



# Professional Association of Self-Caterers UK COVID GUIDELINES NEWSLETTER 16 July 2021 Issue 67

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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](mailto:chair@pascuk.co.uk)

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

## PASC UK SOCIAL MEDIA

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

This is where the latest news between newsletters gets posted.

## 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](http://www.pascuk.co.uk)

## COMMENTARY

On Monday 12 July it was confirmed that England would go to Step 4 on the 19 July. In Scotland no real changes but confirmation that the Scottish Government are planning to allow larger groups inside from the 9 August. All restrictions on visitors from England have now been lifted. Also, more caution from Wales, with just a small change allowing the Rule of Six as well from the 17 July. The Welsh Government expects to remove limits on numbers in self-catering on the 7 August, conditions allowing.

So, we finally, for the first time since lockdown 1, a series of dates for when restrictions on our sector are finally removed.

Each country as always, differs in the detail, so see relevant sections below on what applies to where your business is based.

Having spoken to thousands of you during this crisis, we are amazed at the resilience and fortitude that you have shown over the 69 weeks so far. Our thoughts though are primarily with the many that have either lost their business or remain in financial peril as a result of restrictions placed upon their business. For them the lifting of restrictions has just come too late. The actual costs of the pandemic, including the impacts on the mental health of business operators are yet

to be fully realised by Government, and PASC UK will alongside other Associations keep hammering these messages home to Governments.

The support offered may have been substantial in total, but was not properly targeted, with some in the sector doing really well, some much less so and some none at all. Lessons need to be learned from this.

We continue to work on preparing the following:

- The major self-catering study is nearing completion and will be published shortly. This is the most comprehensive study of our sector ever undertaken. We have been doing this work alongside the ASSC (Association of Scotland's Self-caterers) and it is sponsored by SuperControl. It will cover in detail England, Northern Ireland, Scotland and Wales.
- The Hampers Paper is being written and is expected in the next couple of weeks.
- The new PASC UK website is nearly ready for launch, we just have to integrate new joiners with the accounts system and automate renewals. Again, finally, next couple of weeks.
- Working on the next two Webinars

We still have to hear back from BEIS who will be publishing the paper on Second Homes and Business Rates in England, so are chasing that too.

Plus of course lobbying on all the outstanding issues, such as the various registration and taxation schemes being proposed in each country and working up a White paper to respond the AirBnB White Paper covered previously.

Finally, if you are in the South West and you have yet to fill in the survey below, please, please do so. We need as much evidence as possible to drive Government policy.

## **CLEANING PROTOCOLS UPDATE**

We continue to get lots of emails and calls this week about whether we need to maintain the Covid Cleaning Protocols post 19 July, so called 'Freedom Day'.

In Wales you have to write a Covid Risk Assessment and you have to take reasonable steps to protect against the virus (see below). In England you need to have a risk Assessment (see below).

PASC UK believes that this is absolutely not the time to be reducing cleaning protocols in our self-catering properties. There are three fundamental reasons for this.

1/ The pandemic is by no means over. We continue to get call after call about Covid on self-catering premises, way more than at any time in the previous 16 months. Customers staying in adjacent properties or coming in after other guests need confidence that Covid cleaning is taken seriously.

2/ Sending out a signal to Customers that we are in any way reducing the cleaning preparation at this time is a really poor message.

3/ Sending out a signal to Governments that we are doing this would undermine so much of the good work, which has enabled us to get open earlier than other sectors this year. The pandemic

is not over, and we need to protect the reputation that the Professional self-catering sector has built over the last year.

However, we know that the cleaning is harder, and that the offer for the guests may not be as good, with items removed from properties. We are therefore having another look at the cleaning protocols. This work will, as always, be done in conjunction with the ASSC (Association of Scotland's Self Caterers), Premier Cottages and PASC UK. The ASSC have managed to get a senior Government epidemiologist to review the protocols, which we will collectively respond to and upon completion, publish.

We are hopeful for some 'evidence based' relaxation of the protocols, which would offset any of the negative points raised above. We don't have a date for publication, but we do regard this as an urgent initiative.

## WORKING SAFELY DURING CORONAVIRUS

HMG has issued guidance on what business owners should going forwards from 19 July in England.

UKHospitality FAQ's say the following:

### Your legal requirements

The working safely guidance has been updated to provide examples of mitigations that employers can take to reduce risk of COVID transmission in their workplaces. In particular it highlights six prioritised elements to consider:

1. Complete a health and safety risk assessment that includes the risk from COVID-19
2. Provide adequate ventilation
3. Clean more often
4. Turn away people with COVID-19 symptoms
5. Enable people to check in at your venue
6. Communicate and train

Full UKHospitality FAQ's here: <https://bit.ly/2VLTiEs>

The Working Safely during coronavirus guidance for England has been updated to reflect the changes from step 4. Please see a summary of the contents of the guidance below:

**Priority actions to take:** Six steps to protect yourself, your staff and your customers during coronavirus (COVID-19).

**1. Complete a health and safety risk assessment that includes risks from COVID-19.** This should consider the points below in the rest of this guidance. It should also take into account any reasonable adjustments needed for staff and customers with disabilities. You should share your risk assessment with your staff.

**2. Turn people with COVID-19 symptoms away.** Staff members or customers should self-isolate if they or someone in their household has a new, persistent cough; a high temperature; or loses/has changes to their sense of taste or smell, even if these symptoms are mild. They must also self-isolate if they or someone in their household has had a positive COVID-19 result, or if

they have been told to self-isolate by NHS Test and Trace. If you know that a worker is self-isolating, you must not ask or make them come to work.

**3. Provide adequate ventilation.** You should make sure there is a supply of fresh air to enclosed spaces where there are people present. This can be natural ventilation through windows, doors and vents, mechanical ventilation using fans and ducts, or a combination of both. You should identify any poorly ventilated spaces in your premises and consider steps you can take to improve fresh air flow in these areas. In some places, a CO2 monitor can help identify if the space is poorly ventilated. Heritage locations should take into account the preservation of the building or artefacts displayed.

**4. Clean more often. Increase how often you clean surfaces, especially those that are touched a lot.** Heritage locations should ensure cleaning materials and schedules are appropriate for historic surfaces and materials. You should ask your staff and customers to use hand sanitiser and clean their hands frequently and provide them with advice to promote good hygiene.

**5. Enable people to check in at your venue.** You are no longer legally required to collect contact details, however doing so will help to support NHS Test and Trace to reduce the spread of the virus. You can enable people to check in by providing an NHS QR code poster, though you do not have to ask customers to check in or turn them away if they refuse. If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details for those who ask to check in but do not have the app.

**6. Communicate and train.** Keep all your workers, contractors and visitors up to date on how you're using and updating safety measures.

These are the priority actions to make your business safer during coronavirus (COVID-19). You should also read the full version of the guidance relevant to your business.

### **Hotels and guest accommodation**

The guidance has been updated to help owners and operators of hotels and other guest accommodation facilities (including hotels, motels, inn, pubs, holiday parks, B&Bs, short term lets, guest houses, caravans, boats, camp sites etc.) to help keep their customers safe, including information on communicating safety measures, displaying the NHS QR code, identifying areas of risk, considerations to avoid congestion, processes for guests who have to quarantine and practical information on cleaning, hygiene and ventilation. More information on the link below.

<https://bit.ly/3B5ddOF>

### **LAST WEEKS PASC UK WEBINAR**

This was held on Wednesday and numerous request for link to view, provided below.

### **“Legal Obligations of a Self-Catering Business”**

Date 14 July 2021

Time 1130-1300

Click on this link to view the recording: <https://youtu.be/t3neOVqpJ04>

This webinar provided 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 pointed out where information can be found as well as highlighting specific risks to insurance cover.

### The Agenda

- **Introduction:** Alistair Handyside, Executive Chair, PASC UK and owner of Higher Wiscombe Holiday Cottages
- **Visit England and the Pink Book:** Ross Calladine, Head of Business Support, Visit England
- **An Owners perspective:** Beth Bailey, Chair Premier Cottages and owner Kernock cottages
- **The Pink Book and the key laws:** Kurt Janson, Author Pink Book and Director of the Tourism Alliance
- **Impact on insurance of non-compliance: Alistair Handyside**
- **Summary:** Alistair Handyside
- **Q&A:** All panellists

### 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 shortly.

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

### FINAL CALL: URGENT SURVEY PLEASE

If you are in Cornwall, Devon, Dorset or Somerset and have not already taken part in this survey please do, it's really important so that we have good data for our next meeting with the SW MP's later this month. Thanks.

Closes on Sunday 18<sup>th</sup> July at Midnight.

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

On Monday 12 July the PM announced that England would be moving to STEP 4 on Monday 19 July.

Key changes affecting readers in England are as follows:

- All remaining limits on social contact (currently 6 people or 2 households indoors) will be removed and there will be no more restrictions on how many people can meet in any setting, indoors or outdoors.
- All settings will be able to open, including nightclubs. Large events, such as music concerts and sporting events can resume without any limits on attendance or social distancing requirements.
- All restrictions on life events such as weddings, funerals, bar/bat mitzvahs and baptisms will be removed, including the remaining restrictions on the number of attendees. There will be no requirement for table service at life events, or restrictions on singing or dancing.
- Regulations that place COVID-secure requirements on businesses, including table service, and distancing between tables, will be lifted. 'Working Safely' guidance will be updated to provide examples of sensible precautions that employers can take to reduce risk in their workplaces. **Employers should take account of this guidance in preparing the risk assessments they are already required to make under pre-pandemic health and safety rules.**
- Businesses will be encouraged to ask staff and customers to clean their hands regularly and clean surfaces that people touch regularly. The Government will provide guidance on how businesses can reduce unnecessary contact in the workplace, where it is practical. Operators will still be encouraged to use outside space where practical, and to consider the supply of fresh air to indoor spaces. Carbon dioxide (CO<sub>2</sub>) monitors could be used to help identify where a space is poorly ventilated with businesses encouraged to take steps to improve ventilation if CO<sub>2</sub> readings are consistently high.
- **Businesses will be encouraged to display QR codes for customers to check in using the NHS COVID-19 app, to support NHS Test and Trace, although it will no longer be a legal requirement.**

Full details here: <https://bit.ly/3hEEL5W>

The Government has also provided Guidance on social-distancing, testing, working from home etc, and this can be found here, it's called 'Moving to STEP 4 of the Roadmap':  
<https://bit.ly/3wB7Vat>

PASC UK Comment: Good news on group sizes, which will be a huge relief to all the properties in England that are above average in size. It's been 69 weeks of restrictions on these businesses in England.

It is no longer mandatory to display a QR Code, and therefore record guest details post 19 July.

The Government does say that we are encouraged to continue to display the QR codes at our properties and collect the guest data although this will no longer be a legal requirement. See here: <https://bit.ly/3ifilXU>

It is still a requirement to do a Covid Risk assessment. A Template is available on the PASC UK website at <https://www.pascuk.co.uk/standards>

It's hard to see how such a Risk Assessment could be written if the business is not following the Covid Cleaning Protocols. These are also available on the same part of the website and the subject is covered in more detail above.

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

## SCOTLAND UPDATE.

On Wednesday the FM announced that all of Scotland would move to level 0 on Monday 19 July. There was hope for larger groups in self-catering from the 9 August if conditions allow.

This means no changes to the numbers that can stay in self-catering until the 9 August. This is quite bizarre, having seen the scenes at sporting occasions. This will particularly hit 5 bedroom and above properties who have had such a lean time throughout this pandemic.

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

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

## WALES UPDATE

Double announcement this week, covering 17 July and 7 August changes.... see both below.

### 17 July

The Welsh First Minister today confirmed that Wales will move to Alert Level One from 17th July.

This means that:

- Up to six people can meet indoors in private homes and holiday accommodation.
- Organised indoor events can take place for up to 1,000 seated and up to 200 standing.
- Limits on the numbers of people who can meet in public places or at events will be removed
- Outdoor premises and events will also have greater flexibility around physical distancing.

Other important changes coming into effect on the 17 July are:

- **A specific requirement for employers to provide comprehensive information on the risks and mitigations identified in the COVID risk assessment with their employees.**
- 

This means that you have to write a Covid Risk Assessment in Wales. A Template is available on the PASC UK website at <https://www.pascuk.co.uk/standards>

### 7 August

Subject to confirmation, Wales to Level ZERO on 7 August.

The Welsh Government also published an updated Coronavirus Control Plan for Alert Level Zero which should come into effect on 7th August 2021. The key features of Alert Level Zero are below:

- There will be no legal limits on the number of people who can meet others, including in private homes, public places or at events.
- All businesses and premises will be able to reopen.
- **Carrying out a coronavirus risk assessment will continue to be a legal requirement for businesses, employers and event organisers.**
- **Businesses, employers and other organisations will still be required to take reasonable measures to manage the risk of coronavirus at their premises.**



This points out that the Covid risk Assessment is a legal requirement, and 'reasonable measures to manage the risk of coronavirus at their premises' means that the Cleaning Protocols should be maintained.

The PASC UK Cleaning Protocols are covered earlier in the newsletter.

Full details of announcement inwales can be found here:

<https://bit.ly/3wB5N2t>

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

## **WELSH GOVERNMENT THREE-PRONGED APPROACH ON SECOND HOMES. UPDATE**

Following on from last weeks Welsh Government announcement of their 'three-pronged approach'. We have been working with a variety of partners on trying to have a coordinated response to this.

One of the first steps will be to ask Welsh owners to complete a short Survey so that we can assess attitudes and impact of these proposed measure. We want to go back with an economic argument to try and head off the political ones.

Reminder: This plan was published on the Welsh Government website this week. It is more wide-reaching and coming sooner than many expected.

It is a three-pronged approach (their words).

- support - addressing affordability and availability of housing
- regulatory framework and system - covering planning law and the introduction of a statutory registration scheme for holiday accommodation; and
- a fairer contribution - using national and local taxation systems to ensure second homeowners make a fair and effective contribution to the communities in which they buy.

They plan to roll out the pilot area this summer and will include work on a registration scheme for all holiday accommodation and a consultation on changes to local taxes to manage the impact of second homes and self-catered accommodation, will also begin over the summer.

Details here: <https://bit.ly/3yDzG3B>

More next week and please if you are in Wales, let us have your thoughts on this to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

## **ELECTRIC VEHICLE (EV) CHARGING PAPER IS PUBLISHED REPEAT**

The EV charging is published paper covers most aspects of the pros and cons.



- Yes, EV's coming.
- Not having it is a potential insurance risk/fire hazard (because guests will just charge through the window, often without asking)
- Not having it will make you unattractive to a growing population (still small at 1.4% of total cars, and nearly 10% of new vehicle sales, and an affluent market)
- No, you can't get it for free and ..
- "To charge or not to charge" rather depends on your price point.

It can be downloaded from here: <https://bit.ly/3xAXgNX>

PASC UK Members can get a 10% discount from Rolec for supply and fit of EV Chargers. Rolec manufacture the product in the UK. You will need to quote your business name so that Rolec can check to apply discount from PASC UK.

Contact: Darren North  
 National Sales Manager  
 Rolec  
[darren@rolecserv.co.uk](mailto:darren@rolecserv.co.uk)  
<http://www.rolecserv.com>

## COMMERCIAL TV LICENCE REFUND UPDATE

Last week we published that you might be able to get a refund if you had a Commercial TV licence that covered the lockdowns. This caused some confusion. If you have bought a normal TV licence for your properties, then this does not apply.

Self-catering properties come under the section Hotels, Hostels, Mobile Units and Campsites on this page of the TV Licensing Website. <https://bit.ly/3kITbK8>

This is how much it is:

“A single TV Licence costing £159 will cover up to 15 accommodation units on a single site. If you have more than 15 units, there is an additional fee for every five extra units (or fewer)”.

If you had bought one of these Licences, then it's possible to get a refund of part of your Commercial TV Licence due to being closed during Covid and you can apply for a refund for the period that you were closed.

It says.... You need to provide:

A holiday home's opening and closing dates

This must be on official headed paper, showing the open and close dates of the holiday home. This will confirm that you won't be watching or recording programmes as they're being shown on TV or live on an online TV service at both properties at the same time.

Some have done this and have been successful, others are saying that they have been refused. If you have a separate Commercial TV licence for your business, then these reclaims appear to be successful.

Filling in the form, once you have found the reference numbers on your Commercial TV Licence just takes a couple of minutes, with the property owner preparing a short note, on headed paper saying when closed due to pandemic.

If you are turned down for no good reason, let us know at [chair@pasculk.co.uk](mailto:chair@pasculk.co.uk) Please remember, this is for the Commercial TV licence not your domestic one.

Apply for a refund here:

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

## **SALES BAN ON HALOGEN LIGHTBULBS FROM SEPTEMBER**

The Government has announced that Halogen bulbs will be banned from sale from September. If you still require any of these then you can contact the supplier below before September.

This is probably the best time to consider changing any old halogen light fittings. Government information and BBC coverage below.

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

<https://bbc.in/3z2DWtk>

The PASC UK buying group (Purchasing for Business) have been working with a number of our clients and partners to help educate them on these halogen sales changes (especially as they focus on more greener solutions).

We have repeated the benefits of joining the PASC UK Buying club below. If you haven't already joined the Buying Group and would like to make savings at Screwfix, B&Q and with other suppliers please register at [www.PurchasingforBusiness.co.uk](http://www.PurchasingforBusiness.co.uk) and add PASC UK at the end of your business name

Please find below a summary provided by Gurvinder at Purchasing For Business which they thought may also be useful for PASC UK members. The good news is our lighting partner will

continue to stock halogen lamps (if required) until September, and PASC UK members can receive a 7% discount off all lighting products at [www.lampshoponline.com](http://www.lampshoponline.com)

- Sales of halogen lightbulbs are to be banned in the UK from September
- Announcement is in line with Government climate change plans
- The move will cut 1.26 million tonnes of carbon emissions a year
- Halogen bulbs include ones used as kitchen spotlights
- The ban will help continue to shift to low energy LED light bulbs, which account for about two-thirds of all lights now sold in Britain
- LED lights last five times longer than traditional halogen bulbs
- LED lights produce the same amount of light, but use up to 80% less power
- LED bulbs could be incorporated into the fluorescent light fittings
- To help people to choose the most efficient lightbulbs, changes to the energy labels that consumers see on bulb packaging are being brought in, with the A+, A++ and A+++ ratings abandoned
- Efficiency graded between A-G, with only the most efficient bulbs given an A rating
- Legislation will also include moves to phase out high-energy fluorescent lightbulbs - such as strip lights commonly found in offices
- The sale of high energy fluorescent lightbulbs are expected to stop from September 2023
- Purchasing for Business lighting partner – [www.lampshoponline.com](http://www.lampshoponline.com) can provide exclusive lighting pricing PASC UK members (with a 7% discount off all online prices) by quoting PASCUK7
- They can also help with the supply of halogen lightbulbs if PASC UK members wish to continue to purchase them as they will have stock of them or buy LED lamps

Below are a couple of infographics that help explain the various benefit of switching to LED bulbs.

By switching the regular bulbs in your house to LED you could save **£344** a year.

That's 7 weekly food shops

Click here to go and shop for your new bulbs

Keep reading to compare LED bulbs to your regular bulbs

Incandescent Bulbs vs LED Bulbs

Purchase Price: £2.00 vs £2.50

Lifetime: 1,000 Hrs vs 15,000 Hrs

Power Usage: 60 Watts vs 8 Watts

Yearly Running Cost: £21.00 vs £3.48

That's a yearly saving of **£17.52** per bulb or **£144** per bulb over its lifetime.

If you've got 20 bulbs in your house that's a saving of **£2,873.28**

Now what could you buy with that?

SHOP NOW FOR LED BULBS

Incandescent Bulbs		LED Bulbs
Purchase Price		
<b>£2.00</b>		<b>£2.30</b>
Lifetime		
1,000 Hrs		15,000 Hrs
6.6 Months		8.2 Years
Power Usage		
60 Watts		8 Watts
Replacement Bulbs over 15,000 Hrs		
Yearly Running Cost		
<b>£21.00</b>		<b>£3.48</b>

That's a yearly saving of **£17.52** per bulb or **£144** per bulb over its lifetime.

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If you've got 20 bulbs in your house that's a saving of **£2,873.28**

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Now what could you buy with that?

## BUYING CLUB MEMBER BENEFIT FOR PAID PASC UK MEMBERS

We have been asked many times if we are going to offer more Member benefits, mostly in the context of discounts for common products. We are therefore really pleased to announce a partnership with Purchasing For Business.

This is a Buying Club, it's free to join if you are a paid up PASC UK Member. There will be no additional fee for Members to join the Club.

To take part in the scheme, all you need to do is register your interest here: <https://www.purchasingforbusiness.co.uk/>

You will receive a simple form asking for your business details. When putting in your business name, put PASC UK afterwards. e.g., Higher Wiscombe Ltd/PASC UK. This will help Gurvinder and his team spot that you are PASC UK Members and send through a list to us for confirmation. As soon as we confirm that you are members, you will be contacted by the Buying Club and get your discount cards.

Almost a third of PASC UK member have joined the Purchasing for Business Buying Club since launch in April 2021. Feedback has been excellent, with comments like “PASC UK Membership is covered by the Screwfix discount on its own”.

The list includes the following:

- 5% Screwfix Discount
- 10% B&Q discount
- Beds (Mattisons & Sleepzee)
- Bedding (Gailarde & Star Linen)
- Small appliances (Stearn Electrics)
- Janitorial & Cleaning (Pattersons & Alliance)
- Electric Vehicle Charging (ROLEC)
- Hot Tubs (Master Spa's)
- Card Processing (Worldpay)
- Outdoor Furniture (LeisureBench)
- Lighting (The Light Solution)
- Inventory & welcome packs (Pattersons)
- Sofa Beds (Hall & Letts)

More discounts are being added all the time, and there will updates on those both here and in the Newsletters.

## UPDATED FINANCIAL SUPPORT FINDER

The Government has updated it 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 UPDATE AND FORM VO6048**

The much-vaunted Business Rates Review has been launched. It was quietly launched without fanfare last Thursday. Over the next weeks we will update you on progress and PASC UK will be submitting a paper to this consultation.

Details are here: <https://bit.ly/3dVQbzR>

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 is now underway, 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 UPDATE**

The preparation of this paper is now well underway and we expect to publish it in the next couple of weeks. Thanks for the huge amount of feedback and questions provided. These will be invaluable.

The main questions did 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](mailto: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 3<sup>rd</sup> 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: 7<sup>th</sup> April

Time: 1600-1730



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

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

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

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

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

### **How tech will play its part?**

Robert Kennedy: Director SuperControl. Beyond Pricing

Richard Vaughton: Rentivo and Yes Consulting

Andy McNulty: Touch Stay enhancements

### **Panel Questions**

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

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

Key points to consider:

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

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

**Date Broadcast: 24 March**

Time: 1100 - 1230

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

### **Agenda**

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

### **Touch Stay Free Webinar**

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

**Date: Broadcast 16 March 2021**

Time: 5pm

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

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

Hosting success stories

Tips and tricks gleaned from different countries

How their organizations supported their members during the pandemic crisis

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

#### **Panellists:**

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

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

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

**Date broadcast: Wednesday 24 February 2021**

Time: 1500 -1630

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

#### **“Chargebacks”**

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

**Date Broadcast: Wednesday 17 February 2021**

Time: 1500 -1630

Avoid them (why they occur, how to minimise the probability).

Understand what they are, the variants, and what to expect.

Be competent and efficient at dealing with them.

Put a good case together to win a dispute.

#### **“Cyber Security Webinar”**

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

<https://youtu.be/aY8p716GA1g>

#### **LEGIONELLA**

Legionella is the big risk. No more than a week before having your first guests back in you must do a flush and clean through of the water systems. Water that has been standing, in many cases

luke-warm, is a far greater risk to your guests in your property than Covid is. You can download from the website an easy-to-use short guide on what you need to do to deal with this.

## 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](mailto:chair@pascuk.co.uk)

There will be changes made, to reflect what PASC UK is in 2021, so there will be a Members only area so that we can provide additional value to those that pay Membership fees. We anticipate the launch being in early 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](mailto:admin@pascuk.co.uk) Thanks.

## SUPPORT LOBBYING BY JOINING PASC UK

There is a huge amount of work and lobbying to do to help support you all in the self-catering sector. We haven't directly asked before, however if we are to fight on so many fronts, we simply

need more funds. There are thousands of you that have had the benefit of this newsletter and the lobbying done on behalf of the sector.

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

Membership fees are as follows: All per annum.

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

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

Members get telephone support and priority email support.

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

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

## MEMBER RENEWALS

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

## PASC UK CLOSING AT WEEKENDS

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

## ABOUT PASC UK

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

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

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

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

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

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

And much more....

## INDEX OF PREVIOUS NEWSLETTER CONTENT

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

- Logs in Holiday cottages **9 July Newsletter**
- Package Travel Directive Review **9 July Newsletter**
- Scottish Government to push ahead with Short-term Licensing Legislation **9 July Newsletter**
- Scotland FM Lifts all Restrictions from Greater Manchester, Blackburn and Darwen **9 July**
- Guidance on Fifth SEISS Grant **9 July Newsletter**
- Possible Wales Grant support for some businesses **1 July Newsletter**
- Updated format for reporting CJRS funding **25 June Newsletter**
- VRBO Scam **25 June Newsletter**
- 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**
- Scotland Update **25 June Newsletter**
- Scotland Travel Restrictions from Manchester and Salford **25 June Newsletter**
- Wales Update **25 June Newsletter**
- Grant Distribution by Councils in England **25 June Newsletter**
- Deferred VAT Guidance updated **25 June Newsletter**
- 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  
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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.