



Professional Association of Self-Caterers UK

COVID NEWSLETTER

14 January 2022 Issue 92

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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

The 2021 news items are now indexed at the bottom of the 17 December newsletter and can be downloaded from www.pascuk.co.uk

COMMENTARY

There are no further announcements of any further restrictions in England, Scotland and Wales this week, and no further announcements or changes to available Grants. As always, the Grant awards are divisive, with some getting them and some not, not always for reasons that can in any way be understood. This is particularly true in Wales when many legitimate self-catering businesses have missed out again due to the eligibility criteria. In Scotland there's nothing, so both look enviously across the border into England and see a 'catch all' scheme in play.

One of the founding principles of PASC UK is a level playing field for all operators and this should cover support too, and we continue to lobby for this at every opportunity.

On top of this the self-catering sector remains under huge Government scrutiny in England, Scotland and Wales with varying threats of legislation. In Scotland we are now days away from the vote as to whether the full-on, heavy-handed Licensing Scheme will become law. In Wales we have no less than three Consultations under way affecting the sector. Both these Governments see penalising 'second homes' as a panacea for much more complex ills. In England on the positive side, we finally have the launch of the Consultation into Statutory Registration. On the negative, today's announcement, (see below) about Government measures to stop second home owners flipping out of paying Council Tax to Business Rates and then not pay them either due to SBRR is very poor indeed and will not address the issue that it set out to do.

We have said it before, but it does seem bizarre that a sector that in trying so hard to recover from a pandemic is having to go through all this threat of significant change, and that Governments can spend time on this micro issues when the recovery of the wider economy really should be the priority.

Moving onto a more positive subject, today we announce the four winners of the inaugural PASC UK 2022 Business Awards. These have all made a significant contribution to the sector, all in very different ways. I would ask that you join with us in congratulating and thanking them 😊

We also have some right up to date data on bookings from SuperControl which show what a good Q4 the sector enjoyed overall, and just how good the summer bookings are looking at this time. We should all compare our bookings with this average, and if you are way behind start looking at taking steps to catch up. Discounting is really not the answer, that's a race to the bottom. As we say each time this subject comes up, getting the three P's right is critical to optimising bookings.

- Platforms, (where you advertise and where they reach)
- Pricing, (if this is really hard there are pricing tools available to help)
- Photos, (this covers everything from your actual photos to web presence, to social media, your whole shop window)

All the above need to highlight your USP's (unique selling points). These do not necessarily need to be hot tubs or swimming pools, they can be proximity to a great restaurant, walk, beach, garden or attraction. They can be that you are a truly accessible or dog friendly property or even just quirky. They will all attract good audiences if marketed properly.

Many of you have also expressed your worries about the rise in energy bills, and there are two sections about this in this newsletter. One, we are having a Webinar on how you may be able to reduce the impact of these rises and second, a call for evidence to see if any Members have had any success getting grants for reducing business energy use.

Connected to this is a call for information about EV (electric vehicle) charging, we are updating the paper and are looking specifically for mechanisms to enable charging the guest for this service.

We are also receiving lots of calls about self-catering insurance, both in terms of large price increases and in some cases refusal of cover. So, we have repeated that section and updated it.

Lots of challenges ahead this year for our sector, overall though we look like having a really good year, and we will continue to track the booking performance and report that to you.

Best regards Alistair

PASC UK 2022 BUSINESS AWARDS



We are immensely proud to launch the PASC UK Business Awards this year and over the Christmas period were able to create a window for the panel to pick out the 2022 Award winners. These Awards highlight partners that have made significant impact on PASC UK's ability to inform and support our Members.

Each recipient will receive an awards trophy, photos next week....

The first award goes to.....Drum roll....

SuperControl

The relationship with SuperControl goes back to the very beginning of PASC UK. Discussing setting up PASC UK with Robert and Melinda Kennedy from SuperControl, they immediately offered to support it, both financially and through the provision of key data. We would not be able to give the readers of this newsletter the kind of 'big-data' evidence (see below) without them, which in turn lets you compare how you are doing comparatively in the market.

SuperControl have also supported more than a dozen PASC UK webinars, from small specialist subjects to almost a thousand attendees for the first Cancellation Policies webinar.

The sponsorship of the 2021 National Self-Catering reports by SuperControl enabled both PASC UK and the ASSC to have substantive reports produced, about the sector, broken down by country, to aid lobbying Governments. Without their support these reports would not have been possible.

The second award goes to....

Coast Communications

Coast Communications have worked with PASC UK throughout the pandemic. They are both a PR company and a high-level communications company, with great contacts in Government. They have worked in many areas with us; however, this award really is for the work they did to support our challenge that insurance companies should not deduct Government Grants from insurance pay-outs, thereby profiting from Government support.

This was a huge piece of work, co-ordinating lobbying on a multi-tier level over a period of many weeks to achieve an outcome whereby the Treasury put a stop to the practice. This meant that millions of pounds stayed within the sector and hundreds and hundreds of Members did not see their grant money being effectively taken away from them. Any business that did not have their grant payments deducted by their insurers has a lot to thank Liz Waugh and her team at Coast for.



And the third award goes to....

Touch Stay

It would be impossible not to recognise this great product at the inaugural PASC UK Business awards. We have had simply hundreds of emails thanking us for introducing Touch Stay to Members through the newsletters. A common thread of these emails is the quality of service and support offered by Andy McNulty and Tyann Marcinck Hammond and how much the guests, using Touch Stay, really like it. Their social media profile is almost a love in, a great credit to the whole company.

It was the perfect product to have available as we all took time during the pandemic to think about doing things differently and better. This product will help self-catering owners who have enjoyed the great feedback that it brings to look at other technologies within their business to improve both the guest experience, but also to use tech to make their lives easier too.

And finally.....

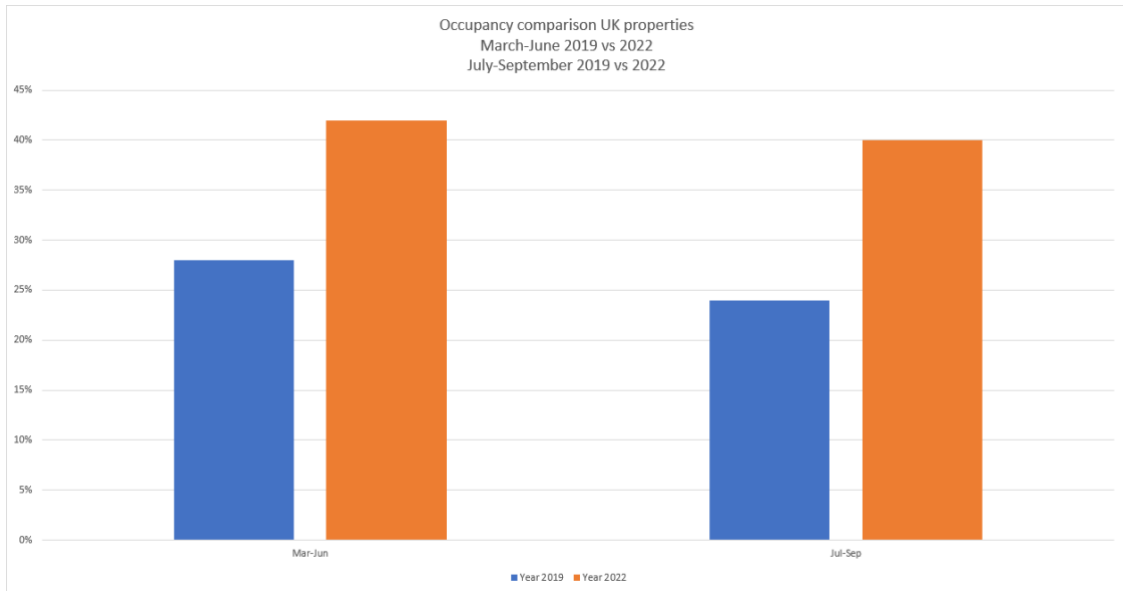
Kurt Janson

Where to start with Kurt? I think it is safe to say that there has not been a day since March 23 2020, that Kurt and I have not spoken or been in email contact with one another. The quality of his information is second to none and his content is always included in the PASC UK Newsletter. We have worked together, collaborated and some may even say conspired together to try and get a better outcome for the sector during the pandemic.

Kurt, who also writes the self-catering Bible that is the Pink Book, has a deep knowledge of both the self-catering sector and how it sits in the wider hospitality picture. This is invaluable when lobbying Government. As Director of the Tourism Alliance, Kurt often has access to meetings that a single sector association does not, and his understanding of the needs and nuances of our sector has been invaluable. None of the readers of this newsletter would have had as much support from Government in the pandemic without Kurt's deep understanding of our sector and we all owe him our thanks.



REAL DATA ON BOOKING PERFORMANCE Q4 2021 AND FORWARD BOOKINGS



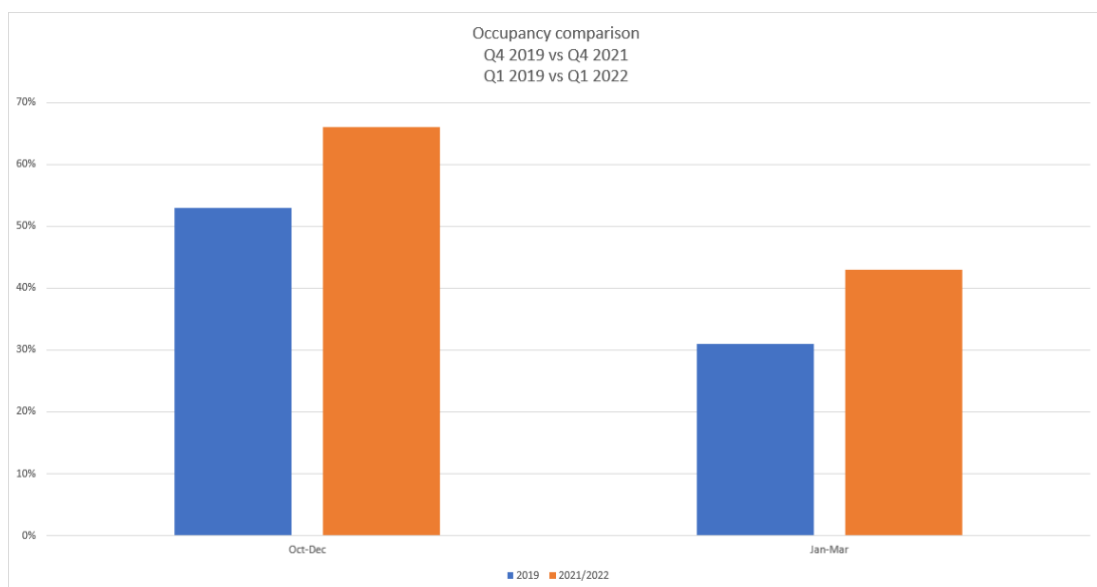
Going forwards....

The graph above shows two things.

The first two columns show March to June bookings 2019 (blue) and March to June bookings 2022 (orange) for comparison. So far bookings for March to June are substantially higher than they were at the same point in 2019.

The second two columns show July to September bookings 2019 (blue) and July to September bookings 2022 (orange) for comparison. So far bookings for July to September to June are almost double than at the same point in 2019.

Going backwards...



The graph above shows two things.

The first two columns show actual occupancy in Q4 Oct - Dec 2019 (blue) and actual occupancy in Q4 Oct -Dec 2022 (orange) for comparison. As you can see occupancy was substantially up with the sector heading towards 70% occupancy in the last quarter of last year, certainly a record.

The second two columns show actual occupancy in Q1 Jan - March 2019 (blue) and actual occupancy in Q1 Oct -Dec 2022 (orange) for comparison. As you can see occupancy was substantially up with the sector heading towards 50% occupancy in the first quarter already.

Data is taken from same set of 12,500 UK properties that have existed in SuperControl since June 2018. All taken at 11 January 2019 and 11 January 2022 for direct comparison. SuperControl processed over £1 billion of UK self-catering bookings in 2021.

Huge thanks to SuperControl for providing this data. 😊

EXAMPLE OF CORONAVIRUS TRAVEL INSURANCE

We found this policy on social media, that claims to offer Covid travel cover. It's from [goodtogoinsurance.com](https://www.goodtogoinsurance.com). You can find out more here: <https://bit.ly/3qpm9eE>

- Their Covid+ policies cover cancellation if guests contract Covid-19 within 14 days of departure.
- Their Platinum Covid+ policies have more cover including cancellation if guests have been told to self-isolate due to Covid-19.

We spoke to them briefly to get some headline information:

- Yes, it does cover holidays in the UK
- You can take out family cover
- You can take out group cover up to ten individuals on one policy.

Remember as business we can recommend any policies, but we can signpost and say for example, 'we cannot recommend insurance policies, examples might be, <https://www.goodtogoinsurance.com> or <https://www.postoffice.co.uk/travel-insurance> and more options might be available by searching the insurance comparison websites

PASC UK is not recommending or endorsing any of these policies.

VISIT ENGLAND 'GOOD TO GO SCHEME UPDATED



Visit England have announced that they are continuing with the 'Good to Go' scheme until at least the end of March. Over 500 PASC UK Members have signed up for the scheme. If you login

again now you will be able to download a 2022 certificate. Sadly there is no requirement for you to confirm that you are still maintaining Covid secure preparations.

To access your certificate, login and go to Certificates and Logos. Scroll down until you get to this line.

Click here and this will come up: <https://goodtogo.visitbritain.com/certificate>

Business name	Certificates	Edit business
Higher Wiscombe Ltd	English Gaelic Welsh	edit

Click on either the English, Gaelic or Welsh tabs and your new 200 certificate will be downloaded.

Then you have your certificate in pdf format:



BE POSITIVE WITH PRICING

We are beginning to see some signs of discounting across the sector, we have seen some sites advertising 25% off and some really low price offers. We really do not believe that either are necessary at this time with bookings level as buoyant as they are.

Looking at this offer which dropped into our email box last weekend let's break down the reality of the offer.

Book a Winter Getaway

7 nights from only **£139**

From the guest perspective.

Assuming it's for a sleeps 2..... That's effectively less than £10 per person per night, if it's for a sleeps four. It's less than £5 per person per night.

From the owner perspective

Look at the estimated variable costs:

- Commission 20% plus Vat = 25% of total = £34.75
- Cleaning = £35
- Linen = £30
- Heating = £30
- Consumables, loo rolls, tea bags, coffee, milk etc £10

- Total £139.75

It is simply too cheap, and with rising cleaning wages, energy bills prices like this are unsustainable. We can give guests brilliant value for money without these very low prices by maintaining really high standards. There are arguments for keeping cleaners busy, so you don't lose them, but there has to be a balance in order to maintain and invest in a viable business.

All good self-catering agencies will be willing to work with you on pricing and will be able to help you optimise your profit from the property too.

NEW THRESHOLD FOR BUSINESS RATES SWITCH

You will all be aware that we have been lobbying for the Government to introduce an appropriate threshold for holiday cottage owners that stops second homeowners flipping their holiday home out of paying Council Tax, getting it put on Business Rates and then claiming Small Business Rates Relief, meaning that they pay no tax on their holiday home.

DLUHC (Department for Levelling Up, Housing and Utilities) will announce today that they have now closed this loophole. They simply have not, instead of only having to have an ambition to let for 70 Days to enable flipping, you now have to prove 70 days. That is almost the entire package of measures. We do not believe that this will have any impact at all.

We are left wondering as a first step why the new rules do align with HMRC's Furnished Holiday Letting Rules threshold - which is that a self-catering property must be let for 105 days a year to be considered to be a business. So, in one rule with HMRC you are a business at 70 days and another you are a business at 105 days let.

The headline press release on this is really poor, we will be going back to both DLUHC and DCMS to try and see what can possibly be salvaged from this.

<https://www.gov.uk/government/news/gove-closes-tax-loophole-on-second-homes>

GOVE CLOSES TAX LOOPHOLE ON SECOND HOMES

- Homeowners who leave properties empty while pretending to let them to holidaymakers will be targeted
- Under the new rules, holiday lets must be rented out for a minimum of 70 days a year to qualify for business rates, which often brings financial advantages
- Changes to tax rules will protect genuine holiday lets and benefit popular holiday destinations, including Devon, Cornwall and the Lake District

Owners of second homes who abuse a tax loophole by claiming their often-empty properties are holiday lets will be forced to pay under tough new measures announced by the government today (14 January 2022).

The changes will target people who take advantage of the system to avoid paying their fair share towards local services in popular destinations such as Cornwall, Devon, the Lake District, Suffolk, West Sussex and the Isles of Scilly.

Currently, owners of second homes in England can avoid paying council tax and access small business rates relief by simply declaring an intention to let the property out to holidaymakers. However, concerns have been raised that many never actually let their homes and leave them empty and are therefore unfairly benefiting from the tax break.

Following consultation, the government will now bring changes to the tax system, which will mean second homeowners must pay council tax if they are not genuine holiday lets.

From April 2023, second homeowners will have to prove holiday lets are being rented out for a minimum of 70 days a year to access small business rates relief, where they meet the criteria.

Holiday let owners will have to provide evidence such as the website or brochure used to advertise the property, letting details and receipts.

Properties will also have to be available to be rented out for 140 days a year to qualify for this relief.

Secretary of State for Levelling Up Rt Hon Michael Gove said:

“The government supports small businesses, including responsible short-term letting, which attracts tourists and brings significant investment to local communities.

“However, we will not stand by and allow people in privileged positions to abuse the system by unfairly claiming tax relief and leaving local people counting the cost.

“The action we are taking will create a fairer system, ensuring that second homeowners are contributing their share to the local services they benefit from.”

WEBINAR DATES AND FUTURE PROGRAMME

Introduction to the PASC UK Buying Group

Date: Wednesday 2 Feb 2022

Time: 1100-1215

Link to book: Will be in next week's newsletter and on Facebook

The PASC UK Buying Club has been a great success, with over 500 Members enjoying a huge range of benefits. The Buying Club is effectively collective buying power, whereby together we can get better deals than we can on our own. The PASC UK Buying Club does not cost anything to join if you are a paid-up PASC UK Member. This Webinar is open to all, so that all can see the benefits of joining.

The list of discounts is growing all the time, examples here: <https://www.pascuk.co.uk/buying-club/>

We will present case studies of savings made plus have some short presentations from key offers. We will also introduce Gurvinder Patara who runs the Buying Club for us.

Why you should consider joining... (it's free to Members, over 500 have joined) and what the benefits are.

Reducing your energy bills if you are on a commercial tariff

Date: Tuesday 8 February 2022

Time: 1100-1215

Link to book: Will be in next week's newsletter and on Facebook

This will be in conjunction with the PASC UK buying group. The Buying Group has already saved many Members substantial sums on the energy bills. Gurvinder will cover how they do this, and what they need from individual Members to achieve these savings. Case studies will be presented too.

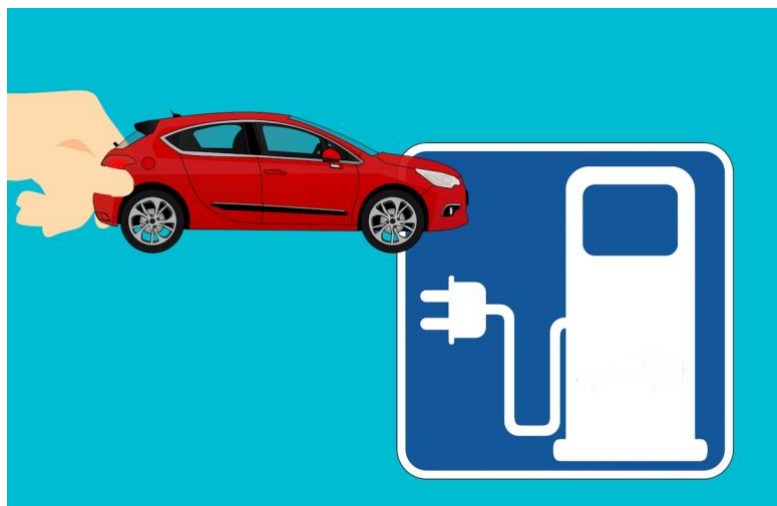
Future Programme

We are working on the following subjects and will advise on when these Webinars will take place over the coming weeks.

- A further Hampers zoom meeting, this time in the evening for those that have been unable to attend so far.
- A series of Webinars on Risk Assessments. Fire, Pools, Hot Tubs etc.
- A series of Zoom Meetings for the Members to ask the Chair anything about Self-Catering
- A webinar on the forthcoming Statutory Registration Scheme in England
- And more...

EV CHARGING, CALL FOR INFORMATION

We are going to revise and update the PASC UK EV (Electric Vehicle) charging paper as soon as we can gather some more information, hopefully with your help.



We are specifically asking for info on apps/systems to charge guests for charging Electric Vehicles

With the huge rises in electricity costs, this may well be an opportunity for those that have Electric Vehicle (EV) chargers but do not currently ask guests to pay for the electricity, to start charging. Lots of emails coming in about this and how to charge the guest.

This isn't something that most can just add to the booking form, unless they have a dedicated charger per cottage. Shared chargers might mean access was limited to a particular guest. Larger cottages might mean that person paying was not charging their vehicle. So, a possibility of guest conflict

So, has anyone got any details of apps/tech solutions that mean that a guest can pay for the electricity that they are using to charge their car? In many cases this will need to be able to be retrofitted to existing charging units.

Please send info to chair@pascuk.co.uk and once the information is checked and gathered together it will be available in an updated Electric Vehicle Charging Paper. Thanks.

UPDATE INSURANCE COMPANIES IN THE SELF-CATERING SECTOR **(ALWAYS A WORK IN PROGRESS)**

We are getting an increasing level of feedback from Members about self-catering insurance policies. Most report huge rises in pricing, with a few saying cover no longer offered. Below is a list of primary offers in the sector, with updates as we have them. (Please note Cottagesure update below). Every indication is that self-catering insurance premiums are set to rise substantially this year, so worth shopping around.

If you have any good experiences or new providers let us know, and if you have experienced the opposite let us know. Please email chair@pascuk.co.uk and we will update the list below accordingly. Thanks.

Reminder....The first point that we would make is that you choose a policy that is geared to letting short term lets on a professional basis, and not a policy which is no more than a 'tweaked' home insurance policy which so many are. This makes them look excellent value for money, but if the cover is poor if they don't pay out, they are a waste of time.

The second point is to ensure that you have the cover that you are looking for. You won't find the words 'covered for Covid' in these policies going forwards in our view. You should for example, look for appropriate cover for pools, hot tubs or thatched properties if you have them and look for exclusions to cover.

The main players are as follows. Please let us know if you have a dedicated Self-Catering policy from any others and how they fared during the pandemic, and we'll update this section.

Gallagher's RSA Cottagesure

This is one of the most established policies on the market. Good reputation over a long period. RSA initially refused Covid cover. They lost at the Supreme Court in January 2021, so most claims settled. RSA one of the first to agree not to deduct grants from pay-outs.

UPDATE... RSA have withdrawn underwriting for new policies post 1 Jan 2022. This does not mean if you already have a policy cover has been withdrawn, this is just for new policies starting from 1 Jan 2022. Gallagher's have told us that they expect new underwriting to be in place from 1 Feb 2022 so that the Cottagesure policy can once again be reoffered. In the meantime, they are offering two alternatives.

<https://cottagesure.co.uk>

Boshers

They do not appear to have paid out at all for Covid related claims, (unless anyone knows different) but have been established for 30 years and previously had a decent reputation.

<https://www.boshers.co.uk/holiday-home-insurance/>

NFU Mutual

NFU Mutual normally have a really good reputation amongst policyholders. They have though had a challenging Covid. Their cheaper Home and Lifestyle policy paid out for Covid, but the more expensive policy did not (unless anyone knows differently).

They were the last major insurer to keep deducting Grants from pay-outs although thankfully they reversed this policy. Their Cancellation Advance Bookings add-on is a really good add on and we are trying to get others to offer similar.

Check Pool and Hot tub cover particularly with these policies as we have heard cases of them not allowing solo use.

<https://www.nfumutual.co.uk/insurance/home-insurance/>

Schofields

Did very well in the pandemic, paid out for Covid (unless you know different) and their underwriters were the first to say that they would not deduct Grants from pay-outs.

<https://www.schofields.ltd.uk>

If you have any comments, feedback or think others should be on the list and why? Please email chair@pascuk.co.uk

BUSINESS RATE REMINDER FOR ENGLAND

Getting some questions about what is happening with Business Rates bills in England over the next year. Here's the situation:

In the November 2021 Budget the Chancellor set out the following for the 2022/23 financial year:

A new relief for eligible retail, hospitality and leisure properties with 50% relief on rates bills up to £110,000 per business

A freezing of the multipliers at 49.9p (small business multiplier) and 51.2p(standard multiplier)

The extension of the current Transitional Relief and Supporting Small Business schemes

In short this means for 99.9% of self-caterers that pay Business Rates, that their bill will be halved until April 2023.

SWIMMING POOLS SAFETY TOOLKIT ON PASC UK WEBSITE

We have added a fabulous Swimming Pool Health and Safety toolkit to the PASC UK Website. We are using these for a full review of our own pool at Higher Wiscombe.

Downloadable Resources:

- [Pool Safety Guide \(PDF\)](#)
- [Appendix 1 Swimming Pool Risk Assessment \(docx\)](#)
- [Appendix 2 Normal Operating Plan Checklist \(docx\)](#)
- [Appendix 3 Emergency Action Plan Checklist \(docx\)](#)
- [Appendix 4 Play Equipment and Swimming Pool Slides – Checklist \(docx\)](#)
- [Appendix 5 Diving Boards & Diving – Checklist \(docx\)](#)
- [Appendix 6 Daily Checklist \(docx\)](#)
- [Appendix 7: Swimming Pool Disinfection – Recommended Levels \(PDF\)](#)
- [Appendix 8 Swimming Pool Log Sheet \(docx\)](#)
- [Appendix 9: Do You Require Poolside Supervision? \(PDF\)](#)
- [Appendix 10 Pool Hire Agreement \(docx\)](#)

Recorded Webinars:

An industry professional Paul Sharples, worked with Heart of the Southwest LEP to develop the 6 webinar sessions. These take you through the following core elements.

It is recommended initially that all films are viewed as a complete set, by all pool operatives so they are aware of what must be done to ensure your pool is compliant with the Law and best practice regarding pool safety. Key films can then be revisited as and when a pool manager feels it is helpful to remind staff of their responsibilities. You may also wish to share these training films with any businesses that hire the pool, to ensure they are also aware of these key elements to safe pool operating.

All 6 films are relatively short (under 10 minutes each), hence should take no longer than 1 hour to complete collectively. Subtitles can be switched on if required, using the “CC” button in the video player.

Webinar Sessions

- [What the law requires / key legislation](#)
- [The pool environment](#)
- [Safe use and supervision](#)
- [The plant room](#)
- [Managing pool water quality](#)
- [Pool Safety Operating Procedures](#)

<https://www.pascuk.co.uk/health-and-safety/>

We are looking to follow this with a similar toolkit for Hot Tubs.

ENERGY GRANTS, CALL FOR INFORMATION

With the rising costs of energy many owners, including ourselves, are looking at making changes to the energy systems that we use. This may be for reasons of economy or wanting to reduce the carbon footprint of the business. We are getting an increasing number of enquiries about this and would be really grateful if any Members can tell us if they have managed to secure any grant support for these initiatives. These would have to be grants that would apply to businesses.

Please, if you have any information, send it to chair@pascuk.co.uk

SELF EMPLOYMENT INCOME SUPPORT GUIDANCE UPDATED

The guidance for Self-Employed people claiming SEISS funding has been updated to include a new section for people who have still not made a claim because of either:

- An HMRC error
- Other exceptional circumstances

People who have not made a claim because of these reasons have until 28th February to contact HMRC and explain why they've not been able to make a claim. When they contact HMRC they will need their:

- National Insurance number
- Unique Taxpayer Reference
- Answer further questions related to why they have been prevented from making a claim

<https://www.gov.uk/guidance/return-to-your-claim-for-the-self-employment-income-support-scheme>

NO CHANGE IN COVID RESTRICTIONS. ENGLAND, SCOTLAND AND WALES

There are no further restrictions announced in England, Scotland or Wales, so all information provided in last weeks (7 January) newsletter remains current. This can be downloaded from: <https://www.pascuk.co.uk/covid19-newsletters/>

Any changes will be posted up on our Facebook Page at <https://www.facebook.com/pascukltd>

NO FURTHER INFORMATION ON GRANTS IN ENGLAND, SCOTLAND AND WALES

There are no further grants announced in England, Scotland or Wales, so all information provided in last weeks (7 January) newsletter remains current. This can be downloaded from: <https://www.pascuk.co.uk/covid19-newsletters/>

Any changes will be posted up on our Facebook Page at <https://www.facebook.com/pascukltd>

WHAT TO DO IF A GUEST GETS COVID AT YOUR PROPERTY? REPEAT

There are some key points here to enable full understanding of what we need to do and why.

1/ There is (unbelievably in our view) no requirement for the guest to notify us if they do test positive for Covid whilst staying with you.

2/ You do not need to tell guests that come subsequently that a guest tested positive for Covid. This has more logic as we should have carried out the Covid Cleaning Protocols which protect, as far is proportionate, subsequent guests.

3/ We do have to have a Covid Risk Assessment by law. This has been covered in many PASC UK Newsletters.

We have seen on hospitality forums lots of incorrect information about what steps we need to take. The most common is still to leave three days between bookings. This has not been necessary since we reopened in July 2020 if cleaning protocols are followed.

The key steps that we must take if we find out that someone has had Covid in the premises are as follows:

- The guest(s) should return home as soon as possible to get back to their NHS support area.
- This does not imply that they should get a refund. If they broke a leg, they probably would not even ask. We are not the insurance policy of last resort for every occurrence. Guests should consider Covid cover in their holiday insurance, it is a known risk. (You must be clear on this, in your communications and booking terms. If you are taking bookings through third parties their booking terms will apply).
- Either the owners or cleaning team should put on PPE and enter the building and open as many windows as soon as practical for as long as possible. Every piece of data suggests that ventilation is the key.
- After ventilation, and either before or on the changeover day, normal Covid cleaning should take place as per the updated Cleaning Protocols (see below).

NEW REVISED CLEANING PROTOCOLS V5

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 12,000 copies of the updated version have already been downloaded, taking the total to more than 135,000.

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

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 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. <https://bit.ly/3ptd4RU> 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://bit.ly/3ptd4RU>

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

NEW 2021 INDEX

2021 New Items and which Newsletter they can be found here:
<https://www.pascuk.co.uk/covid19-newsletters/>

Update on Covid Restrictions in England, Scotland and Wales 7 Jan Newsletter
Update on Grants in England, Scotland and Wales 7 Jan Newsletter
Welsh Government Consultation on Planning Legislation for Holiday Lets 7 Jan Newsletter
Welsh Government call for accommodation for vulnerable groups 7 Jan Newsletter

INDEX OF PREVIOUS NEWSLETTER CONTENT

Can be found on Newsletter 17 Dec here: <https://www.pascuk.co.uk/covid19-newsletters/>

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
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07771 678028



DISCLAIMER

We are in completely uncharted territory here, and any suggestions that we make are merely that and you should carefully consider your own business policies, and if necessary, consult with your Professional Advisors. PASC is your lobbying Association, not a legal service. In addition, please be very wary of some of the advice given on internet communities, blogs and social media. There appear to be thousands of experts out there where my understanding is that there are very few.

To that end, any information you get from any source you must double check. I will always try and put the actual link to the information in the newsletters so that you can read and assess yourselves. These are unprecedented times, please take exceptional care.