



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

15th April 2022 Issue 105

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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 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

Much of the last week has focussed on getting as many Welsh owners and agents to respond to the 182-day Consultation, that closed on Tuesday night, and getting the Body of Evidence that was prepared spread as far and wide as possible.

Whilst PASC UK and all the other Associations will continue to lobby as widely and effectively as we can, this one really is about the numbers, the numbers of responses to that now closed Consultation and the numbers of you that continue to write to, to phone, WhatsApp, text, and bug the social media of all Officials in Wales. Full report below.

The next most common calls and emails this week is the thorny subject of PRS PPL and their phone manner, which on some occasions is really poor. If you are NOT currently paying the licence, and you are called by them, just say **that it has been agreed between PASC UK, the ASSC and PRS PPL that you are not to be contacted at this time, whilst the situation is resolved.** Full explanation below, and we will seek to get this sorted as quickly as we can.

Some interesting headlines this week regarding the housing of Ukrainian Refugees, including this one. <https://bit.ly/3jYuT7D>

Whilst we absolutely agree that any refugee family should be housed in safe and legal accommodation, it does rather defy belief that the tens millions of stays in short term lettings are not given the same level of concern by the Government, even though they have been shown the data that tens of thousands of properties available for letting on OTA sites do not even have basic fire precautions. It is essential that the Consultation into Statutory Registration for Self-catering starts soon and creates a level playing field across the whole sector. We are chasing this through DCMS on a weekly basis.

Despite all that is going on within our sector and the tragedies unfolding internationally, we will start this newsletter with some good news, and wish you all the very best for a sunny prosperous and safe Easter.

Many thanks Alistair

AWARD WINNING MEMBERS

Last week we went to the Southwest England Tourism Awards at Sandy Park, home to Exeter Chiefs Rugby Club and in the Chairs unbiased view, the finest rugby team anywhere on planet earth.

These awards are effectively the finals for all the County Tourism Awards in SW England, so the best of the best in the region.

PASC UK Members were there in force and picked up a huge number of well-deserved awards, varying from self-catering to glamping, to sustainability and resilience, an unsung hero award and more.

All are outstanding beacon businesses, and we are proud to have them as Members. We have recommended before taking part in these regional awards, they really can benefit your business

from a PR point of view, being able to say the best in the Southwest and have supporting evidence is a powerful message, and you can learn and improve your business through the process. It's definitely worth contacting your local 'Visit' to see if they have an awards programme. (e/g. Visit Cornwall, Visit Northumberland, Visit Devon etc). Most are free to enter.



We would like to highlight one award. That was given to our very own Kurt Janson, long term Council Member at PASC UK, author of the Pink Book, personal friend and one of the most influential people in Tourism Lobbying. Kurt was rightly given the 'Outstanding Contribution Award.'

This was presented to him at the House of Commons a couple of weeks ago, picture above, by Robin Barker on behalf of the SW Tourism Alliance. This follows on from him receiving the 'Outstanding Contribution Award' from PASC UK this year too. His mantlepiece must be groaning under the weight 😊

The list of winning businesses at the SW Awards who are PASC UK Members:

All of these are beacon businesses, and all are exemplars of the PASC UK mantra of getting the three Ps aligned. Pricing, platforms and photographs. We can all learn something from these businesses.

- Sara's Cottage <https://www.sarascottage.co.uk>
- Holi Moli Beach Hut/Dunster Beach Hut <https://dunsterbeachhut.com>
- Pengelly Retreat <https://pengellyretreat.co.uk>

- Exmoor Character Cottages <https://www.exmoorcharactercottages.co.uk>
- The Cottages at Blackadon Farm <https://cottagesatblackadonfarm.co.uk>
- Pitt Farm Holiday Cottages, South Devon <https://pitt-farm.co.uk>
- Eco-Chic Cottages <https://eco-chiccottages.com>
- Glynn Barton <https://glynnbarton.co.uk>
- Bidwell Farm Cottages <https://www.bidwellfarm.co.uk>
- Cornish Gems <https://www.cornishgems.com>
Emma Faskokun, Unsung hero

And here's the Winner of the self-catering category, Blackadon Farm picking up their award from Sponsor Touch Stay. 😊😊



Well done to all 😊

UPDATE ON LOBBYING IN WALES 15 April

The first stage in trying to get the 182-day threshold has closed. The Consultation finished on the 12th of April, and it is our sincere hope that thousands of self-catering owners and agencies in Wales submitted responses. Numbers really matter at this stage. The PASC UK reports page has been at its busiest ever as the documents were downloaded.

The survey that you took part in showed only 16% of owners in Wales think that they will be unaffected by this measure. Many who are currently trading above the 182-day threshold, and were not initially active on this, have now woken up to the fact that prices will go down in a race to the bottom across Wales as owners chase 182-days let, and that this could bring businesses currently above 182- days below the threshold, with all the consequences that brings. We have already had self-catering agents in Wales telling us that they are under massive pressure from second homeowners on their books to get the bookings above 182-days, at almost any cost. We have had owners saying that selling a week in summer will include a

notionally free week in winter to increase days let and others saying that if they get close to the threshold, offering regular customers a week in off peak for next to nothing.

How this is in any way beneficial to anyone? All the case studies showed was that this measure would not generate its stated goal, of increasing affordable housing. The Welsh Government, until now has always pursued a policy of Value over Volume. All quality destinations follow this mantra. Introducing this measure turns that on its head.

So, what next?

- 1/ A Body of Evidence against the 182-day Threshold
- 2/ Next Steps for Owners and Agents
- 3/ Next Steps for PASC UK
- 4/ Fund-raising support

To cover in turn.

- 1/ A Body of Evidence against the 182-day Threshold

This is the document that we were asked to produce by Welsh Government Officials, to include case studies to substantiate what we were telling them about the impact of the 182-day threshold.

It can be found at the top of the reports page at <https://www.pascuk.co.uk/reports/>

We would ask that you circulate this as widely as possible. It has been presented to the Welsh Government and Officials.

- 2/ Next Steps for Owners and Agents

We would urge every single operator in Wales to download the Five Point Plan for Welsh business owners to follow. This will tell you how to find the ways to contact MS's Minister and Councillors so that you can contact them.

The Updated Plan is also available on <https://www.pascuk.co.uk/reports/>

The more of you that do this, the more likely we will see a reduction in the threshold.

Thanks.

- 3/ Next Steps for PASC UK

We will in parallel continue to lobby Ministers and Officials and point out the unintended consequences of this measure.

Our theme will be that the change in threshold should be to 105-days let, which was the PASC UK and other Associations position submitted to the original consultation on this matter. An increase from 70-days received the majority of support from that Consultation, with most common suggestion being 105-days let.

Please remember, in everything that you respond to the Welsh Government or Councils or Officials, remind them that only 9 respondents suggested 182-days, or put another way, they have accepted the views of 0.9% of respondents to the Consultation.

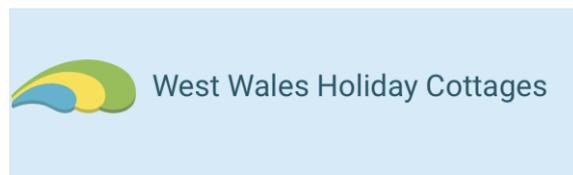
4/ Fund-raising support

Another shout out for the businesses that have contributed to the lobbying on the 182 threshold and the impending Tourism Tax consultation.

The following have committed to funding 27 days of additional lobbying research time between now and the end of June. This lobbying money is being channelled through the Wales Tourism Alliance (WTA) for transparency and is ring-fenced to spend on these two main threats.

We would like to thank these for their support. This is another really good example of the sector working together. Thank you.

If any other organisations or businesses would like to contribute to this fund, please let me know, for simplicity it needs to be in £250 units, let me know by emailing me at chair@pascuk.co.uk and put Lobbying Contribution in the subject line. Those that contribute will be thanked in the Newsletter and on social media.



And additionally this week:

Cefnsuran farm holidays, Cefnsuran, Llangunllo, Knighton, Powys, LD7 1SL

The agencies can be contacted via their websites:

www.sts-holidays.co.uk

www.westwalesholidaycottages.co.uk

www.classic.co.uk

www.travelchapter.com

PASC UK Owner Member

<https://www.selfcateringholidayswales.co.uk>

PRS PPL UPDATE 15 APRIL WHAT TO SAY TO THEM

We continue to try and resolve the on-going situation with PRS PPL. We are doing this with the ASSC (Association of Scotland's Self Caterers) as their Members are equally affected.

Some of you may even have had your inbox graced by an email similar to the one below. Just read the copy ☹ Putting chasing a licence into the same sphere as stress, anxiety and self-care beggars belief.

Unlock the power of music
at Higher Wiscombe Limited with
TheMusicLicence



Hi Alistair,

It's safe to say that a lot has happened over the past two years with the various lockdowns and restrictions being placed on the population - which has caused many of us stress and anxiety.

There is a wide variety of methods to help reduce these anxious feelings including meditation and self-care, but did you know that music can play a powerful role in alleviating low feelings?

[Learn More](#)



How Can Music Affect Your Mood and Reduce Stress?

Did you know that listening to music has both a mental and physical impact on your body? This can have a huge effect on the productivity of your staff

[Learn More](#)

Why you need TheMusicLicence

Under The Copyright, Designs and Patents Act 1988, permission is needed

We don't dispute that most of us may need to pay something, (see bottom of this article for exemptions) as music is being played in a commercial setting. We get email after email from owners saying it is private residential, and we don't think it is. That would apply to your house, when you have friends around, when you can also give them alcohol if you wish. When you charge for people to stay it moves to commercial and licences are needed.

Having said that we currently do not have a self-catering tariff and are expected to pay bills that they have calculated from another tariff which we do not think is appropriate as it's impossible to calculate what the correct charge would be. No one else we can think of can invoice you an amount of money without an explanation about how the fee was arrived at.

Last year we were promised by PRS PPL that this would be rectified, as well as dealing with the appalling telephone calls that some of you suffer. We were also to get a tariff, and guidance and explanation about why, in law, this needs to be paid, specific to self-catering.

It has been over a year, and we have just received short, updated guidance notes, which we do not think is remotely adequate, and still no self-catering tariff.

Last year they also asked us to tell you that those paying would get a credit if it later transpired that you had overpaid, when the self-catering tariff was finally released.

Our own invoice has arrived, just over a year from when we finally got them to engage with the ASSC and ourselves. And yes, you guessed it, we still run a hotel and there is no explanation about how the amount on the invoice has been arrived at. In the notes from PRS PPL they also seem to be proposing that if any business does not pay the invoice on time, then a 50% surcharge is immediately applied. We are checking into the legality of this surcharge, the like of which we have never seen before.

We are therefore disputing our invoice saying that we would not pay this, and are prepared to go to court over this, backed by PASC UK, and see if an invoice for a hotel can apply to self-catering business with no explanations as to how the amount was calculated.

We received this response.

Our respective legal teams are working on providing clear guidance for your members on the requirements for a licence. Unfortunately, this is taking longer than I would have hoped.

The team at PPLPRS have been told not to actively approach currently unlicensed self-catering operators but it is not always clear until they actually make contact that a venue is a self-catering operation rather than say a small guesthouse.

If you have any specific queries from members, please provide me with the details and I will be happy to review them with the team at PPLPRS.

So, if you get a call from them, tell them that it has been agreed between PASC UK, the ASSC and PRS PPL that you are not to be contacted at this time, whilst the situation is resolved.

If you have a problem, or the call is aggressive or rude, please contact me at chair@pascuk.co.uk and we will pass on your comments. We will NOT pass on details that enable PRS PPL to identify you.

These are the current exemptions as written by PRS PPL, please note that you have to comply with ALL the criteria to be exempt. So, for example if you have two properties, in two places however small they are, both are liable.

Are there any circumstances when fees are not charged?

Discretionary Charging Policy:

PPL PRS Ltd charges for music in hotels and other holiday accommodation businesses.

However, PPL PRS Ltd chooses not to charge a royalty for the use of music (including TV and radio) in holiday accommodation premises meeting **all** of the following criteria:

- The premises has **3 guest bedrooms or fewer**
- The premises is the **sole holiday (or self-catering) accommodation business** operated or owned by the proprietors
- The premises is either a self-catering premises or is also the **domestic residence** of the proprietors
- **Facilities are only available to resident guests (and, in the case of holiday premises, the proprietors)**

EV CHARGING. UPDATED PAPER AND NEW GRANT.

We have updated the EV Charging paper and it now includes the following Grant. This Grant is available throughout the UK, provided that you meet the criteria as stated.

The EV Charging Paper is available here. <https://www.pascuk.co.uk/reports/>



On 29 March 2022, the Government updated their grants policy to enable holiday and short stay accommodation to apply for a grant of £350 per charging unit. There are conditions that need to be met, and it won't necessarily be given to all applicants unless they are able to meet the criteria.

Details here:

<https://www.gov.uk/guidance/workplace-charging-scheme-guidance-for-charities-and-small-accommodation-businesses>

The criteria are as follows:

The scheme is open to applicant organisations that fulfil all of the following criteria and can prove this using the [evidence required](#). Your organisation must:

- be either:
 - a registered charity
 - an accommodation business with 249 employees or less
- have received – or have currently pending at the time of application – less than €200,000 of public support in the last 3 financial years (meaning the previous 2 financial years plus the current financial year) and satisfy the [state aid requirements for de minimis aid](#)
- declare a need for EV charging equipment (you do not need to possess a plug-in EV)
- be located in England, Wales, Scotland or Northern Ireland (applicants in the Channel Islands and Isle of Man are not eligible)
- have dedicated off-street parking. The parking facilities must be clearly associated with the applicant's premises and be either on-site or a reasonable distance from the place of work. There is no restriction on who may use the parking, be it customers, guests, visitors, staff or others
- own the property or have consent from the landlord for chargepoints to be installed at all the sites listed in the application

Evidence required

To prove your business is an ongoing concern, you need to use your Companies House reference number.

If you do not have this, you may use a VAT registration number.

If you have neither of these, you may use an HMRC registration letter.

Charities not in possession of any of this documentation can upload a copy of their registration to the Charity Commission or a letter from a principal regulator by using the upload field reserved for the HMRC registration letter.

If you are unable to provide any of these documents, we will be unable to issue you with a voucher.

If you are unsure about the eligibility of your organisation, contact the DVLA at workplacechargingscheme@dvla.gov.uk.

We appreciate that many of you may not meet this criteria and with the help of the Tourism Alliance have gone back to Olev to ask if the criteria could be extended, so that more, small independent Self-Caterers could participate.

Their answer at the moment is as follows:

When we designed the extension to the workplace charging scheme to small accommodation, we did consider the impacts of applying the current registration rules to them and that many businesses may not be able to apply. This was one of the hard decisions we had to make. As the scheme develops, we will monitor its uptake and if it is succeeding in stimulating investment in EV charge points. Within this we will consider extending the eligibility criteria. Whether we do will depend on the ease at which we could implement such a change and its likely impact. I'll keep you posted on this.

Which, when translated means, if the uptake is slower than anticipated, they'll broaden the criteria. We will let you know if there is any change.

PASC UK MEMBERS ZOOM MEETINGS DATES ANNOUNCED

We are pleased to announce some more Members only Private meeting dates. Because of the issues in Wales, we will have separate English and Welsh meetings whilst the primary issues are so different. Welsh Members are more than welcome to join the English meetings, but please bear in mind these meetings would only cover what is happening in Wales in headline form.

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. They are private, so not recorded and are run to Chatham House Rules.

Welsh Members Private Meeting: 21 April at 1100

English Members Private Meeting: 28 April at 1100

The Welsh meeting will focus on where we all are as regards the 182 Day threshold, what is being done and what more can be done. The English agenda will be published next week.

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.

BUSINESS INTERRUPTION INSURANCE CLAIMS UPDATE – FURLOUGH DEDUCTIONS

For those that have been able to claim on their Business Interruption Insurance, notably Cottagesure Members, one of the elements that insurers deducted as an Increased Cost of Working (ICOW) savings were Furlough Payments. For some Members, this was a considerable sum of money.

PASC UK tried to lobby that this should not be allowed to be deducted, just as we had successfully done on Grant deductions. This time Treasury chose not to intervene and appears to be letting the courts sort this one out.

Several large cases are taking place in the UK on this, notably being Stonegate Pubs v M S Amlin which is being heard in June, and reputedly an £850m claim.

This received a huge boost this week when the Australian Courts rules against insurers deducting 'furlough;' claims from pay-outs. LCA Marrickwille Pty Ltd vs Swiss Re International 2022. It was also covered in the news in Australia.

<https://www.postonline.co.uk/claims/7934156/briefing-walls-closing-in-on-insurers-business-interruption-furlough-savings>

Whilst most of the article is behind a paywall, the headline and the intro paragraph are worth a look. Whilst Australian rulings do not set a precedent in the UK, the laws are very similar and this should be taken as a really positive step forward, for those of us who are owed the Furlough payments from insurers.

We will keep you posted on this.

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/>

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- Tourism Surveys to seek out at Welsh Councils 1 April Newsletter
- Deadline for Wales Consultation into varying Land Transaction Values 25 March Newsletter
- 2022 Market Data on bookings so far 18 March Newsletter
- What happens if a guest gets Covid at your property? Repeated in most newsletters pre-18 March
- New Revised Cleaning Protocols V5 Repeated in most newsletters pre-18 March
- New PASC UK Website Live
- 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
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- Govt urged to CUT vat, save £4.6bn and Level up. 11 Feb Newsletter
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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.