



Professional Association of Self-Caterers UK COVID GUIDELINES NEWSLETTER 20 August 2021 Issue 72

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SUPPORT GUIDELINES

We still get 75+ emails a day, plus 30+ phone calls, so we have to reiterate the support rules please.

- **Paid up** Members get phone and email support. Please put property name in Subject line
- Non-Member emails will get dealt with after Members emails
- We cannot respond to questions on Facebook and Linked in
- Please read the most recent Newsletter before calling/emailing
- Recent Newsletters are on the website

The email address to use in chair@pascuk.co.uk Many thanks, your support with this would be much appreciated.

PASC UK SOCIAL MEDIA

Please follow PASC on Twitter @PascUK 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.** You can download them from www.pascuk.co.uk

COMMENTARY

Another week of no material new rules/laws or guidelines to comply with as the UK opens up again.

We covered last week how international travel opening up is calming demand for staycations.

Many more businesses are looking at October onwards and reporting having empty spaces on the calendar. Whilst we may be flat out busy now, marketing and promoting this autumn/winter period is best started as soon as possible. Getting your business to look as good as possible, checking your 2022 prices and putting up 2023 pricing will all pay dividends for you.

In Scotland, hot on the heels of the Scottish Governments short-term letting legislation, comes a new consultation from Edinburgh City Council. This formally states that entire properties let as short-term let's will require change of use.

In Wales we are still working with other organisations to respond to the Welsh Governments 'three-pronged approach' to the Second Home crisis.

The threats to all genuine Self-Catering businesses in England, Wales and Scotland are probably at their highest in recent memory. Most of this threat has come about because of the explosion of short-term letting, the vast majority of which do not operate in a safe and legal manner and can cause genuine over tourism, second home issues, housing shortage and rental shortage issues.

Somehow over the coming weeks and months we need to demonstrate the importance and validity of the Professional Self-Catering sector. In some areas the problems are real and will

need to be addressed, in others it's toxic political grandstanding, and that will be the hardest to combat

The National Self-Catering report is imminent and will be launched in the next day or so and will be a vital tool in our lobbying.

It's going to be challenging Autumn, and we will need your visible support, so when we ask you to fill in surveys or give us feedback and input, please do so, we really are more powerful if as many of us speak up as possible.

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

Stay safe.

BUSINESS INTERRUPTION INSURANCE DEDUCTIONS. GRANTS, FURLOUGH AND BUSINESS RATES UPDATE

Last week we asked you to supply information regarding Government support being deducted from insurance pay-outs. We were primarily asking about Furlough and Business Rates Holidays as we thought that insurers had stopped deducting the Business Rates Grants. It appears that this is not the case, if your insurer deducted your Business Rates Grants from your pay-outs, please let us know straight away.

Last year PASC UK financed and managed the successful campaign to get insurers to stop deducting the Grants many received from Business Interruption Insurance Policies. #justpayit

We are still though trying to get insurers to stop deducting Furlough Payments and Business Rates holidays from payments and have a meeting with a group of interested MP's early next week. We need as much evidence of this as possible. Could those affected please supply me with the following please? So far last week's callout has shown that almost a £1million is being deducted and this will just be the tip of the iceberg.

Business Name:

Insurer:

Furlough Deduction:

Business Rates Deduction:

Insurer:

Your MP:

Please info to chair@pascuk.co.uk Further updates to follow.

GHOSTING UPDATE

We are in the process of updating the 'Ghosting' paper and this will be available next week. Many of you have reported being able to successfully get your property removed from sites that you no longer advertise on, and the paper will be updated accordingly. Some of those methods used will be added.

Why any company of any kind would want to advertise a product (in our sectors case a property) that is not available through that platform is a really poor practice.

We have been contacted by several agents who really do not do this and are looking at a 'ghosting free' charter. More on that soon.

ENGLAND UPDATE

Still, no further changes in England, bar there being no need to self-isolate if double vaxed and you get pinged unless you have symptoms or test positive. This is the last English Guidance update, effective 20 July, reminding us to have an up to date 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

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.

It has been confirmed that Scotland moved beyond Level zero on Monday 9th August. This means that restrictions on group sizes in self-catering in Scotland have finally been removed.

Full details in previous newsletters.

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

SCOTLAND SHORT TERM LICENSING ACT. UPDATE

Thanks to all that responded by last Fridays Scottish Government deadline. As soon as there are any developments or feedback arising from this Consultation, we will let you know through these newsletters and via Facebook.

Previous details about the legislation and the threats that it poses are covered in previous newsletters.

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

PROPOSAL FOR EDINBURGH TO BECOME A SHORT TERM LET CONTROL AREA

Big headlines in the Daily Mail this week, resulting in much speculation and comment.

Edinburgh is to become first UK city to force Airbnb landlords to seek council consent to let their homes in bid to stamp down on anti-social behaviour and housing shortages

- Councillors passed plans for landlords to have to ask the town hall before renting
- The move left landlords furious as they claimed they were acting as scapegoats
- But campaigners supported it after claiming city centre has been 'hollowed out'

[https://www.dailymail.co.uk/news/article-9890015/Edinburgh-UK-city-force-Airbnb-landlords-
seek-council-consent.html](https://www.dailymail.co.uk/news/article-9890015/Edinburgh-UK-city-force-Airbnb-landlords-seek-council-consent.html)

The facts are that this is a Consultation launched by the City of Edinburgh Council and will require sign off by the Scottish Government. With the Scottish Government currently consulting on their Short Term Lets Legislation, the latter hardly looks like a challenge.

Full details can be found here:

<https://democracy.edinburgh.gov.uk/documents/s35923/Item%207.1%20-%20Short%20Term%20Let%20Area%20of%20Control%20-%20Final.pdf>

It is a really short Consultation, it only runs for six weeks and it has some high impact proposals, including:

1. 3.1.1 Help manage high concentrations of secondary letting (where it affects the availability of residential housing or the character of a neighbourhood);
2. 3.1.2 Restrict or prevent short-term lets in places or types of building where it is not appropriate;

What this means is, Edinburgh City Councils words, our emphasis:

If, following the consultation, the Council gives the go ahead and the proposal is approved by the Scottish Government, the new powers would mean all residential properties, which are not an owner's principle home, *being let as STLs in their totality throughout the local authority area would require approval of a 'change of use' to a STL from Planning.*

We will be feeding into this Consultation and keeping you up to date in this newsletter. Our primary concern is for those legitimate businesses in the City, that have offered quality, safe and legal accommodation to visitors for years. It appears at first look that these could be more affected than a spare room, that does not meet safe and legal legislation would still be able to trade.

WALES UPDATE

No restrictions on self-catering in Wales. For details of Level Zero etc, please refer to previous newsletters.

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

WELSH GOVERNMENT THREE-PRONGED APPROACH ON SECOND HOMES UPDATE

See last 23 July Newsletter for background on this. We should be able to send out the Survey to collect feedback on this over the next weeks.

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

SW TOURISM AWARDS DEADLINES EXTENDED

This affects Cornwall/IoS, Devon, Dorset and Bristol Bath and Somerset.

With many businesses working flat out Services for Tourism are extending the deadline for entry until **midnight on 12 September**, giving everyone a few more days to complete their entries after the school holidays.

Award-winning businesses can get great publicity and attract more visitors. With categories for accommodation, spas, wedding venues, pubs, cafes, restaurants, bistros, experiences, events, attractions, sustainability, accessibility, unsung hero, dog-friendly, resilience and innovation there may well be more than one you want to enter.

As quoted by one of last year's entrants: *"We can't really put into words how much it means, especially after this year!"* Other entrants listed the benefits of entering as increasing bookings, PR, boosting staff morale, staff recruitment as well as free feedback on how to improve.

The schemes covered by this are:

- SOUTH WEST (including Wiltshire and Gloucestershire) www.southwesttourismawards.org.uk
- BRISTOL, BATH AND SOMERSET www.somersettourismawards.org.uk
- CORNWALL AND ISLES OF SCILLY www.cornwalltourismawards.org.uk
- DEVON www.devontourismawards.org.uk
- DORSET www.dorsettourismawards.org.uk

The home pages of all of the above provide all that businesses need in order to take part. Entry is FREE across the South West. Judging is independent and all entrants receive free feedback (this is in line with our own recently awarded 'Outstanding' accreditation in the Awards Trust Mark scheme).

Relevant Social Media to follow are:

TWITTER: @swtourismawards and @BStourismawards

FACEBOOK: <https://www.facebook.com/swtourismawards/>

INSTAGRAM: <https://www.instagram.com/swtourismawards/>

PEAK DISTRICT AND DERBYSHIRE TOURISM AWARDS



The Peak District & Derbyshire Tourism Awards are now open for applications.

Winners of core categories will be automatically forwarded to the national VisitEngland Awards for Excellence.

Apply via this link... <https://www.visitbritain.org/business-advice/awards/apply-now-your-local-tourism-awards>

TOURISM AWARDS IN ENGLAND, SEE IF YOU CAN ENTER

You can find out if your County/Region has Tourism Awards and how to enter by clicking on this link and then clicking on your County on this map.



NEW REVISED CLEANING PROTOCOLS V5 UPDATE

The review of the **Self-Catering Covid Cleaning Protocols V5** is complete. All three Country specific versions are available under the Covid-19 Tab on the new website. England, Scotland and Wales are covered.

Between the old website and the new website over 3,000 copies have already been downloaded.

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 120,000 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

NEW PASC UK WEBSITE LIVE

The new PASC UK website has gone live.



[About](#) ▾
 [Membership](#) ▾
 [Advice & Support](#) ▾
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THE PROFESSIONAL ASSOCIATION OF SELF CATERERS UK



PASC UK's sole purpose is to lobby the Government on behalf of professional self-caterers.. These are small businesses where the self-catering business is a primary income stream for the owners. There are currently some serious threats to this sector, including poorly implemented statutory registration schemes and the lack of a level playing field across the sector, in terms of both regulation and taxation. Most of these are caused by Government action – or lack of. PASC UK is well connected and well-placed to try and address such issues.

Please let us know if you have any issues with it, or comments. The next stages are:

- The Members Only section.
- FAQ's

Check it out here www.pascuk.co.uk

Any thoughts/comments/observations about website please send to chair@pascuk.co.uk

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>

NATIONAL SELF-CATERING REPORT IMMINENT REPEAT

We will be able to announce the launch date of this report in the next few days, watch out on Facebook. <https://www.facebook.com/pascukltd>

FUTURE WEBINARS

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

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

MEMBER BENEFITS SUMMARISED

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.

More details on the new PASC UK website here <https://www.pascuk.co.uk/1112-2/>

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.

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 you'll get an invoice, payable by BACS or Credit Card.

Just click on this link to go to the joining page: <https://www.pascuk.co.uk/join-us/>

Thank you

RECORDINGS OF PASC UK WEBINARS

These can now all be found on the new website at: <https://www.pascuk.co.uk/webinars/>

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 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.

ABOUT PASC UK

Full details of all the activities that PASC UK undertakes can be found on the new website, under the About Tab on the homepage. www.pascuk.co.uk

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These can be found on www.pascuk.co.uk

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- Wales Tourism FAQ's **see 2 April**

- General Wales Update **see 2 April**
- New Recovery Loans **see 26 March**
- England Restart Grants details **see 19 March**
- England Council tax-based Grants (ARG) (non Business Rates) **see 19 March**
- Definition of 'self-contained' accommodation in Wales. **see 26 March**
- COVID risk Assessments to enable you to open in Wales **see 26 March**
- Scotland Business Rates Grants **see 19 March**
- Additional Grant in Scotland for eligible Council Tax paying businesses **see 26 March**
- Scotland Road Map **see 19 March**
- Opportunists reletting your property without your knowledge **see 26 March**
- HMRC to launch consultation into holiday lets and Business Rates **see 26 March**
- VAT Deferral scheme updated **see 26 March**
- Other TAX reviews coming up from HMRC **see 26 March**
- Business Rates Review, Interim Report **see 26 March**
- Business Show Rounds **see 26 March**
- Key Lobbying Objectives **see 26 March**
- FCA Business interruption Policy Checker and FAQ **see 26 March**
- Cancellations Policy Paper **see 26 March**
- PASC UK Awards **see 26 March**

Wishing each and every one of you all the best during these trying times, and please Stay Safe.

Best regards

Alistair Handyside MBE
 Executive Chair
 The Professional Association of Self-Caterers UK
www.pascuk.co.uk
chair@pascuk.co.uk
 07771 678028



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.