



# Professional Association of Self-Caterers UK

## COVID GUIDELINES NEWSLETTER

### 23 July 2021 Issue 68

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#### SUPPORT GUIDELINES

We still get 60+ 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 AND 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

There was a noticeable decrease in the number of documents received from the various Governments this week giving out new laws and new guidance. This is a huge relief, and we hope that it remains so. You have had to try and read and absorb more law and guidance since 23 March 2020, than was ever written on our sector from Magna Carta to 22 March 2020.

We take our hats off to you.

Whilst dealing with lots of questions, the most common this week have been about Guests testing positive for Covid or being 'pinged" (see details of PASC UK Paper on this below), we are beginning to be able to move our focus to future issues.

These are many, with licensing, registration and additional taxation proposals from the various Governments popping up almost weekly. We need to equip ourselves to be in the best position possible to take on these challenges. The new Website, the Self-catering Report, all covered in this newsletter are key to positioning PASC UK to do this.

We need you to help as well, we have provided 68 newsletters covering every aspect of the pandemic to anyone who wanted them, free of charge. Those that have not joined through the 16 months of the pandemic could now consider joining PASC UK in order to help us fund the necessary legal advice and lobbying assistance we need to fight these battles. Many of which are covered in this newsletter. We have a great package of Member Benefits, also detailed below.

So huge thanks to the Members, a plea to those thinking about joining, and wishing you and your guests all the best during this blisteringly hot weather.

Stay safe.

## NEW PASC UK WEBSITE

The work is almost complete on the new PASC UK website. The old one took a real beating during 2020/21 and some of you, with high levels of security, particularly if you use AVAST security software, found downloads difficult. This will be resolved by the new website.

We anticipate switching to the new website within the next ten days. There will be changes made, to reflect what PASC UK is in 2021, and there will shortly be a Members only area so that we can provide additional value to those that pay Membership fees.

If you cannot download anything in the meantime, 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)

## GUIDE AVAILABLE ON WHAT TO DO IF GUESTS GET COVID AT YOUR BUSINESS IN ENGLAND

PASC UK has written a guide to try and explain the various issues associated with guests being pinged, getting told to self-isolate and reporting that they have tested positive whilst with you. It also covers guests having to pay if they stay to isolate. This is key element that PASC UK fought hard for last year with the NHS and DCMS. This has been key to getting 99% of guests reporting that they had Covid whilst on holiday to return home. The guide has all the information on this plus an NHS poster that you can display, see below.

**What you need to do if you fall ill with COVID-19 symptoms whilst visiting**

If you develop COVID-19 symptoms during your visit, do not ignore or try to hide your symptoms. It is important you act quickly to help yourself and protect those around you. It is your responsibility to stay safe and keep others safe.

**COVID-19 symptoms are:**

- A new, continuous cough
- High temperature
- A loss or change to your sense of smell or taste

**If you feel unwell and experience any COVID-19 symptoms you must:**

- Stay indoors and self-isolate
- Arrange a test using your holiday address

Do not ignore your symptoms: self-isolating and getting tested quickly is the best way that you can stay safe and protect others.

You **MUST** notify your accommodation provider. If you need medical advice while you wait for your test results please contact your regular (home) GP or call 111.

If you are staying or travelling with others, they must also self-isolate and take appropriate action based on your test result.

**How do I book a test?**

- Online: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)
- Call: 119

Please use the address of your holiday destination:  
INSERT HERE

Test results are issued by text or email so you do not need to wait for your results if you are due to return home before your result may arrive. You must return home the most direct way and do not use public transport.

**What should I do if my test is positive?**

If you feel well enough to travel and do not need to use public transport, you should return home as quickly and directly as you can.

If you feel so unwell that you cannot travel or cannot avoid public transport, you should continue to isolate and call 111 for further advice.

It is important that you do not use public transport. You must also tell your accommodation provider that you have tested positive.

If you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider.

**My test was negative, can I stay?**

Stay and enjoy your visit as planned but if you need medical assistance please call your regular GP or 111.

**Who to contact if you're unwell?**

- If you are ill and need medical advice, call 111 or your own GP
- In the event of a medical emergency, call 999

Produced in partnership with the COVID-19 Health Protection Boards of Devon & Torbay, Cornwall & Isles of Scilly, Dorset, Somerset and Plymouth

The Guide is available to all readers of the Newsletter and can be found here:

<https://bit.ly/30iEtJL>

As more questions come in, we may add to this document by adding FAQ's at the end of the paper. If changes are made, we will let you know via Facebook and in the newsletter

## **NATIONAL SELF-CATERING REPORT IMMINENT**

Over the last ten months we have been working with the ASSC (Association of Scotland's Self-Caterers) and SuperControl to prepare the most comprehensive report on the UK self-catering sector that has ever been undertaken.

We are at the proof-reading stage and adding infographics. We expect to publish this in the next two weeks.

The report breaks down the sector in detail and will give us significant tools and data for our lobbying of national Governments. This comes at a critical time, with the Governments of England, Wales and Scotland all looking at our sector currently.

The PASC UK contribution to this report will be the largest single financial commitment we have made and is matched by the contribution from the ASSC. Without a massively larger contribution from SuperControl this report could not have been commissioned, it is a vast amount of work, so huge thanks to SuperControl for supporting this hugely important document.

## **UPDATE ON REVIEW IN ENGLAND ON SECOND HOMES AND BUSINESS RATES**

We have been chasing the outcome of this review, as it is likely to influence many other aspects of our lobbying. The review and any recommended changes to be made to the system of how second homes are treated was due to be out by now.

We have just had an update that that is now 'as soon as possible'. Our read is that it is at least six weeks away. We will keep you informed of any developments.

## **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

## **ENGLAND UPDATE**

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.

No major changes from last week when 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.

## SCOTLAND SHORT TERM LICENSING ACT. ACTION REQUIRED

Businesses in Scotland don't have much time left to feed into the consultation on this legislation. **The deadline is the 13 August 2021.**

The Act is the most draconian of any proposed for self-catering in the UK, and research carried out by our colleagues, the ASSC (Association of Scotland's Self-Caterers) showed that nearly half would close their businesses if this Act goes through unchanged.

This is a summary from the ASSC...

There are many reasons why owners will close –

- **Uncertainty over licence being granted:** councils will have very subjective grounds to refuse licence – and could grant licence then refuse renewal. Appeals against refusal would involve substantial legal costs and more uncertainty.
- **Owners will have to make advance bookings made during the licence application period conditional on licence being granted** (which will put off guests) or risk being sued if they don't and licence not granted – and this will be repeated every 3 years when licence has to be renewed.
- **Increased bureaucracy and hassle:** disproportionately affecting small business owners who are the backbone of Scotland's tourist economy.
- **Investment uncertainty:** owners will be reluctant to invest in major repairs, replacements and improvements as they won't know whether licence will be granted or renewed.
- **Unknown and open-ended licensing costs, estimated as £1k plus** – councils have to recover their costs from the scheme and operators will face additionally paying Council for inspections.

If you have a business in Scotland, we urge you to take part in lobbying against this Act.

Please follow the three steps recommended by the ASSC.

1. Respond to the Scottish Government's consultation by **Friday 13 August 2021** using the following link: <https://bit.ly/3kJGSHu>
2. **Contact your regional and constituency MSPs in the first instance and then local authority councillors highlighting the problems with the regulations (copy and paste your consultation response) and explaining the likely impact on your business and local supply chain etc.** You can find your MSPs using the postcode checker tool on the Scottish Parliament website: <https://bit.ly/3zsDjK7>
3. **In the correspondence above, please copy the ASSC in: [communications@assc.co.uk](mailto:communications@assc.co.uk)**

If following the consultation, the Scottish Government decide to proceed with their regulations, an updated Licensing Order will be introduced in the Scottish Parliament and considered by a parliamentary committee before the Order is voted on by all MSPs. You will be invited to raise your concerns directly with the Committee – the ASSC will advise on the procedure and deadline when appropriate.

Finally, you can find updates on this here: <https://bit.ly/3iAE9xp>

We wish all owners all the very best as they face this unnecessary challenge at this difficult time.

## WALES UPDATE

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

### 17 July

#### 4 Households or Rule of Six

Up to six people can meet indoors in private homes and holiday accommodation.

There are circumstances that you can add a 4th household in Wales from 17 July. It is generally for a single person to join, see detail below.

A group staying with you can comply either with the extended households rules OR Rule of Six.

#### Households and extended households

A household means a group of people living in the same home. A household can be one person living on their own, flatmates, or a family living in the same home. What's important is that it's always the same people and the same home. A household may only agree to be treated as being in 1 extended household at any one time.

People can form an extended household with two other households. This means that all the people in the three households join together to become in effect part of a single household. This will allow you to spend time with the people in that household in your home or their home and have physical contact. You can also stay in each other's homes and in holiday accommodation together.

A fourth household can join an extended household in limited circumstances. The following households can join two other households to form an extended household:

- a household with an adult living alone

- a household with a single responsible adult
- a household where you are 16 or 17 living alone or with others of the same age, with no adult

This was previously referred to as a support bubble. Support bubbles were allowed to help people who lived by themselves, or households with a single responsible adult or a child under one to meet indoors with one other household during alert level four lockdown.

If you were in a support bubble, you can still maintain that arrangement as an extended household. You may also be able to join with two more households as long as your extended household meets the rules described below.

Extended households may include a household that is not in Wales.

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

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.

Full details of announcement in Wales 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

We have been working with colleagues on this to try and come up with a common strategy for responding to the Welsh Government.

The situation is complex. Much of the language and rhetoric is political rather than economic. The Welsh Government has a working majority, so will feel confident that it can push through the changes.

We are still in the process of creating a short survey to ask Welsh owners to complete so that we can assess attitudes and impact of these proposed measures. We want to go back with an economic argument to try and head off the political ones.

It's pretty clear that in England and Wales, issues like 'flipping' whereby properties change from paying Council Tax to Business Rates to take advantage of SBRR (Small Business Rates Relief) and pay nothing, has come to haunt the sector, giving anyone anti the sector plentiful material to lobby on.

What's crazy about this is that no one lobbied from our sector for 'flipping' to be possible, the English and Welsh Governments, facing pressure due to high Business Rates introduced figures whereby most small business would not actually pay Business Rates Bills. Perhaps a definition of 'business' would have helped?

This definition of business is probably key to the economic argument. A second home, let for ten weeks in a normal, non-Covid, year is probably not a business. Certainly, the vast majority of PASC UK Members in Wales are operating way in excess of that.

Most second homes are let through agencies and can find a way to pay the commissions required to operate on that model. Additionally, many of these will have 'flipped' therefore making no direct contribution to the local economy.

Once a self-catering business passes the VAT threshold, they have to absorb the full cost of VAT, they cannot charge + VAT. The market rate is the market rate, you can't charge more because you pay Business Rates or have to charge VAT. A self-catering business that passes the VAT threshold is also likely to move into paying Business Rates, which can almost be as high at 10% of turnover.

So, post March next year, some operators in Wales are having to absorb almost 30%, a combination of 20% VAT and 10% Business Rates, of any booking as a cost that most of their competitors do not have to pay. This needs to be factored in too.

We will be making clear the contribution that the sector makes to the Welsh economy, the Self-Catering report due out shortly will be an invaluable tool in this. We will be gathering our organisations input and asking you to answer a survey. From this we will establish the best strategy possible.

We should not though underestimate the scale of the challenge.

One of our concerned Members wrote to her Member of the Senedd, who happens to be Plaid Cymru and got this desperately frightening response...

My counterpart in the Welsh Parliament and Plaid Cymru Housing Spokesperson, Mabon ap Gwynfor MS, recently voiced his disappointment in the Welsh Government's plans to tackle the issue:

*"This so-called 'ambitious approach' to tackle the second homes housing crisis is an exercise*

*in kicking the problem into the long grass without taking the necessary urgent action to deal with the crisis facing our communities. These weak measures will not be nearly enough to truly get to grips with a housing emergency that is fast engulfing our communities at an alarming rate. There is nothing here about closing the council tax loophole. There is nothing here about imposing caps on second homes. And there is nothing here about bringing numbers of holiday homes into community ownership through public intervention – diverting profits to local developments such as the provision of social housing. In fact, there is no detail just vague plans for more consultation. What our communities need is urgent action before it's too late – not painfully long-drawn-out consultations or half-hearted trials.”*

Plaid Cymru have called for direct interventions to mitigate the housing crisis, such as:

- Changes to planning laws to allow councils to impose a cap on the number of second homes
- Trebling the Land Transaction tax on purchases of Second Homes and close the loophole; that allows second homeowners to register their property as a 'businesses' in order to avoid paying the council tax premium
- Amending the Local Authorities Finance law to empower local authorities to better control the housing stock.

The housing crisis facing Wales is not confined to a few isolated far away communities. It has a knock-on effect in every community the length and breadth of Wales. The Labour Government owes it to the people in these communities to address the crisis with the seriousness and urgency it deserves – ensuring they can live and work in the area they call home.

It's going to be a long summer.....

**Reminder:** This plan was published on the Welsh Government website recently. 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)

## **GUIDANCE ON FIFTH SEISS GRANT UPDATED**

The guidance for self-employed people on how to calculate their turnover has been updated to explain that you'll need to tell HMRC about your turnover if you traded in 2019 to 2020 as well as any of the other tax years listed. The section 'How to work out

your April 2020 to April 2021 turnover' has been updated with examples of start dates you can use.

<https://www.gov.uk/guidance/work-out-your-turnover-so-you-can-claim-the-fifth-seiss-grant>

## MEMBER BENEFITS SUMMARISED

With the imminent launch of the new website, and the lifting of restrictions across the sector we will be focusing on Membership. To carry out the lobbying work that we do on behalf of the Sector we need funding. 90% plus of this funding comes from Membership Subscriptions.

Members will get.

- Access to Telephone Support
- Prompt email support
- Access to Members Benefits and Discounts. (Buying Group Membership details below)
- Members only Webinars, (Including ask the Chair sessions)
- Book Surgery Appointments with the Chair
- Specific Discounts on key products
- PASC UK Guides to reducing Business Rates
- Hard Copy of the Visit England Pink Book
- Special Interest Papers (EV Charging, Third Party Services at Holiday Lets, Privacy and Cookie Policies etc)

What will be available to non-members?

- The PASC UK Covid newsletters
- Email support when available. (Members support comes first).
- Free Webinars
- Cleaning protocols
- Some General interest Papers, (Cancellation Policies, what to do if Guests gets Covid etc)

We are currently making major investments in supporting you better and all of this cost's money, these include.

- A new Website
- The largest ever National Report on self-catering in the UK, broken down by country
- Sponsorship of the Visit England Pink book, to help promote the safe and legal aspects of our sector
- Membership fees to the Tourism Alliance, UK Hospitality and Wales Tourism Alliance
- Surveys and reports to use data-based arguments to win support for the sector

If you have not yet joined PASC UK, please consider joining now. Details below the Buying Club information. Thanks.

## BUYING CLUB MEMBER BENEFIT FOR PAID PASC UK MEMBERS

We are 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.

A third of PASC UK member have already 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.

## **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 don't ask very often, 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 and proper PR firms to assist with campaigns. Memberships to other organisations that provide common lobbying, information feeds and support also cost many thousands of pounds a year.

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, Trade Membership is £200, and you will get a listing in the Trade Directory on the new website.

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.

Just click on this link to go to the joining page: <https://bit.ly/3hUrSEN>

Thank you

## 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 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 commissioned, 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

### Legal Obligations of a Self-Catering Business

Date 14 July 2021

Time 1130-1300

Recording can be viewed here: <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

## 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/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.

## 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.

## 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 over-riding 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....

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These can be found on [www.pascuk.co.uk](http://www.pascuk.co.uk)

- **Cleaning Protocols Update 16 July Newsletter**
- **Recording of 'Legal Obligations of a Holiday Let' Webinar available 16 July Newsletter**
- **Working Safely During Coronavirus 16 July Newsletter**
- **Commercial TV Licence Refund due to Pandemic UPDATE 16 July Newsletter**
- **Sales Ban on Halogen Lightbulbs from September 16 July Newsletter**
- **Electric Vehicle Paper is Published plus discount on Installations 16 July Newsletter**
- **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**
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- Broadband in Hard-to-Reach areas, Consultations and Grants **21 MAY NEWSLETTER**
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- Paying Back SEISS **21 MAY NEWSLETTER**
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- 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  
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## 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.

