



Professional Association of Self-Caterers UK COVID GUIDELINES NEWSLETTER 1 July 2021 Issue 65

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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 LinkedIn
- 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

Headlines this week are that we have a pretty firm commitment to 19th July in England from the new Health Minister, who "sees no reason to go beyond 19 July" with the current rules and restrictions and that this date marks "the start of an exciting new journey for our country".

<https://www.gov.uk/government/speeches/19-july-remains-our-target-date-for-ending-restrictions>

This in turn has led to an announcement in Scotland where the Government there is looking to 19 July to go to Level 0, conditions allowing, and then to some yet to be described level on 9th August when groups size restrictions may finally be lifted.

No such news in Wales where they are still saying full vaccination of all adults first.

This newsletter is no 65, and we are in July 2021, and we are still waiting clarity on when so many businesses can properly trade again. It is a quite unbelievable situation. The contradictions across the guidelines/laws are still present and in many ways getting worse, so for many 19 July just cannot come fast enough in England. It will hopefully drive the other Governments to open up too.

It cannot come soon enough, owners are tired of having to operate as amateur sleuths on whether a booking is allowable or not, and goodness knows what its been like for self-catering agents trying to do this properly across many properties. It's time for us all to get back to the day job, and that's making sure our guests have a great time.

On Wednesday we had the ghosting Webinar and the link to the recording of that is found below in the Recordings of Previous PASC UK Webinars section. We have also announced below the date and time of the next Webinar, "Legal Obligations of a Self-Catering Business". This was the one that you voted for to come first. We have Kurt Janson, Author of the Pink Book and Director of the Tourism Alliance as a speaker on that webinar.

There is a high chance that the EV Charging paper will be published today. Keep a look out on Facebook, but as with all reports, once it's up it will be on <https://www.pascuk.co.uk/publications>

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

THE NEXT PASC UK WEBINAR

"Legal Obligations of a Self-Catering Business"

Date 14 July 2021

Time 1130-1300

This webinar is free and will be recorded.
Sponsored and Hosted by Premier Cottages.

Click on this link to get to the booking form: <https://bit.ly/2UWVBEh>

This webinar will provide a headline tour of the legal obligations that we are under running any form of short-term letting/self-catering business. Whilst covering the key points we will point out where information can be found as well as highlighting specific risks to insurance cover.

The Agenda

- **Introduction:** Alistair Handyside
- **Visit England and the Pink Book:** Ross Calladine
- **An Owners perspective:** Beth Bailey
- **The Pink Book and the key laws:** Kurt Janson
- **Impact on insurance of non-compliance:** Alistair Handyside
- **Summary:** Alistair Handyside
- **Q&A:** All panellists

The Panel

- Alistair Handyside: Executive Chair, PASC UK and owner of Higher Wiscombe Holiday Cottages
- Ross Calladine: Head of Business Support, Visit England
- Beth Bailey: Chair Premier Cottages and owner Kernock cottages
- Kurt Janson: Author Pink Book and Director of the Tourism Alliance

FUTURE 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,

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

URGENT SURVEY PLEASE

We have asked you to fill the SW survey before if your business is in Cornwall, IoS, Devon, Dorset or Somerset. It's the third part of a series of surveys which have formed the basis of significant lobbying in support of the hospitality sector. We know you get asked to fill in lots of surveys, but please, please can you fill this one in? It will equip us well with lobbying Government for support for hospitality going forwards. Many thanks.

You can take part here: <https://bit.ly/367Z9WG>

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 in the 'what you can and what you cannot do' document here: <https://bit.ly/3h2nrq6>

SCOTLAND UPDATE.

First sign of real change to group sizes in Scotland. The First Minister has announced that there will no changes to restrictions in Scotland and that the expectation is that this will continue until 19 July.

However, if vaccinations go well, all areas of Scotland might go to Level O on that date.

Also, and really importantly for larger properties, the first date has been given for possibly lifting the last major restrictions on group sizes by the 9th August.

<https://www.gov.scot/.../coronavirus-covid-19-update.../...>

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

SCOTLAND, TRAVEL RESTRICTIONS FROM GTR MANCHESTER, BLACKBURN AND DARWEN UPDATE

The ban on travel from Greater Manchester to Scotland has been lifted with the ban on non-essential travel between Blackburn and Darwen is still restricted for at least another week.

WALES UPDATE

Confirmation next review is 15 July

Doesn't look like there will be any changes to Restrictions in Wales until at least 15 July.....

First Minister said.... "This week we carried out the formal three-week review of the regulations. We have carefully considered the data and evidence and confirm that the restrictions in place should be maintained until at least the next regulatory review which will take place by 15 July"

Read all here
<https://gov.wales/written-statement-review-health...>

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

POSSIBLE WALES GRANT SUPPORT FOR SOME BUSINESSES.

This is all the information that we have at the moment:

Eligible businesses will be entitled to an additional payment of between £1,000 and £25,000, depending on their size, structure and circumstance, to cover the period up to the end of August.

To qualify for support, businesses must show their turnover has reduced by more than 60% compared to the corresponding timeline in 2019 or equivalent. All eligible businesses will need to apply for the funding.

An eligibility checker will open on the [Business Wales website](#) on the 5 of July, which will allow businesses to check their eligibility for the support and the amount of support they are eligible to apply for, which will help them to start preparing their applications.

The fund will open to applications from Tuesday 13 July 2021 and will remain open for a 2-week period, closing on Friday 23 July 2021.

The Welsh Government envisages this will be the final package of emergency support for those business that are able to trade, based on the current level of Covid restrictions. Should new restrictions be required in response to a new variant or other emerging developments, Ministers will review the need for additional support.

Beyond the emergency phase, should the situation allow, the Welsh Government also intends to deliver a Business Development and Recovery Fund, designed to support businesses with match funding to relaunch, develop and grow following the potential further relaxation of Covid restrictions. This will be fully aligned with the priorities set out in the Welsh Government's Programme for Government.

<https://gov.wales/programme-for-government-2021-to-2026>

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 RATES AND FORM VO6048 UPDATE

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

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

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

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

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

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

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

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

The Property Ghosting Webinar

Date 30 June 2021

Time 1400-1530

Recording can be viewed here: <https://youtu.be/IPsVICCpY9c>

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

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....

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- Internet Acceptable Use Policy 25 June Newsletter
- Possible 4G internet Package UPDATE 25 June Newsletter
- England Groups Sizes Repeat 25 June Newsletter
- England Update 25 June Newsletter
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- Grant Distribution by Councils in England 25 June Newsletter
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- 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**
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- 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**
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- 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**
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- 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**
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- Other TAX reviews coming up from HMRC **see 26 March**
- Business Rates Review, Interim Report **see 26 March**
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- 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
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 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.