



Professional Association of Self-Caterers UK

COVID NEWSLETTER

11 March 2022 Issue 100

This week's contents

- PASC UK Social Media
- Where to find previously covered items in Newsletters
- Commentary
- New PASC UK Employee announced
- Update on Welsh Government 182-day Threshold & Five-point Plan
- PASC UK Members Zoom meeting dates announced
- 2022 Market Data on bookings so far
- Donation to Ukraine Via Touch Stay
- Compensation for Power Cuts
- Last Call for support on retention of 12.5% VAT rate
- Update on EV Charging information **Repeat**

General Information Section

- What happens if a guest gets Covid at your property? **Repeat**
- New Revised Cleaning Protocols V5
- New PASC UK Website **Live**
- Member Benefits summarised
- Buying Club, Member Benefit for paid up PASC UK Members
- Support Lobbying by Joining PASC UK
- Recordings of PASC UK Webinars
- How to Reduce your Business Rates Bill
- PASC UK Members logo
- Member Renewals
- About PASC UK
- 2021 New Index
- INDEX OF PREVIOUS NEWSLETTER CONTENT **Can be found on Newsletter 17 Dec**
- Disclaimer

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 ITEMS COVERED IN PREVIOUS NEWSLETTERS

The 2022 news items are now indexed at the bottom of the 17 December newsletter and can be downloaded from www.pascuk.co.uk

COMMENTARY

It is understandable that the horrifying actions in the Ukraine dominate headlines and our thoughts. Below you will see that we are supporting Touch Stay with their fund-raising and ask that you consider doing the same.

Impacts on energy prices have continued to rise with pump prices in London exceeding £2 per litre and electricity tariffs into the high 60p's. They were averaging 14.5p this time last year.

Whilst it may seem counter intuitive, remaining availability this spring and summer may need to be charged at a higher rate than you are charging today. Foreign holidays will be costing more, and we cannot subsidise these massive increases. If we have already accepted a booking at an agreed price, there's little that can be done, (we have covered this in previous newsletters), but this really isn't the time to be marketing to your guests saying 'book now for 2023 and secure 2022 prices'.

We are though delighted to bring a little good news, we have made an offer of employment for PASC UK and whilst more details are below, I am sure that you will all join in welcoming Justin to the Team. More on that and what work is being done will be in future newsletters.

The announcement in Wales that the Welsh Government intends to increase the thresholds for the number of days that a property has to be let in order to qualify for Business Rates to 182 days per year has left most of our Welsh Members reeling.

PASC UK is working with many other partners to try and reduce the impact of this proposed change and has prepared a Five Point Plan on how owners can play their part. Details of that below.

Those that have commercial tariff utility bills and are PASC UK Members should still contact the PASC UK Buying Club and see what prices they can fix supplies at going forwards. They won't be anything like the same as those that fixed earlier in the year, but we do recommend you explore this option. You can check out how this works by going to watch the recorded webinars on the Buying Club and Energy Bills on the webinars tab on the PASC UK Website. The longer you leave it the higher the price will be.

We are still chasing through outstanding subscriptions, so if you get a notification, please let us know if you are intending to renew or not as soon as you can? Thanks.

Many thanks Alistair

NEW EMPLOYEE ANNOUNCED

We are delighted to announce that PASC UK will be taking on Justin Sutherland in the next few days. Justin's role will initially cover working on the 'back office' at PASC UK. This will enable important areas to be addressed that we simply have not had the time and expertise to do. This includes sorting out the invoicing and chasing of outstanding subscriptions, preparing the Members area of the website, which will require a login and password and linking everything to an accounting and Membership system.

UPDATE ON WELSH GOVERNMENT 182 DAY THRESHOLD & FIVE POINT PLAN

The Welsh Government has announced that it plans to increase the threshold to change from Council Tax to Business Rates to 182 days from April 2023. The number of days available to let will also increase to 252 days.

If you cannot meet these thresholds, then you will be required to revert to paying Council Tax. This will be expensive as 99% of self-caterers in Wales benefit from SBRR and pay almost zero.

On top of this, the legislation will allow Councils to charge up to a 300% premium on Council Tax Rates for second Homes and Self-Catering.

PASC UK has prepared a Five Point Plan that Owners and operators can follow to try and reduce the impact of the proposed Government changes. This can be found and downloaded here: <https://bit.ly/3yiW2GX>

It asks all owners to follow a stage-by-stage process of spreading the word and begins by asking all of you with interests in Wales to fill in this survey, which will give us the evidence to base our responses on.

Take part in this important survey here: <https://bit.ly/37oDCwL>

It is critical that all affected take part in this process, the proposed threshold will have devastating impacts on many PASC UK Members in Wales.

PASC UK MEMBERS ZOOM MEETINGS DATES ANNOUNCED

We held a successful series of Members Meetings for PASC UK Self-Catering Agency Members over the last week or so. We have had numerous requests to do the same for PASC UK Members so have now announced a series of dates when these will be held.

We are also holding a separate one for Welsh Members as there is so much going on there that is specific to them.

General Members Meeting #1: **1400 on Thursday 17 March 2022**

General Members Meeting #2: **1400 on Monday 4 April 2022**

Wales Members Meeting #1: **1530 on Monday 4 April**

The format of these meetings is very different from the Webinars that you are familiar with. These are meetings, everyone can see each other, and everyone gets an opportunity to speak and ask questions. They are available to paid up Members only.

If you wish to take part, please send an email to chair@pascuk.co.uk stating preferred date and time, and Membership name. Invitations will follow later.

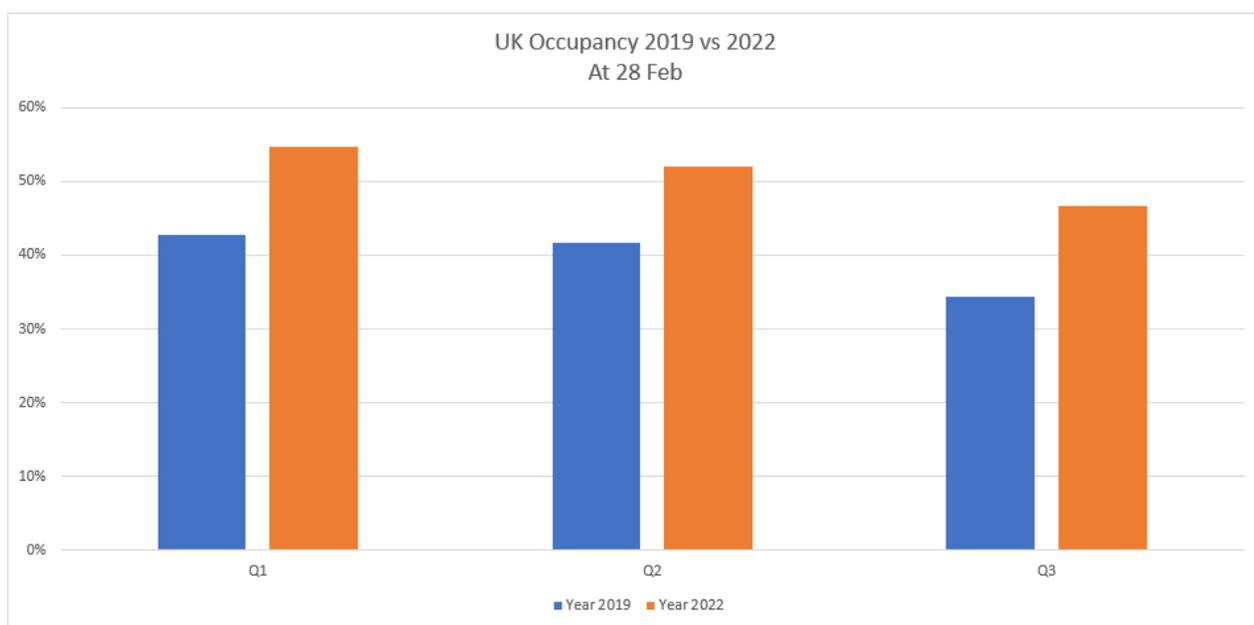
Subjects that will be covered include:

- The upcoming Statutory Registration Consultation
- Welsh thresholds in Welsh Meeting
- Rises in costs and impact on pricing
- The new rules on how many days let owners must meet to comply with the forthcoming Business Rates Rules in England, and how that might be checked and implemented

- New Fire Safety Rules coming into effect for Self-Catering
- How the Buying Club works
- Any subjects that Members would like covered.

2022 MARKET DATA ON BOOKINGS TO DATE

Our colleagues at SuperControl Online Booking System have provided comparable market data 2019 vs 2022.



As of 28 February, here is the occupancy comparison of 12,348 UK properties that have been in SuperControl since June 2018.

We took 2019 as it is the last comparable full year.

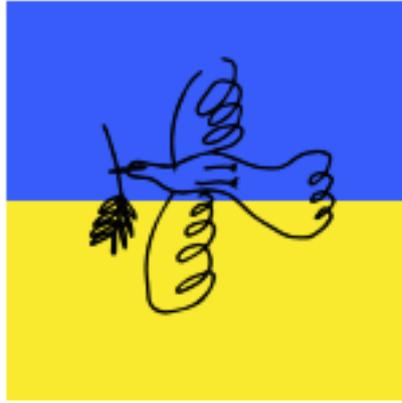
Whilst it does feel quiet on the booking front for many over the last few weeks, we have had really bad weather, another international crisis, massive increases in utility bills and the re-opening of international tourism, creating a bit of a vortex for bookings.

Forward bookings are still very strong for 2022 compared to previous years. Most businesses should be well booked.

Again, the message is to get your pricing right and don't panic. 2022 will be another strong year. In general bookings at this point are over 25% higher for Quarters 1, 2 and 3 2022 than at the same point in 2019.

Message remains, don't slash pricing, that's a race to the bottom, especially with rising costs (labour, energy and supplies), 2022 looks like being a really strong year, however bumpy it feels right now.

DONATION TO UKRAINE VIA TOUCHSTAY



The continuing tragedy in the Ukraine has meant that many of you have asked if PASC UK will be doing any kind of fund-raising. The short answer is yes, indirectly.

We have been approached by Andy McNulty at TouchStay – winner of the PASC UK Product of the Year Award for their brilliant digital guest books – who have Ukrainian employees who have written the software that hundreds of PASC UK Members use, with their suggestion about how best to support them.

Their Ukrainian staff asked if they could make a donation to the “Humanitarian Assistance to Ukrainians Affected by Russia’s Aggression”. This is an account opened by The National Bank of Ukraine (NBU) for charitable contributions to help Ukrainians affected by Russian aggression.

TouchStay have set up their own fund which will be 100% directed towards this charity. They have pledged to match-fund any donations, so this seemed like an excellent way to maximise the impact of any donation we could make as an organisation, and PASC UK has today made a donation to that fund.

If you would like to contribute directly to their fundraising efforts, you can do so on their page here: <https://touchstay.com/ukraine/>

It is worth noting that any charitable donation is also tax-deductible, so if you do make a donation from your business, make sure that you put it through your books.

COMPENSATION FOR POWER CUTS

It is possible to gain some compensation from the power suppliers, (these are your power suppliers, not the company that bills you) if you had extended power cuts during the recent storms. They should automatically contact you within the next 28 days, but if you don’t then you will need to contact them.

This is the Western Power Compensation Scheme; all power providers will have them, and we would expect that they would be similar in what they offer.

<https://www.westernpower.co.uk/storm-eunice-of-gems-guaranteed-standards-compensation-scheme>

For a Category 2 Storm the payment is £75 for power cuts lasting 48-60 hours (from time of notification) and £70 for each complete 12-hour period thereafter.

Continuous period of power cut

Category 2 Payment

Less than 48 hours	No payment
48-60 hours	£75
60-72 hours	£75+£70 = £145
72-84 hours	£75+£70+£70 = £215
84-96 hours	£75+£70+£70+£70 = £285
96-108 hours	£75+£70+£70+£70+£70 = £355
108-120 hours	£75+£70+£70+£70+£70+£70 = £425
120-132 hours	£75+£70+£70+£70+£70+£70+£70 = £495

You may also be able to claim for loss in freezers and even perhaps a meal allowance: We were offered £15/Member of the household, up to a maximum of £50.

LAST CALL ON SUPPORT FOR RETENTION OF VAT RATE

We continue to lobby for the retention of the 12.5% VAT rate for hospitality in the UK and have had more meetings with officials and other associations this week.

It is almost less than three weeks now until The Chancellor will make public any decision on this, so we have a month of intense lobbying at all levels to try to make this happen. Our instinct is that our chances are no better than 50/50 at this point, and that if we get it, it will be a one, or two-year extension at best. That would still be a great result and would really speed up both investment and recovery across the sector.

UK Hospitality have usefully provided some links to help both show your support and to get the word out.

You can get involved by following these three easy steps:

- 1. Order your campaign bundle:** You can download posters and stickers from our main campaign page here and print them yourself. <https://bit.ly/36yz0DD>
- 2. Decorate your venue:** Posters should be put up in your most customer facing areas, whilst stickers can be put on anything from menus to cup holders to key card holders. Be creative and show our sector off!
- 3. Share your work online:** We're desperate to see what you've been up to! Upload pictures of your decorated venues to your social media channels using **#VATsENOUGH**

UPDATE ON EV CHARGING INFORMATION

We are trying to finalise the updated EV Charging paper, which has been much more challenging than we thought. We will publish this paper, the original version was really popular with over 750 downloads, by the 18th of March.

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 2021/2 INDEX

2021 New Items and which Newsletter they can be found here:

<https://www.pascuk.co.uk/covid19-newsletters/>

- Major announcement in Wales for Holiday Lets and Business Rates 4 March
- PASC UK Comment on Welsh Government announcement 4 March
- Self-Catering Agency Members Zoom Meeting Dates announced 4 March
- NFU Action group for Covid Claims Repeat 4 March Newsletter
- Storms and Guest Cancellations 25 Feb Newsletter
- Impact of rising costs on self-catering prices 25 Feb Newsletter
- Update on closed Wales Self-Catering Consultation 25 Feb Newsletter
- Removal of Covid Restrictions in England 25 Feb Newsletter
- Recording of Reducing Commercial Energy and Utility bills Webinar Repeat 18 Feb Newsletter
- Recording of PASC UK Buying Club Webinar Repeat 18 Feb Newsletter
- Some tips for those on residential energy supplies 18 Feb Newsletter
- PASC UK Recruitment Update 18 Feb Newsletter
- PASC UK Renewals 18 Feb Newsletter
- Update on most pressing Welsh Government consultation 18 Feb Newsletter
- Wales Working Group, and self-catering Consultations in Wales 18 Feb Newsletter
- How to try and locate business support grants in England 18 Feb Newsletter
- Business support from local Enterprise Partnerships 18 Feb Newsletter
- Insurance Update with more options and info 18 Feb Newsletter
- Collective action against NFU for covid Claims Update 18 Feb Newsletter
- Wales Working Group on Consultations feedback needed 18 Feb Newsletter

- Lifting of remaining restrictions in England 11 Feb Newsletter
- Welsh government marches on with Tourism Tax 11 Feb Newsletter
- Welsh Government bans smoking in Self-Catering 11 Feb Newsletter
- Wales Working Group, and self-catering Consultations in Wales 11 Feb Newsletter
- Govt urged to CUT vat, save £4.6bn and Level up. 11 Feb Newsletter
- Welsh government marches on with Tourism Tax 11 Feb Newsletter
- Welsh Government bans smoking in Self-Catering 11 Feb Newsletter
- Mental Health Support 4 Feb Newsletter
- Collective action against NFU 4 Feb Newsletter
- Specialist Holiday Let Mortgages 4 Feb Newsletter
- Hot Tub Ambulance Chaser Claims 4 Feb Newsletter
- Covid insurance policy for guests 4 Feb Newsletter
- Hosting Tourism and Hospitality APPG 4 Feb Newsletter
- EV Charging option for Members 4 Feb Newsletter
- Check your Photographs to avoid unnecessary costs 4 Feb Newsletter
- Reporting Taxable Grants 4 Feb Newsletter
- Water Charges in England and Scotland 4 Feb Newsletter
- EV Charging, call for information 4 Feb Newsletter
- Energy Grants, call for information 4 Feb Newsletter
- Scottish Licensing Legislation passed 21 Jan Newsletter
- Update on New Threshold for Business Rates Switch, further information 21 Jan Newsletter
- Grants update England 21 Jan Newsletter
- Grants update Scotland 21 Jan Newsletter
- Grants update Wales 21 Jan Newsletter
- Restrictions lifting in England 21 Jan Newsletter
- Restrictions lifting in Scotland 21 Jan Newsletter
- Restrictions Lifting in Wales 21 Jan Newsletter
- New Threshold for Business Rates Switch 14 Jan Newsletter
- Update. Insurance Companies in the Self-Catering Sector 14 Jan Newsletter
- Business Rates Reminder for England 14 Jan Newsletter
- Swimming Pool Safety Toolkit 14 Jan Newsletter
- Self-Employment Income Support Guidance Updated 14 Jan Newsletter
- PASC UK 2022 Business Awards 14 Jan Newsletter
- Real Data on booking performance Q4 2021 and forward bookings 14 Jan Newsletter
- Example of Coronavirus Travel Insurance 14 Jan Newsletter
- Visit England 'Good To Go' Scheme updated 14 Jan Newsletter
- Be Positive with Pricing 14 Jan Newsletter
- 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
chair@pascuk.co.uk
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.

