stick to a set of baseline measures to stop the virus resurging and to protect those who do not have protection from vaccination. The baseline measures which we currently expect to retain beyond Level 0 include:
 - Good hand hygiene and surface cleaning.
 - Continued promotion of good ventilation.

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.

SCOTLAND, TRAVEL RESTRICTIONS FROM MANCHESTER AND SALFORD

This has made a fair few headlines this week with an ongoing row between the First Minister and the Mayor of Manchester.

Manchester and Salford were added to the list which also has Blackburn, Darwen and Bolton on it. Bedford is off as is Northern Ireland. Effective 21 June at Midnight.

This is law and can be found here:

<https://www.legislation.gov.uk/ssi/2020/344/schedule/7A>

No words can really describe the disconnect here with reality. Announced at such short notice almost immediately shows a deep failure to understand how large parts of hospitality actually work.

If businesses get their bookings from the OTA's or large agents, they will struggle to get the addresses to even know where guests come from. Canny guests in Manchester will just book with a non-Manchester address. Who pays for the sudden lost, irreplaceable booking?

Hopefully the negative publicity surrounding this announcement, with even the Police coming out and saying impossible to implement, may reduce this kind of showboating going forwards.

WALES UPDATE

Nothing new since last Friday announcement that came out after the newsletter went to distribution. No indication yet of when group sizes may change.

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

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

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.

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

GRANT DISTRIBUTION BY COUNCILS IN ENGLAND

The latest data on how councils in England are progressing with distributing grants to businesses has been published. This data covers the period to 1 June 2021. Of particular note as ever is the ARG grants as councils only have two more months to distribute the allocations that they have received, if they do not do this, then they will not be given their share of the next tranche of £425m and tourism businesses will miss out of any further support. So, businesses do need to make sure that councils allocated their remaining funding soon.

- On the Restart Grant, councils have distributed £2.65bn of the £3.38bn that they were allocated – so 21.5% remains to be allocated
- On the ARG Grant, councils have distributed £1.30bn of the £1.65bn that they were allocated – so 21.3% remains to be allocated
- On the LRSG, the councils have distributed £5.1bn of the £7.7bn that they were allocated – so 33.8% remains to be allocated
- On the Xmas Support Payment to Pubs, councils have distributed £23m of the £24.9m that they were allocated – so 7.6% remains to be allocated

<https://bit.ly/3vV6FhY>

DEFERRED VAT GUIDANCE UPDATED

HMRC has updated its guidance to businesses on what to do if they have deferred VAT payments due between 20 March 2020 and 30 June 2020. Businesses that have done this can:

- pay the deferred VAT in full now
- join the VAT deferral new payment scheme – the online service is open between 23 February 2021 and 21 June 2021
- contact HMRC by 30 June 2021 if they need extra help to pay

Businesses that do not pay their deferred VAT by 30 June, or have made an arrangements such as the new VAT deferral payment scheme may be charged a 5% penalty or interest payments: <https://bit.ly/3dbDW1Z>

Businesses that want to pay the deferred VAT in full now can do this via the following portal: <https://bit.ly/3xWDPzf>

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 - RECORDING - BUSINESS BANKING RESOLUTION SERVICE

Last week we introduced you to the Business Banking Resolution Service (BBRS) and to a seminar that they held yesterday. If you missed this you can still view or download – please note, this link will only be valid for seven days.

<https://bit.ly/3vTfby4>

UPDATED FORMAT FOR CLAIMING CJRS FUNDING

HMRC has updated guidance to businesses that are claiming CJRS support for 16 or more people. Businesses doing this will need to download a new template, complete it and then upload it in .xlsx or .csv format in order to make a claim. Businesses that have already saved the claim forms in a different format (such as .xls or .ods), must save them again as .xlsx or .csv files as the other formats are no longer accepted.

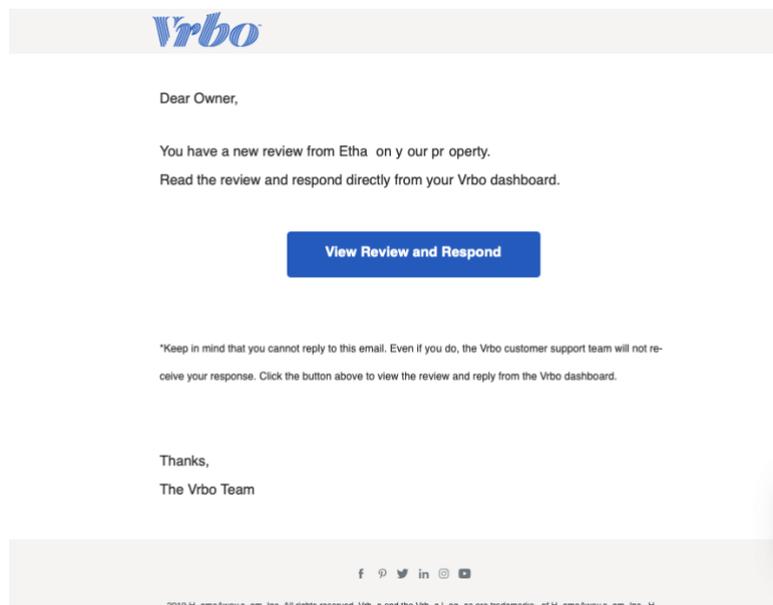
Claims for CJRS support may be rejected if the information is not in the right format.

You can download the form in the new format on the following link. <https://bit.ly/3zXqY1p>

VRBO REVIEW SCAM

A really naff reviews scam purporting to be from VRBO reminds us all to be vigilant.

Emails like this often have several clues. This one is really clumsy, typos in the main body etc, but looking at the return email address is always a good one, this one has the following... 'someones name' @dinnerlater.club If you get one that you might think is legit, check with who sent it before opening any links or replying, as this is how most cybercrime is facilitated. If for example you are on VRBO, it would be straightforward to log in to your dashboard and respond to any outstanding reviews if there were any and delete the offending email.



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 UPDATE

Last week we gave an update about 4G Packages that might ease Members challenges with data limits. More and more providers are now offering unlimited data packages.

Last week we gave details of an 18-month contract with EE for unlimited data and where up to 64 devices can be linked to it at any one time. List price is £55 per month for 18 months and includes router. We are haggling over this price and will report back. For our business in our location this is the only powerful signal that we can get.

Three also have a package, it's much cheaper but may have limitations. It's list at £22 per month with lots of additional boxes you don't need for a 24-month contract. Removing these boxes means you can get the package for £18 per month. This also links to up to 64 devices.

The problem with this service is that it often relies on another providers mast. We ordered one here to try and it still only connects at 3G which won't be enough for our guests. We are getting 75mbps on EE and less that 7mbps on Three. So back it goes.... You normally have a 14-day return period so you can check the connection.

Vodafone have a plan that offers unlimited data for £37 per month but can only link to 10 devices. We couldn't see what the contract term was on the website.

We suggest contacting the company that offers you the best possible signal and check for a competitive upgrade, using these publicly available deals to haggle with them. Internet data is just a commodity down and prices have seriously tumbled.

Even if your guests cannot get a phone signal at your property, they can connect to your Wi-Fi and use all features of their phone.

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

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.

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

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/RS0cLT7b1t8>

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.

HOW TO REDUCE YOUR BUSINESS RATES BILL

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.

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

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

- **Wales, General Update, Tourism Tax and Increasing Council Taxes 18 June Newsletter**
- **Wales, Possible Grants for Larger Properties 18 June Newsletter**
- **England ARG (Additional Restrictions Grants) update 18 June Newsletter**
- **Short Term Lets Registration Update 18 June Newsletter**
- **Which PASC UK Webinars are your priority 18 June Newsletter**
- **PASC UK Membership Packs UPDATE 18 June Newsletter**
- **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 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.

