



# Professional Association of Self-Caterers UK

## COVID GUIDELINES NEWSLETTER

### 30 July 2021 Issue 69

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#### SUPPORT GUIDELINES

We still get 50+ 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](https://twitter.com/PascUK) AND on Facebook [@pascukltd](https://www.facebook.com/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.** You can download them from [www.pascuk.co.uk](http://www.pascuk.co.uk)

## COMMENTARY

Thankfully another quiet week in terms of laws and guidance coming down the line from Governments. This has given us some extra time to focus on getting the new website close to launch, see below, but currently scheduled for Monday 2<sup>nd</sup> August.

We have also been able to progress with a major revision of the **Self-Catering Covid Cleaning Protocols V5** which we are confident will go down well with owners. Self-catering across the UK has really embraced these, and this had done much to bring credibility to our sector when lobbying Governments. Full details below.

We continue to take every opportunity to lobby Governments about the state of the market, where support and change are needed and last week your Chair led an industry presentation to the Minister of Tourism, Nigel Huddleston MP and about 15 SW MP's.



All the subjects that you might expect were covered, but two in particular will resonate with Members. The first was VAT continuing to run at a reduced rate for Hospitality. Whilst this was originally intended to support businesses, getting it carried forward would require us providing evidence that there was also a consumer benefit too, as that would be a key deciding factor for Treasury. We will need to think carefully about how we present this to Government over the coming months.

Secondly, the Consultation into Statutory Registration. The Minister was at pains to point out the many failings of not having had such a scheme in place pre-covid, and how if we had had one, getting information out to all businesses would have been made so much easier. He also praised the role of Hospitality Associations in trying to fill this gap. He was well aware of the scale of the un-regulated offers in our sector and said that this was something that would be part of the context of the consultation. Statutory Registration is coming, and we have an opportunity to shape what that means as we lobby to move to a level playing field for regulation and taxation in our sector. Some of the offerings that are popping up on the OTA's this summer simply should not be allowed, they are unsafe and a poor visitor experience. We need to ensure that all who want to charge for accommodation have to adhere to the same standards and laws.

We will be launching two surveys over the next week.

One for our Welsh Members to get feedback and data to assist in lobbying against the 'three-pronged approach' that the Welsh Government has announced.

Secondly, we will be asking you the thorny questions about vaccine passports. Simply, if it meant that we could stay open but would have to ask guests to provide copies of vaccine passports to allow them to stay, what would your view be. It'll be a simple yes or no question.

Last week we published what has been referred to as the Pinging Paper. This has generated an enormous response with over 1700 Downloads in a week. To put that into context, the EV Charging Paper which was first published in early July has had 1,000 downloads, hence its inclusion again today.

We have not been able to finalise dates and times of future Webinars this week due to the work on the website, the protocols and dealing with Members support. Apologies for that, and we will get on with them next week.

Lastly, for the first time ever we were able to automate Membership renewals this week. If your renewal falls in July you will have had your renewal and been able to pay online by credit card, or still opt to pay by BACS if you prefer. This is a major step forward as we will no longer have to manually create and send invoices individually. We have had a couple of minor teething issues so if you were expecting a renewal, and haven't got one, please let us know.

We have also had a number of emails chasing Membership Packs. In a small number of cases these have gone missing in the postal system and we have resent. However, they are only being sent to paid up Members. If you have applied to join, but have yet to pay, then the Membership will not have been sent out yet. Those that have joined and paid since mid-May will be receiving their Membership Packs shortly as we have just received the delivery of Pink Books to facilitate this..

Once again, thanks again for your continued support, we really appreciate it.

Stay safe.

**NEW REVISED CLEANING PROTOCOLS V5**

The review of the **Self-Catering Covid Cleaning Protocols V5** is complete. As we write this newsletter the Scottish and English versions are completed, and the Welsh version should be completed by the time that this newsletter is published.

We are extremely grateful to the ASSC (Association of Scotland's Self-Caterers), who spotted an opportunity to get an expert review done and pushed this through.

It is a positive review with sensible changes and written in any easy-to-understand way. We strongly recommend that they are read in their entirety, so that the whole context and the necessity to write an updated risk assessment is fully understood.

We are providing a single document for **Self-Catering Covid Cleaning Protocols V5** in each of England, Scotland and Wales.

This includes

- The Cleaning Protocols
- The Risk Assessment
- Cleaning checklist
- FAQ's

As always with the Cleaning Protocols, these are free to all. Earlier versions have been downloaded from the PASC UK website over 115,000 times and have done much to convince Government of the sectors commitment to Covid security.

Some key changes:

- Owners should follow current Government guidance on issues such as physical distancing and face coverings
- Properties that have been cleaned and disinfected in line with the protocols should be available for immediate occupation, and there is no requirement for leaving properties fallow for 72 hours
- Individual operators should decide on whether guests should strip the beds / laundry themselves. If operators/cleaners remove them (following protocols on good handling of linen, not shaking, PPE if required), then it could be argued that this may actually be more "controllable"
- A common-sense approach should be taken to the washing of crockery/cutlery, based on what cleaners find when assessing property at changeover
- PHS does not recommend Steam/UV-C light/ULV fogging between guests as standard practice
- And much more....

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

## **NEW PASC UK WEBSITE UPDATE**

The work really is almost complete on the new PASC UK website. We are installing the SSL certificate and making sure that everything is linked up. 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 will switch over the next few days, most likely Monday 2<sup>nd</sup> August. As a result, all links to the website in this newsletter just say [www.pascuk.co.uk](http://www.pascuk.co.uk) as don't know which version of the website you will be looking at when clicking through.

Some parts are still a work in progress, the FAQ's section and the Trade Directory being the main ones. The Members only section, along with providing Members with passwords, will happen in August.

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 (REPEAT)

This report has now been downloaded over 1700 times since last week so repeated here.

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.

**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.

**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

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

Stay and enjoy your visit as planned but if you need medical assistance please call your own 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

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.

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

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 REPEAT

**We will be able to announce the launch date of this report next week.**

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 closely 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.

## **FUTURE WEBINARS**

**No progress on these this week whilst focus has been as described in commentary, expect progress next week.**

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**

England Guidance updated, effective 20 July, remember you have to do a Covid Risk Assessment.

### **PRIORITY ACTIONS**

1. **Complete a health and safety risk assessment that includes risks from COVID-19.** You can find more information on risk assessments and HSE guidance. Don't forget to share your risk assessment with staff.  
Risk Assessments: <https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#risk-1>  
HSE Guidance: <https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm>
2. **Turn people with COVID-19 symptoms away.** This includes both staff and customers.
3. **Provide adequate ventilation,** making sure there is a supply of fresh air to enclosed spaces where there are people present.
4. **Enhanced cleaning** particularly of those surfaces that are touched a lot as well as prompting good hand hygiene to staff and customers.

5. **Allow people to check in at your venue**, although no longer legally required, displaying an NHS QR code and being able to take details for customers to voluntarily check in will help to support NHS Test and Trace to reduce the spread of the virus.
6. **Communicate and train** to keep your staff, customers and contractors up-to-date with safety measures.

Businesses should also read the full relevant guidance manual as set out below.

The Government has published a set of guidance notes on GOV.UK:

- **Hotels and guest accommodation**  
<https://www.gov.uk/guidance/working-safely-during-covid-19/hotels-and-guest-accommodation>

It is no longer mandatory to display a QR Code, and 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 [www.pascuk.co.uk](http://www.pascuk.co.uk)

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.

Still looking possible for August 9<sup>th</sup> for groups size restrictions being lifted.

Here is the full statement, only removing parts that are not directly connected to our sector.

We will move beyond level 0 when we meet the gateway condition – which is all over 40's having been vaccinated and assuming we are meeting our revised strategic aim of alleviating the harm of the virus (expected around 9 August, but subject to confirmation nearer the time).

When we move beyond level 0 and therefore out of the levels framework, almost all COVID restrictions will be removed for businesses and individuals. This will mean that **all** businesses can reopen and can operate without restrictions on physical distancing. For example this will also mean that weddings can take place with dancing and singing and mingling as before the pandemic.

From the indicative date of 9<sup>th</sup> of August, there will be no household / number caps and physical distancing requirements will also be removed. This will mean that tourist accommodation will be able to operate on a more 'business as normal basis' albeit with appropriate hygiene and ventilation measures.

Please note that these dates are indicative and are dependent on the necessary conditions on vaccination and harm reduction being met.

We will however have to live with the virus for some time to come, so we will be asking people to stick to a set of baseline measures to stop the virus resurging and to protect those who do

not have protection from vaccination. The baseline measures which we currently expect to retain beyond Level 0 include:

- Good hand hygiene and surface cleaning.
- Continued promotion of good ventilation.
- Requirement for face coverings in certain settings. At least for a period, we are likely to require the wearing of face coverings in certain settings – for example, shops and public transport.
- Continued compliance with Test and Protect, including self-isolation when necessary.
- Ongoing need for outbreak management capability, including active surveillance.
- A phased return to the workplace from Level 0 onwards, while encouraging a greater degree of homeworking than pre-pandemic. This will not only assist with controlling transmission of the virus, but also promote wellbeing more generally.

There are also likely to be targeted restrictions on overseas travel beyond Level 0. However, we will keep restrictions in place only for as long as necessary to respond to the threat of importation. These restrictions are reviewed regularly and will be relaxed when it is safe to do so.

Scottish Government colleagues will work with business organisations and sector teams to ensure effective guidance is in place and further detail provided on baseline measures prior to our move beyond level 0.

### What is happening with Physical Distancing?

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

minimum of 1 m is required between different family and friends groupings. However, a friendship group sharing a dorm would not have to distance within their own group. They would however, have to distance from other groups. It is also important that as we relax the socialising rules, especially indoors, other mitigation factors and good practice regarding good ventilation and hygiene measures are adhered to.

#### **Who can share a bedroom in tourist accommodation?**

From 19 July, with the move to level zero, different households are permitted to share a bedroom – although this will be dependent upon capacity and appropriate bed spaces within rooms.

In shared bedrooms within indoor public settings it should be possible for different households (or extended households) to maintain a physical distance of 1 metre from each other and they are expected to do so. If it is not possible for this distance to be maintained then separate bedrooms are recommended.

In self-catered or other unregulated accommodation, in-house socialising rules apply, while in public spaces within regulated (staffed) tourist accommodation, the rules about socialising in an indoors public place apply. Please see indoor socialising rules specified for each level for public/private places.

<https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/>

#### **What socialising rules apply in tourist accommodation?**

While you do not need to physically distance from family and friends in a private home or outdoors, your gathering should maintain at least 1 metre distance from all others.

In indoor public settings a distance of 1 metre distance from all other households should be maintained.

If a large room or dormitory room (e.g. within a hostel or other similar venue) is being occupied by members of a number of separate households (or extended households), whilst keeping within the 10/4 indoor socialising rule, then it should be possible for each separate household (or extended household) to maintain a physical distance of at least 1 metre from each other household (or extended household), and they are expected to do so, as a 1m physical distance is required from other households (or extended households) in all indoor public settings. Please note that this also extends to communal rooms such as kitchens, lounges and dining rooms as well as shared bedrooms.

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

### **SCOTLAND SHORT TERM LICENSING ACT. ACTION REQUIRED REPEAT**

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

No changes announced this week. Still awaiting final statement on lifting of restrictions on 7 August. See last weeks Newsletter for who can stay currently.

Full details of previous 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

See last weeks Newsletter for background on this. We should be able to send out the Survey to collect feedback on this over the next week.

**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)

## VAT DEFERRAL PENALTIES

Under the VAT Deferral Scheme that has been operating over the last year, businesses that deferred VAT payments due between 20 March 2020 and 30 June 2020 were able to either:

- pay in full by 31 March 2021
- join the online VAT deferral new payment scheme by 21 June 2021 to spread payments of deferred VAT over smaller, interest free instalments
- contact HMRC to make an arrangement to pay by 30 June 2021

With this deadline now passed, businesses that did not take any action may be faced with a penalty calculated on the amount of unpaid deferred VAT.

The penalty is charged at 5% of the deferred VAT that's unpaid when the penalty is assessed and must be paid within 30 days of the date of the penalty assessment – although businesses can appeal against a penalty if they have a reasonable excuse.

<https://www.gov.uk/guidance/deferral-of-vat-payments-due-to-coronavirus-covid-19>

## MEMBER BENEFITS SUMMARISED REPEAT

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 REPEAT**

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 be updates on those both here and in the Newsletters.

## **SUPPORT LOBBYING BY JOINING PASC UK REPEAT**

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>

## 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/RS0cLT7b1t8>

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

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

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

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

### How tech will play its part?

Robert Kennedy: Director SuperControl. Beyond Pricing

Richard Vaughton: Rentivo and Yes Consulting

Andy McNulty: Touch Stay enhancements

### Panel Questions

## How to become an Accessible Business and Why?

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

Key points to consider:

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

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

**Date Broadcast: 24 March**

Time: 1100 - 1230

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

Agenda

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

### Touch Stay Free Webinar

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

**Date: Broadcast 16 March 2021**

Time: 5pm

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

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

Hosting success stories

Tips and tricks gleaned from different countries

How their organizations supported their members during the pandemic crisis

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

**Panellists:**

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

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

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

## 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 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)

- Update on Review in England on Second Homes and Business Rates **23 July Newsletter**
- Wales Update (Who can stay currently) **23 July Newsletter**
- Welsh Government Three-Pronged Approach on Second Homes **23 July Newsletter**
- Guidance on Fifth SEISS Grant Updated **23 July Newsletter**
- Business Rates **Update** and Form VO6048 Update **23 July Newsletter**
- Welcome Packs for Guests **UPDATE 23 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
- 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.