



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 13th May 2022 Issue 109

#### This week's contents

- PASC UK Social Media
- Where to find previously covered items in Newsletters
- Commentary
- Statutory Registration Scheme Update
- Award Winning PASC UK Members
- How to Enter Tourism Awards Meeting
- Update on Lobbying in Wales 13 May
- Wales Tourism Tax Update
- PASC UK Insurance for self-catering businesses Initiative **Update**
- EV Charging Update **Yes, another update**
- PRS PPL Update 13 May, what to say to them **and update**

#### General Information Section

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

## COMMENTARY

We are expecting the Call for Evidence on Statutory Registration any day now, so thought it timely to try and lay out the key questions that we get asked about what such a scheme might look like. Getting this scheme right, and not turning it into the draconian legislation that Scottish operators now face is our goal, and we are well on the way to achieving that. Wales will follow, and hopefully a good outcome and approach in England can be replicated in Wales as well. Full details below.

An update on what's happening in Wales as regards progress against the 182-threshold is featured below, with particular reference to Wales Tourism Week next week.

We have another short EV Charging update this week, which may give clarification to many who are trying to apply for Grants. We have left in the section about why charging out of a window is a no-no. See below. Plus we were made aware of this useful video by a Member which may be useful if ever you have a guest charging out of the window. <https://bit.ly/3MbOcbF>

The Insurance Initiative, which was covered in last week's newsletter is now underway, and we have been in contact with several insurance companies to get them to provide information. So far, we will be getting collaboration from Gallaghers and JL Morris at a good level of detail and have already made some progress on the elements causing problems. We need your help and contributions to make an insurance paper meaningful for Members: See below.

We are getting up to date on the emails from Members and also are almost up to date on new Member packs, the last few outstanding will be despatched this weekend.



Please keep the feedback coming in, as you can see from this week's newsletter it really does impact on which pieces of work get prioritised.

## STATUTORY REGISTRATION UPDATE FOR ENGLAND AND WALES

We are expecting the launch of a Call for Evidence from the Westminster Government in the coming days. This would be the first step towards establishing a Statutory Registration Scheme in England.

The Welsh Government is also planning to launch a Consultation on Statutory Registration, although we do not have a specific timeframe for that currently.

PASC UK is fully supportive of Statutory Registration as long as it achieves most of its stated ambitions and does not just end up as another tax that professional businesses have to pay, and that others, perhaps operating on OTA sites can avoid.

PASC UK has been at the forefront of lobbying for Statutory registration for the last six years and curates the 'Safe and Legal' campaign of over 50 Tourism organisations and associations who are pressing for the scheme.

We will try and briefly cover the points relevant to such a scheme. We do not have any detail from the Welsh Government currently, so these points apply to the English scheme. We would of course hope that the Welsh scheme does not vary from this very much at all. What will be useful is that all the work we do, in providing evidence to the consultation in England, will be able to be updated and utilised by Welsh Members when their consultation finally launches.

We have already had two Round Tables with the Government and interested parties, and the notes below reflect where the vast majority of contributors are currently thinking.

- What are the benefits?
- Does it mean more regulation?
- What we hope it will be
- What it most certainly won't be
- How much might it cost?
- Who might run it?
- What might the timescale be?

### What are the benefits?

There are three main benefits.

1/ PASC UK believes that all that offer accommodation for money should meet the same 'safe and legal threshold'. This should apply whether an operator lets for a single night or is open 365 days. Currently a large proportion of the sector is simply not compliant. Market forces mean that those that have the additional burden of compliance costs, fire, gas, electric testing for example, cannot charge any more than those that don't.

A robust Registration Scheme would mean compliant businesses would receive a Registration Number, that would be required in order to advertise anywhere.

When similar schemes have been introduced elsewhere, the number of properties available for short term let reduces considerably, meaning more robust bookings and pricing for legitimate

businesses. We would finally have that 'level playing field for regulation' that we have been campaigning for.

2/ No-one knows how many businesses operate in our sector. Not the Government, and certainly not PASC UK. The current number may be as high as 350,000 in the UK. How is information distributed to these owners and businesses? This was highlighted during Covid, when there was no single way to inform owners and business about the regulation and the support available. Lots of rules are changing and it's important that all owners and businesses can be kept up to date, and that we can work with Government using real data on the size, scale and opportunity our sector represents.

3/ Customer confidence. Consumers have no idea about what requirements there are for a 'safe and legal' stay in one of our properties, until something goes wrong as it occasionally does. A Registration Scheme would boost consumer confidence in our sector and stop many of the horror stories of properties that appear in the press and on social media.

### Does it mean more regulations?

In England we can say no with some certainty. One of the pre-requisites of getting any Government time for Statutory Registration is that it requires no further legislation to see it come into effect. As the scheme was covered in the original Tourism Act, all that has to happen is that the Minister says there will be one. (We do not know if this will apply in Wales).

### What do we hope it will be?

1/ Relatively simple to provide the information. More robust than the Visit England 'Good to Go' and more akin to the AA Covid-19 Schemes in that you need to provide the info, and that someone actually checks it's there before giving out the registration number.

2/ A drop down form to fill in, putting in your Fire Risk Assessment, gas, electric and fire testing certificates as applicable, and other risk assessments such as pools, hot-tubs etc if you have them.

3/ The scheme would provide you with a registration number. With this registration number you would be able to carry on advertising wherever you wanted, as long as displaying the Registration number. This scheme is commonplace on many international websites. Platforms would have to be ready to display this registration number next to your property.

4/ PASC UK is working hard to ensure that this a national scheme for England (and hopefully Wales) so that an operator in Cumbria operates to the same scheme as in Cornwall.

### What it most certainly won't be

1/ This is not a mandatory quality assessment by another name. This is just a 'safe and legal' compliance check. We would not support it becoming a quality scheme by the back door.

2/ This is not a licensing scheme by another name. If you are compliant you will get a registration number.

3/ Sadly, there will not be a legal requirement to have Public Liability Insurance. There are only two insurances that we have to take out in the UK, one is car insurance to drive on the road, and the other is Employers Liability insurance. This is not something that we are happy about, but it will not be mandatory. This will of course give platforms that ensure owners have this in place an edge over those that don't.

## How much might it cost?

There does need to be a cost to this scheme otherwise it simply will not succeed. Councils are already stretched, and many cannot even meet their Statutory obligations. If we are to have a robust scheme that creates a better business environment for professional businesses and gives customers confidence, we need to pay for checks to be made and the scheme to work efficiently.

The working group on 'Safe and Legal' has always suggested that the amount should be £100 per business. You will see other amounts elsewhere, but that is the common consensus.

## Who might run it?

This will most likely be run by local Councils. They are probably best placed to do this, as it could have links to Trading Standards, Environmental Health etc should issues arise. They already have numerous licensing and registration schemes and we would have a better chance of it being a standard system for all.

## What might the timescale be?

In England we are about to see the launch of a Call for Evidence. These normally last 12 weeks. The Department running this is DCMS and after receiving the evidence (anyone is able to submit, and PASC UK will provide notes on how to do this) then draws up what they think any such scheme might look like. This might take up to four or five months.

They then launch a formal Consultation into this, and once again anyone can respond to this Consultation. (PASC UK will provide notes on how to do this). This Consultation would last for 12 weeks.

DCMS would then take their time summarising how this the scheme might look, based hopefully on the evidence gathered and all of our responses to the consultations.

If this goes through each stage like lightning it's possible that this may come into effect in 2023, the PASC UK estimate is that it will probably be 2024, but that some platforms will start being more robust in making sure properties are compliant beforehand.

There are many platforms that do this already, these may be good quality agents, Marketing groups etc but by no means all come close. Many still hide behind the customer terms and conditions, this one for example from AirBnB.

<https://www.airbnb.co.uk/help/article/2908/terms-of-service#EU16>

See Section 16:

While we work hard to ensure our Members have great experiences using Airbnb, we do not and cannot control the conduct or performance of Guests and Hosts and do not guarantee (i) the existence, quality, safety, suitability, or legality of any Listings or Host Services or (ii) the truth or accuracy of any Listing descriptions, Reviews, or other Content provided by Members.

We welcome thoughts and input on this subject so please send comments into [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) putting **Stat Reg** in the subject line. Thanks.

## AWARD WINNING PASC UK MEMBERS



Last week VisitEngland announced their ROSE Award winners. The ROSE Awards recognise the accommodation providers across England who provide visitors with the warmest of welcomes. They celebrate the establishments where the owners, management and employees, irrespective of their star rating, style or type of accommodation, provide outstanding experiences for their customers. Each year the number of recipients is limited to 100.

PASC UK Members have featured well in these awards, and our congratulations to each and every one of you who achieved it this year and all those who have gained it in the past.

Heavenfield Cottage	St Oswalds Farm, Wall, Hexham	NE46 4HB
Mill Granary	Middleton House, Ingleton	DL2 3HG
Boskenna Home Farm	St Buryan, Penzance	TR19 6DQ
Double Gate Farm	Lower Godney, Wells	BA5 1RZ
Littlewood Holiday LTD	Pigeon House, Hampton, Dorchester	DT2 9DZ
Knowle Farm LLP	Rattery, South Brent, Devon	TQ10 9JY
Holi Moli Beach Hut	22 Frog Street, Bampton, Devon	EX16 9NT

## HOW TO ENTER TOURISM AWARDS MEETING

We have been running some items about Award winning Members and the Tourism Awards recently, and this has generated a good deal of interest.

We are holding a Members workshop on how to prepare and enter the various awards schemes, as well as short case studies on why they can help boost your business. There will be plenty of time allowed for questions to the panel.

The Private Members Meeting for this will be on the 17 May at 1100.

We will be having a guest presentation from Services for Tourism who organise good proportion of the regional tourism awards at this meeting. If you wish to take part, please send an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) and put Awards Meeting in the subject line and your business name in the body of the email.

This meeting will be recorded and put in the Members section of the website.

## UPDATE ON LOBBYING IN WALES 13 MAY

The lobbying against the introduction of the 182-day threshold continues. As reported in the Members meetings and in the newsletters, we are getting feedback that the evidence that we have provided in the 'Body of Evidence' the constant contact from businesses, the Petition, press coverage and the ongoing dialogue with Ministers and Official has been heard. It would have been impossible for that not to be the case.

To what extent this will impact and reduce the 182-day threshold is though impossible to say and we will continue to lobby to try and convince the Welsh Government and Officials that this threshold is way too high. We are though reasonably optimistic that the threshold is seen as too high. Governments though don't like to climb down so a tricky balance to be found over the coming days.

The last comms from the Welsh Government yesterday did not indicate a clear date for when the decision would be made, but it did say that the ambition was to have done this by the end of the month.

So, unless any surprises are pulled, we will have a couple more weeks. This includes the critical Wales Tourism Week, which takes place next week.

<https://businesswales.gov.wales/news-and-blogs/news/wales-tourism-week-2022>

For all of us that are lobbying on your behalf this gives us really good opportunities to talk to Minister and Officials when they are supposed to be in 'Tourism Mode'.

We have a Cross Party Meeting on Tourism on the 18<sup>th</sup>, when the Minister will be present and that is followed by an evening Reception in the Senedd. We will be making the best of both opportunities.

We urge as many of you as possible to contact their MS, Councillors and officials this week. We really are getting close to the decision.

What we are also pressuring for is a list of exemptions to be available with any increase in the threshold.

These include:

Properties that are limited by (i) planning permission to only be short term commercial lets and (ii) lie within the curtilage of an owner's primary residence are not made liable to pay the additional council tax premiums if they do not hit 105 days let.

Allowances can be made when whatever threshold is finally determined upon, accommodating limitations on availability such as, carrying out repairs, property improvements, closure due to ill-health or caring responsibilities.

We would be pleased to work with the Welsh Government in determining what these might be.

We are also arguing that the 182 Day Threshold is not in law currently and almost two months of this year have already passed, with some tricky trading conditions for many. There must be a period of transition to a higher threshold, it is simply inequitable for this to be based on the previous years bookings when the VOA start checks in April 2023.

### Lobbying your MS

Each MS has now received a personalised letter by email, in Welsh and English asking them to look at the evidence and to look at the offered solution. Each of these letters conclude with case studies (with detail redacted) from their own constituencies. We are getting these from all the case studies provided by you. We offered the MS the opportunity to speak with the case-study provider (subject to owners' approval) and we can put the business directly in contact with them.

### Petitions Committee

We needed 250 signatures to get it looked at by the Petitions Committee and have passed 3,000. Might 10,000 now not be so far-fetched? There are 6-8000 self-catering businesses in Wales so with partners signing the Petition too, it's not impossible.... That would lead to a Senedd debate... over to you all to share and promote widely.....

Senedd Cymru  
Welsh Parliament  
Petitions

CYMRAG

Petition

**Agree 105 day occupancy, not 182 days, to distinguish holiday let businesses from second homes**

As part of its tax policy to limit the number of second homes, Welsh Government wishes to better distinguish between legitimate furnished holiday lets and second homes. The draft Order, despite contrary advice from its own consultation, raises the level of occupancy required for business status from 70 to 182. This is unachievable for most FHLs, which will either close or be reclassified as second homes as a result. We propose a threshold of 105 days, a 50% rise, in line with HMRC definitions.

[More details](#) ▾

[Sign this petition](#) >

**3,003** signatures

[Show on a map](#) 10,000

If you go to the Petition, and click on this link you can see where the votes are being cast:

<https://petitions.senedd.wales/petitions/245159/map?view=constituencies&count=signatures>  
Wales Tourism Week

### PASC UK Pledge Fund

During PASC UK Welsh Members meetings and in subsequent Newsletters we asked for Welsh Businesses to contribute any amount, whatever they can, £50, £100, £250 to help fund the activities above.

From repeating the request in last week's newsletter, we have now passed £5,500.

Please don't leave it to the few on this to help fund this battle. If this affects you then please contribute what you can afford. The funds are ring-fenced to spend on the 182-day threshold campaign.

All you need to do is send an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) with your Business Name and how much you wish to contribute. Our new back-office system will then raise an invoice for you.

### What steps can you still take?

- 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 **UPDATED**

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 MSs, Ministers and Councillors so that **you** can contact them.

There have been local elections in many parts of Wales, so now is the time to contact your re-elected or newly elected Councillors. It does not matter if you have contacted them before. Make sure that they understand two things in your correspondence.

The impact of the 182-day threshold on your business and surrounding businesses

The impact on you personally.

In the 5-point plan there is a section on how to find your Councillors.

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. Some of the actions that we will be taking with partners is detailed at the beginning of this section.

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

The self-catering agents have stepped up already along with PASC UK and added 27 days of additional lobbying time. Members have contributed over £5000 to the fighting fund.

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

The agencies can be contacted via their websites:

[www.sts-holidays.co.uk](http://www.sts-holidays.co.uk)

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

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

[www.travelchapter.com](http://www.travelchapter.com)

PASC UK Owner Member

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

### WALES TOURISM TAX UPDATE

With all the above going on the focus has been on today's threat, the 182-day threshold, and we have not been able to meet to specifically discuss the impending Tourism Tax. This is also unlikely to happen next week, although it will inevitably be raised in the Cross-Party Meeting and the Reception in the Senedd.

There have though been some meetings and the direction of travel is clear unfortunately. This is not about 'whether' a Tourism Tax should be introduced, it's about 'how' it will be introduced. Deeply worrying.

The Welsh Government has even announced no less than three research Projects into the controversial tourism tax.

<https://www.business-live.co.uk/economic-development/welsh-government-commissions-three-research-23884197>

### PASC UK INSURANCE FOR SELF-CATERING BUSINESSES INITIATIVE

**CALL FOR EVIDENCE CALL FOR EVIDENCE CALL FOR EVIDENCE**

**Urgently required:**

- **A good contact at the NFU**

- **Any recommendations of insurance companies to be included plus contact details**
- **Any problems on particular elements of cover**

Also, we recently added Lychetts to our list of possible insurance providers. They have asked to be temporarily taken off the list as they did not feel that they were currently able to offer competitive cover. That's a great shame as they had been able to provide bespoke cover to several Members. We will let you know when they re-enter the market.

The Background:

Due to the numbers of calls and emails over the last few months about holiday let insurance, PASC UK is going to undertake a piece of work to try and create an insurance report. The objective of this report is to save you time when seeking cover for your business.

An increasing number of insurers are refusing cover for some items, or refusing cover entirely to Members, often at the very last minute, and three times in the last three weeks we have been trying to help Members find last-minute (and expensive) alternatives.

Things that are causing the most headaches are swimming pools, hot tubs, annexes, thatched properties, ponds, play areas, playrooms, animals on site and more.

We are looking to create a grid, with all the relevant insurers down one side and across the top, all these kinds of headings to show if the insurers cover them or not.

This will save you time when looking for competitive quotes and we will use the grid to pressure insurers to 'tick more boxes'.

We will be asking them for evidence in why, suddenly, they are introducing further exclusions.

**Please can you submit any information that you have that would help us in the preparation of this paper, can be good or bad experiences with insurers. If you have any thoughts on this, or have any contributions or experiences of any kind, please let us know by sending an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) with **Insurance Paper** in the subject line. Thanks.**

**EV CHARGING UPDATE 13.5.2022**



Many of you have asked what the HMRC Registration Letter that is referred to in the Eligibility Criteria.

We have asked this question of HMRC and have got this response back:

*Good Afternoon,*

*Thank You for your email,*

*An HMRC letter would be a letter in the business's name and address and would normally have the tax reference number on it (UTR number). The details attached to the letter will have to match the details provided when applying for a workplace charging scheme voucher in order for the voucher to be approved.*

*Kind Regards,*

*Joel*

*The Workplace Charging Scheme Team*

We have updated the EV Charging Paper to include this and it can be found here:  
<https://bit.ly/3yiW2GX>

This piece about what can sometimes be called 'Granny Charging' generated a lot of positive feedback, and may will be using it to try and prevent this happening at their properties.

A member also sent in this video from You Tube which pretty much nails it too and could be shown to guests who choose to argue with you.

### Five Reasons not to charge an EV from a 13-amp socket.

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

### Important safety re-run from last week.

Last Friday evening we had some guests arrive at Higher Wiscombe with a hybrid car. At the meet and greet they told us that they would be charging it out of the window. We asked them politely not to and asked them to use the properly installed EV Chargers. An hour later, when passing the cottage, we spotted the picture above.

We asked them to stop, and to use the EV chargers. They said that they had misunderstood what we said and that they 'do it this way all the time'.

We explained that this was not acceptable, and that it was dangerous and might invalidate our insurance. They then complied.

We checked out T's and C's. and guess what? We don't cover this, we have never had it before, so are now amending our T's and C's and will be putting it in our guest communications from now on too.

### Why is it dangerous and why might it invalidate your insurance?

#### The technical and legal answer.....

The wiring regs (BS7671) have a very specific section in an amendment they made in February 2020 regarding sockets that may be used for EV chargers.

They must have one of:

- an earth rod mesh
- an earth rod network
- or an earth rod that has an extremely low impedance

They must meet the following requirements:

- They must not be connected to the PME (Protected Multiple Earthing) system that will be in place in most properties
- You must ensure a voltage of less than 70V rms between the vehicle and the ground.
- It needs be a specific type of socket that allows the full 13A to be drawn with no damage, perhaps over a prolonged period of time, (so not a standard 13-amp socket and one that has EV stamped on the back).
- You should never use a standard 13-amp socket as they are not rated for EV Charging.
- This socket must be marked as an EV socket.

- Each EV connection must have its own RCD-DD device which would disconnect the live, neutral and earth conductors from the vehicle in the event of a fault.

Without such safety protocols being in place the body of the car could become live at any point, a normal 13A socket could catch fire, especially if that socket is close to a window and is in proximity to soft furnishings or curtains.

There is an explanatory video here <https://youtu.be/KQEFy6tPUa0?t=1141> which goes through the EV charging section of the regs.

In the video at <https://youtu.be/KQEFy6tPUa0?t=1722> There is a section on the specific type of outlet to be used.

A further video linked to that one shows the problem when a protective earth / neutral connector is broken <https://youtu.be/KQEFy6tPUa0>

There is also the document that can be cited which is the amendment to the regs: [amendment1\\_read-only\\_final.pdf \(theiet.org\)](#)

### PASC UK Comment

To protect both your business, property and your guests and to maintain insurance cover it is essential that a properly installed EV Charging point is installed by a reputable qualified installer.

We would also strongly recommend making your EV charging rules at your property clear to your guests, especially if you do not currently offer professionally installed charging options. Perhaps by making it clear where the nearest charging stations are.

The EV Charging paper on the Website has been updated to reflect the above information and can be found here: <https://bit.ly/3xAXgNX>

### NATIONAL ACCESSIBLE SCHEME REVIEW



#### OLDER AND LESS MOBILE GUESTS

If you can climb a flight of stairs, but banisters or grip handles would make this easier, look out for this logo.



#### PART-TIME WHEELCHAIR USERS

If you have problems walking or can walk a maximum of 3 steps, or need to use a wheelchair some of the time, this logo applies to you.



#### INDEPENDENT WHEELCHAIR USERS

Similar to the international logo for independent wheelchair users. If you're a wheelchair user and travel independently, look out for this logo.

Visit England is finally reviewing the National Accessible Scheme. This has been a long time coming.

This is a grading scheme specifically around the facilities offered to guests who have some form of special requirement, sight, hearing, mobility etc.

Sadly, they are only polling current and previous Members of the scheme. There are pitifully few participants in the Scheme, and this is fundamentally down to poor marketing and support from Visit England. The accessible market makes up around 25% of the total spend in hospitality, and businesses need to be encouraged and shown how to access this huge part of the market.

PASC UK have been asked to take part in the formal research into this scheme, and we will report back later.

If you are or have previously been a member, please take part in the survey and tell them that the scheme must receive more support, to both market to guests and to support businesses to join. To take part in the survey, click here: <https://bit.ly/3kMOKIQ>

## Have your say on the National Accessible Scheme

**We are undertaking a review of the National Accessible Scheme (NAS) and we would like to hear your views as a current participant.**

Your input will help us to identify and deliver initiatives in support of the Government's ambition for the UK to become the most accessible tourism destination in Europe.

The review is being undertaken within the wider context of VisitEngland's work on accessible tourism, particularly the provision of the Accessibility Guides initiative and the comprehensive guidance on the Business Advice Hub.

An independent and impartial agency, Tomorrow's Tourism, is carrying out a **survey** on our behalf which should take around 10 minutes to complete and will close on **Sunday 22 May 2022**.

We very much appreciate your opinions of the National Accessible Scheme. As a thank you for your time you will be able to opt-in to a prize draw at the end of the survey, with a chance to win an Amazon gift voucher. First prize is an Amazon e-gift voucher for £50.00, the second prize is an Amazon e-gift voucher for £25.00.

Thanking you in advance for taking the time to complete the survey. Should you have any queries regarding the survey please email [info@tomorrowstourism.com](mailto:info@tomorrowstourism.com) with 'NAS participant survey' in the subject line.

**VisitEngland Business Support**

## PRS PPL UPDATE 13 MAY WHAT TO SAY TO THEM AND UPDATE

We are continuing 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. We finally have had a response from them to propose dates for the next meetings. These dates will have been provided to them by the time you read this.

We have been in professional courteous dialogue with PRS PPL for over a year now and have considerably upped the tone and tempo of our approaches to them. Our business has refused to pay the Licence fee, on the grounds that we do not have a hotel or guest house and cannot work out if the invoice is correct. We have now been sent the 50% no payment surcharge in addition. We have no intention of paying that either. We have asked where, in law, it is possible to charge anyone a 50% late payment surcharge? When we have an answer we will of course let you know.

We are really sorry that this has been outstanding for so long, and that there are large numbers of you waiting to hear what should be done with regard to PRS/PPL. Delay has not been at our end and we cannot really understand the delay either. If their case is so good, why have they not been able to demonstrate this, provide a tariff for self-caterers, and guidance and FAQ's as to why we have to pay?

Our asks are pretty simple:

- We want a self-catering tariff.

- We want an FAQ sheet on why we have to pay it and under what circumstances.
- We want their staff to be polite on the phone.
- We want the surcharge removed.

These are hardly outrageous requests. We appreciate that Members are frustrated and angry about particularly the tone of the cold calls.

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.

When we said that we were refusing to pay until we had a clear tariff and guidance on why we have to pay 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](mailto: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)**

## **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](mailto:admin@pascuk.co.uk) Thanks.

## MEMBER RENEWALS

Huge favour to ask of regulars, when you get your renewal through, please pay it. The logistics of chasing waste hugely valuable time that could be spent doing far more useful things for all. If you don't want to renew, all you have to do is say so.

## 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](http://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/>

- **Hampers paper updated**
- **Third Party Services at our holiday accommodation**
- **Considering Longer Term Lets?**
- **PASC UK Website and Tech Update please read**
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- **Lots of Government Consultations Affecting Self-Catering to look out for 29 April Newsletter**
- **EV Charging, Updated Paper and new Grant 29 April Newsletter**
- **Business Interruption insurance Claims update – Furlough Deductions 15 April Newsletter**

- Fund-Raising for lobbying in Wales Update 8 April 8 April Newsletter
- Registering to Vote in the Local Elections in Wales 8 April Newsletter
- Compensation for Power Cuts Reminder 8 April Newsletter
- More on Energy Contracts 8 April Newsletter
- Spring Statement Update 1 April Newsletter
- Reminder New Electric Vehicle Charging Paper published 1 April Newsletter
- Declaring Grants on Tax Returns 1 April Newsletter
- New Consultation on Review of Property Income 1 April Newsletter
- Notes on Membership when selling your Business 1 April Newsletter
- 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
- 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  
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 The Professional Association of Self-Caterers UK  
[www.pascuk.co.uk](http://www.pascuk.co.uk)  
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 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.