



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 6th May 2022 Issue 108

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

## COMMENTARY

We had two further Members only zooms this week and they are proving invaluable in gaining information about the current challenges Members are facing. The meetings vary in content, the first general Members meeting had insurance high on the agenda, the second did not, however we picked up on other possible pieces of work. In Wales, the focus rightly remains on trying to push back on the 182-day letting threshold.

Thanks to all the Members who have taken part, and we encourage those of you that haven't to give them a try. More meetings will be called over the next month.

An update on what's happening in Wales as regards progress against the 182-threshold is featured below.

We have included an EV Charging update this week, which explains why charging from a 13 amp socket out of cottage window really is a no-no. See below.

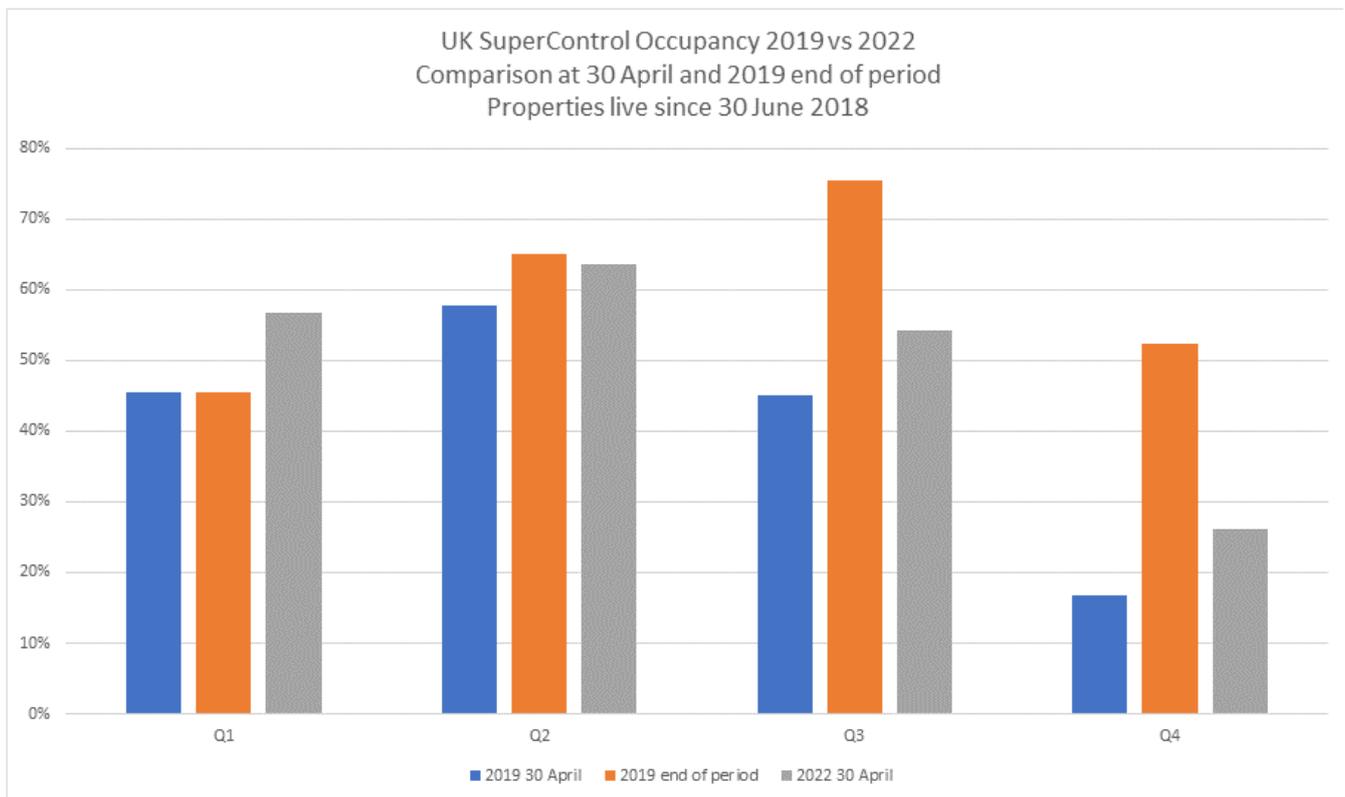
The Insurance Initiative, which was covered in last week's newsletter is now underway, and we have been in contact with several insurance companies to get them to provide information. What is clear is that many of the reported price increases are way above what they should be. It's a pain but understandable that if the property value rises by 10% then it's likely that the policy will increase in line with this. However, as we examine more policies, more and more are adding exclusions. It looks like it's going to be extremely hard to insure Thatched properties, and even more so if they have wood-burners. We have one of these properties so understand the grief that this is causing and are working on finding solutions

Insurers are also bleating about how the big weather events, supposedly once in lifetime events, but happening several times a year are affecting them with huge sums being paid out. This will inevitably feed through to premiums. If insurance is worrying you, or have any experiences, good or bad, please respond to the call for evidence below.

<https://www.reinsurancene.ws/insurers-to-pay-out-nearly-500m-on-storms-dudley-eunice-franklin-abi/>

We have some more booking statistics for you from SuperControl. This data is from over 12,000 properties in the UK.

The booking position in early May is still really good compared with 2019, not anything like as far ahead as it was at the end of Feb and march, but still ahead.



- The Blue column reflects actual occupancy as of 30 April in Q1 -Q4 2019
- The Orange column reflects actual occupancy at year end 2019
- The Grey Column reflects the booked occupancy as of 30 April 2022 for 2022

The occupancy in Q1 is well up on 2019, around 20%, and we are fast approaching the 2019 Q2 occupancy with still two months of bookings to go, so can expect to exceed that too. It will be interesting to see by just how much, with many reports of business slowing for some.

The critical quarter revenue wise for many is July, August and September. There is still a lot of availability in this period, and we are beginning to see signs of some discounting, especially on the larger agency sites, which is unfortunate and unnecessary in our view.

Whilst we do get the standard press reports that foreign holidays are cheaper and that we live in rip-off Britain, the press have been rolling that old barrel out every year since time memorial, that is by no means the real picture. The counter to it is to read about all the cancelled flights, the queues at Dover, passport delays etc. Our foreign competition is also beset with rising prices for pretty much everything too. We are still confident that there will be good demand for the remaining summer availability and believe guests may be leaving later to book because of other pressures on their budgets currently.

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.

## **PASC UK WEBSITE AND TECHNOLOGY UPDATE PLEASE READ**

We have now automated the Subscription Renewals and New Member Sign ups. This has been a huge piece of work and was completed on time by Justin. You will receive an email from Xero with a link to pay. If you think they are a spam, plus just send an email to [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk)

and Justin will make sure that it is correct. As part of the automated process, each Member receives a password to enter the Members area.

**Important note on the Members area.** This is the next piece of work, to start populating the Members area of the website. All you can do in the Members area today is update and correct your account details and change your password. There is no other content in there at this time. Over the next days and weeks, we will be putting more and more content in the Members area and will let you know as that happens. Thanks for your patience on this.

**Password Invitation.** If you are getting a renewal or paying your joining invoice you will get an invitation to change your password. You do not have to do this now; it does though come from us. You will need a password to update your subscription details and to enter the Members area that we are launching in the next few weeks.

## UPDATE ON LOBBYING IN WALES 6 MAY

We continue to focus on getting as many owners as possible to contact their MS, Councillors and officials as possible. We really are down to a battle of numbers at this point.

We continue to lobby to try and convince the Welsh Government and Officials that this is a completely inappropriate threshold.

We continue to see some signs of hope. There is no confirmation at this point that the proposed threshold will be reduced to a sensible level, we are however beginning to see an increasing acceptance that 182 days is just too high from all parties involved.

We must not though jump the gun here; This DOES NOT mean that the Welsh Government will just accept our proposed 105 Day Threshold. We will continue to push at this on a daily basis.

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.

There are several further strands of work across the PASC UK, WTA and UKH Cymru team.

## Press Coverage

WTA, PASC UK & UKH have engaged a press specialist in Wales to write a series of releases, which urge the Welsh Government to reconsider.

We are also being asked for businesses who are willing to speak to the media and have provided these as requested after checking Members are happy to take part.

This work is ongoing.

## Lobbying your MS

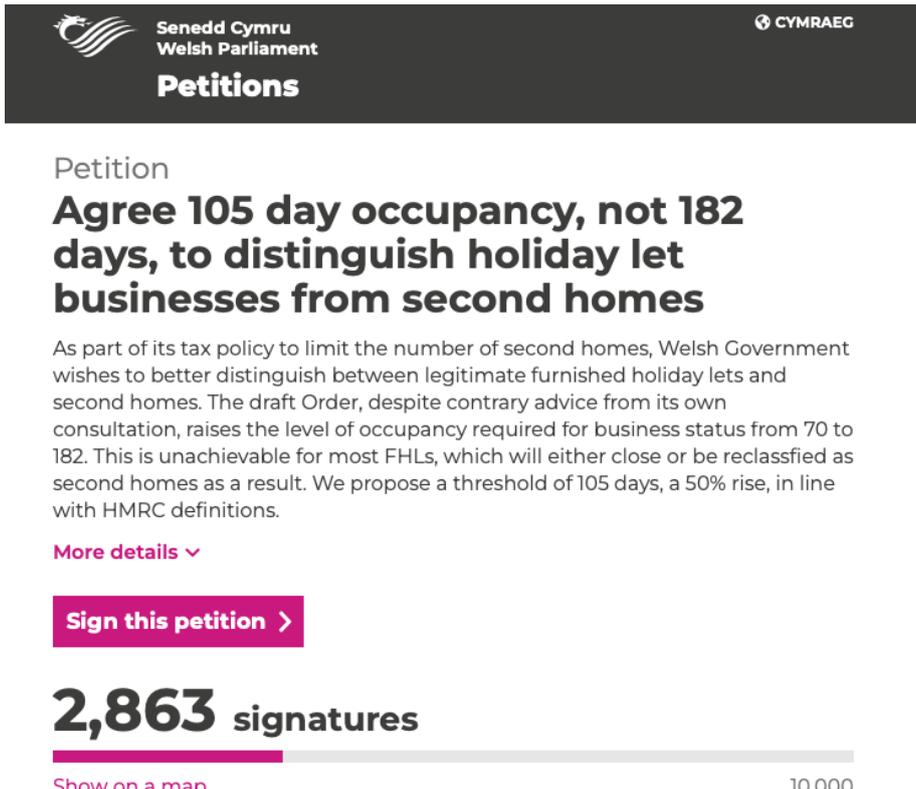
Each MS has now received a personalised letter by email, in Welsh and English asking them to look at the evidence and to look at the offered solution. Each of these letters conclude with case studies (with detail redacted) from their own constituencies. We are getting these from all the case studies 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.

This was a large logistical exercise but the personalisation and the adding of truly relevant case studies on their patch should get them thinking.

## Petitions Committee

Last week we launched the Petition on the 182-Day Threshold.

We needed 250 signatures to get it looked at by the Petitions Committee and are now at almost 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.....



The screenshot shows the top of a petition page. At the top left is the Senedd Cymru Welsh Parliament logo. To its right is the CYMRAEG logo. Below these is the word "Petitions" in a large, bold, white font. Underneath "Petitions" is the word "Petition" in a smaller font. The main title of the petition is "Agree 105 day occupancy, not 182 days, to distinguish holiday let businesses from second homes" in a large, bold, black font. Below the title is a short paragraph of text: "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." Below this text is a link that says "More details" with a downward arrow. Underneath that is a pink button that says "Sign this petition" with a rightward arrow. Below the button is the text "2,863 signatures" in a large, bold, black font. At the bottom of the screenshot is a progress bar that is partially filled with pink, and the text "Show on a map" is visible on the left side of the bar, and "10 000" is visible on the right side.

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

We still cannot say when the Welsh Government may try and move forwards on this change. We have definitely slowed it down. We may have a little more time than we thought at the beginning of this exercise. We hope so, as that means we will have the additional lobbying platform at Wales Tourism Week.

We, along with all our colleagues from the WTA, and UKH have an invitation to attend the Senedd on the evening of the 18<sup>th</sup> May to meet with MSs on the single subject of Tourism. The key policies that we are united against are the 182-day threshold and the introduction of a Tourism Tax.

## PASC UK Pledge Fund

Last week over 50 Welsh Members attend a private zoom meeting to discuss the above and what more can be done. During the meeting we asked for Welsh Businesses to contribute any amount, whatever they can, £50, £100, £250 to help fund the activities above.

The response from these businesses was just outstanding, and we raised just over £2500 from this single call to action.

From repeating the request in last week's newsletter, we have now passed £5,000.

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.

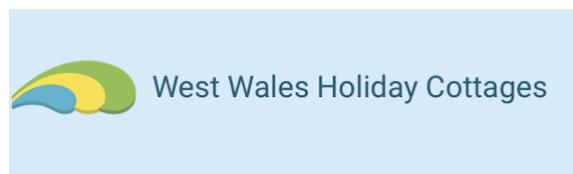
Our theme will be that the change in threshold should be to 105-days let, which was the PASC UK and other Associations position submitted to the original consultation on this matter. An increase from 70-days received the majority of support from that Consultation, with most common suggestion being 105-days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



And a business has contributed to this fund as well 😊

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

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

We hope to have a report on this next week. We have been focussed almost entirely on the 182-day threshold as no official call for Evidence or Consultation on a Tourism Tax has formally begun yet. It most certainly will.

There have been some meetings and we will have some notes to share with you. 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.

## AWARD WINNING MEMBERS AND HOW TO ENTER 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.

We also promised you a case study of a PASC UK Members who has entered the awards and what benefits that brought to them.

Here it is ...

## CASE STUDY

PASC UK MEMBER 001. Beacon Hill Morpeth, Northumberland.

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



## Impact of Awards on our Business

At Beacon Hill Farm we have always believed in entering the Tourist Board Awards and we have enjoyed much success.

In 1991 we won the Northumberland Tourist Board "Self-Catering Holiday of the Year" and went to the Hilton Hotel on Hyde Park Corner, and much to our delight won the National Gold Award. The Award Ceremony was very grand in those days...Lord Montague of Beaulieu was at the next table, Judith Chalmers at another and there were other nationally known figures in the audience.

We entered again in 1996 and again won the local award and progressed to the final, again held in a London Hotel. This time we won the National Silver Award.

In 2000 we again entered and again we were lucky enough to win the National Gold Award at a fabulous function held at The Savoy Hotel, where we were fortunate to stay for 2 nights.

Having recently added 3 Shepherds Huts and a Treehouse we have entered the "Camping, Glamping and Holiday Park of the Year" category and were thrilled to win what has now become the North-East of England Gold Award.

We have been finalists three times at Visit England's "Self-Catering Holiday of the Year" and won it twice, lots of local wins means we have a full trophy cabinet in the office. A nice backdrop when guests pop over to ask a question.

Winning both local and national Awards has benefitted Beacon Hill in many ways.

- It has given us national recognition
- Planning permission became much easier to get
- Our regular guests were over the moon, they had chosen the best
- On our marketing we could say 'award-winning' and best in Northumberland and best in England
- Each time we have entered we have given our business a top to bottom review, making improvements all along the way
- The team at Beacon Hill get a real boost from the awards

- You get to meet other winners and share ideas

If you are looking for an additional USP (Unique Selling Point) this is a really good one. We have never paid to enter any of these awards, and our business has benefitted considerably.

Alun Moore May 2022

## CONSIDERING LONGER TERM LETS?

Last year several PASC UK members opted to take longer term lets in Q1, when we were locked down. The tenants refused to move out when the sector re-opened in April and some still had them in residence in the summer, not paying any rent as the process to evict them lumbered on.

PASC UK cannot advise on long term lets, we are told that there are 65 different pieces of legislation that apply, and tenants can gain tenancy rights, which they do not with short-term letting.

We would suggest that you contact the National Residential Landlords Association if you are planning to longer term lets. <https://www.nrla.org.uk> It costs from £75 per year.

They are the UK's largest membership organisation for private residential landlords, supporting and representing over 95,000 members. Their members own and manage around 10% of the PRS, equating to half a million properties.

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

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



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 to 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**

**HAMPERS PAPER UPDATED REPEAT**

The PASC UK Hampers paper has been updated. We have had several questions about whether you can provide your own fresh eggs in your hampers, and yes you can, and the updated paper explains how.

Many of the Members on the Zoom yesterday were unaware of this paper, which was written to help you protect your business and your guests, especially as Natasha' Law came into effect, and we all have legal steps we must take.

The Hampers Paper can be found here: <https://www.pascuk.co.uk/reports/>

### **THIRD PARTY SERVICES AT OUR HOLIDAY ACOMMODATION REPEAT**

It was also apparent that many Members who have third party services at their property have not seen the paper on how to protect yourselves from claims resulting from any incidents.

The paper covers:

- Outside chefs
- Entertainment providers
- Bouncy Castles
- Etc.

Anything going wrong with any third-party provider could invalidate your insurance.

The paper can be found here: <https://www.pascuk.co.uk/reports/>

### **PRS PPL UPDATE 15 APRIL WHAT TO SAY TO THEM REPEAT AND UPDATE**

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.

This week we have been working with the ASSC on how to try and escalate this. We have been in professional courteous dialogue with PRS PPL for over a year now.

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.

These are hardly outrageous requests. Over the next week or so we will try and come up with a way to try and move this forward. 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.

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](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/>

- 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  
 Executive Chair  
 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.