



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 21 June 2022 Issue 115

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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

Once again, we have non-stop headlines about travel chaos, baggage chaos, flight cancellations every day and now a summer of rail strikes. Petrol and diesel prices continue to rise, with £2 a litre just around the corner. <https://bit.ly/3bgiMl8> There is little sign of an easing on this, and it looks likely take its toll on bookings across all hospitality sectors.

Having said that we are about to record the best ever occupancy in our sector for April to June, following on from a best ever occupancy in January to March. The problem for many is the massive increase in the number of local competitors since 2019. There is real oversupply in many areas, and this will take a year or two to settle, as new entrants find that last year was a freak year, and that pickings this year are very thin for them. For example, AirDNA reports that there were 1166 Cornish listings on Airbnb in 2016, and that there are now 16000.

Many will move back to long term lets and many will withdraw from the market entirely. Once any kind of Statutory Registration comes in this too will reduce the numbers, as we all know that that proper compliance does not come cheaply. Good businesses with good marketing and priced well should still be showing good occupancy.

We are holding a webinar on the 7<sup>th</sup> of July on 'Capturing more Bookings' which is open to all readers to try and help fill those last summer gaps. More details below.

Lots of news about how energy prices will likely rise this winter again, so for those Members that have not fixed their energy bills, now may well be the time to do so. We are running a 'PASC UK Buying Club Webinar' on the 5<sup>th</sup> of July, where we will cover energy for businesses with business accounts.

If you are a PASC UK Member don't forget to sign up for the Guest Comms Webinar on the Tuesday 28<sup>th</sup> June, again details below.

We have had an update on where Statutory Registration is as the Call for Evidence has been promised by DCMS since January below, more on that below.

The new EV 'Terms' paper, released last week, providing Members with legal terms to put in their T's and C's regarding EV Charging onsite has proved popular. A reminder has been left in below as to how members can get a copy.

Below you will also find an update on where we are on self-catering insurance. Please have a look at the questions that we will be asking insurers on your behalf as these are being out this Thursday. We have already been informed by several insurers that the requirements for us to supply them with greater information, particularly risk assessments, is growing. Over the coming months PASC UK will be working to try to provide as many risk assessment templates and webinars on filling them in as possible to Members.

So, keep the feedback and information coming in on this. Thanks.

## SELF-CATERING INSURANCE, THE QUESTIONNAIRE FOR INSURERS

We have now completed assembling all the feedback that you have provided us and have created a summary questions sheet for the insurers. This is detailed below.

This questionnaire will be sent to approximately 30 insurers that we have either known about or have been brought to our attention by Members. We have also met with a company that wants to enter this space and is looking to offer a new 'bespoke' holiday let insurance package.

This will take a while longer to gather in all the responses and put into a manageable and readable report. What is clear from all the discussions that we have had with insurers is that they are going to be asking for much more information from us going forwards. This will include a myriad of risk assessments.

Over the coming months PASC UK will be pulling together a series of guidance notes on various risk assessments and will be conducting webinars on how to complete them.

What follows below are the questions that we will be asking on your behalf, please let us know urgently if you have a feature that has been missed. The questionnaire will be going to insurers on Thursday this week.

### Questions for Insurers

#### General

- Do you insure single property short term lets?
- Do you insure Multiple property short term lets? Properties on more than one site
- Do you insure holiday let complexes?
- Does your policy have a wording bespoke to self-catering accommodation?
- If the holiday let(s) attaches or is on the same site as the owner's home can all the buildings be covered under one overall sum insured?

#### Public Liability

What levels of public liability are you able to purchase on our behalf?

- £1m - £2.m
- £2.m - £5m
- £5m - £10m

#### Employers' liability

- What cover is offered here for all variances of staff in holiday letting, from full time employees, to contract staff through agencies, to casual labour?
- Do you provide cover up to a minimum limit of £10 million?
- Who does it cover? e.g., domestic cleaning staff, gardeners/handyman

#### Business Interruption

- Is cover on a Gross Revenue/ Gross Profit/ Loss of Rental Income basis
- What periods of indemnity do you offer 12/24/36 months?

## Additional Cover

Do you offer any of the following cover?

- Machinery breakdown of key equipment e.g., sanitation/pumping plant?
- Public Liability Legionellosis?
- Legal Expenses
- Terrorism
- Private home insurance – Standard/High Net Worth?

## Additional Facilities

Are there any limitations or special clauses for the following additional facilities that may be insisted upon?

- Indoor swimming pools
- Outdoor swimming pools
- Conventionally heated hot tubs
- Wood fired hot tubs
- Games rooms
- Play areas (including swings, slides trampolines, zip wires)
- Animal petting
- Wood burners and open fires
- Electric Car charging points
- BBQ's and Pizza Ovens
- Use of ride on mowers and buggies

We would expect professional owners to have risk assessments to cover the above

## Natural features

Are there any limitations or special clauses if any of the following are present?

- Ponds, lakes, rivers, streams, tidal waters
- Farm settings

## Property features

Are there any limitations or special clauses if any of the following describe a property, or has one of these elements within the requested cover?

- Listed Buildings
- Thatched properties
- Mill properties
- Lodges
- Shepherds Huts/Cabins
- Yurts
- Static homes, caravans
- Annexes to residential property
- Residential property split for purposes of letting

## Any other exceptions

Are there any other limitations or exceptions that your policy would require in order to provide cover?

For example..

- Welcome Packs
- Provision of food and drink beyond standard type welcome packs.
- No solo swimming
- No solo use of hot tubs
- No weddings
- No overcapacity (In this context it means booked guests having a proportionate number of guests over for dining purposes, not staying overnight)
- Rules on provision of third-party services, caterers, bouncy castles, magicians, musicians, etc) We would expect that owners check that these suppliers have relevant insurance and certification.
- Candles, T-Lights

Any further questions that you think we should ask the insurers, please send to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

## AIRBNB SEARCH CLIMB DOWN

We had a considerable amount of comment from owners about the new Airbnb search and the impact it was having on bookings, and a recently published a note with the help of a Member with ways to mitigate these changes, which received good feedback.

One additional thing that the note asked was for affected owners to contact Airbnb and let them know how it was not working, and the problems it was causing.

This appears to have worked as Airbnb have announced, 'your Listing Titles are Coming Back' which will go some way to restoring the situation.

For those of you that advertise on this platform the full details of the changes and how to work with them are provided here: <https://bit.ly/3zPFKcS>

It covers listing titles which will start appearing on the 30 June. No news on categories yet but promised for the coming months.

## NEW GUEST COMMUNICATIONS PAPER UPDATE

This new paper will be released this week. This one will cover suggested guest communications from the point of booking to departure and request for reviews.

We are in the final stages of tidying up this document, which will give Members the opportunity to 'cut and paste' the parts that are relevant to their business. Most booking software packages, e.g., SuperControl have the facility for you to be able to create standard letters to send to guests at preordained times and in a preordained order. This paper will help you with that content.

Regular contact pre-guest arrival, with good, relevant information is proven way to both enhance the guest's enjoyment of their stay, but also helps build a relationship with the guest prior to arrival.

Whilst making the obvious suggestions such as 'these restaurants book up early, early booking advised' we will also include trying to bring to the attention of the guests the following thorny issues, in such a way as to engage not offend. These will include:

- Asking for consideration regarding recycling
- Asking for consideration on energy use
- EV charging rules at your premises and what is expected of guests if you don't offer it
- Asking for consideration with regards to noise

This is a Members only paper. To receive a copy, please send an email to Justin at [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk) putting Guests Comms in the subject line and your Business name that we have on your Membership in the email please. The paper will also form a key part in the Guest Communications Webinar announced below.

## NEW INFLUENCER MARKETING PAPER

**This will now be available from Tuesday 28<sup>th</sup> June.**

Over the last few months, we have been contacted by an increasing number of Members asking about what to do when approached by 'influencers'. In short these are people who may have reasonable followings on various social media, who say that they can promote your property, generally in exchange for a free stay, but also for money.

As with all these things there are dos and don'ts and PASC UK have commissioned a paper from Stephens and Scown as to how to make sure that you do not fall foul of breaking any of the rules around this kind of marketing. The paper will be made available to Members next week, it is just having its final amends and will be featured in the Members Webinar on the 28<sup>th</sup> of June below.

## NEW PASC UK WEBINAR PROGRAMME FOR JUNE/JULY

### 1/ GUEST COMMUNICATIONS WEBINAR

Date: Tuesday 28<sup>th</sup> June at 1100-1215

This webinar will cover several aspects of guest communications.

1/ The new guest comms paper (see above) will be explained, how to use it, how to modify it, how to integrate into your booking systems. The overall purpose on giving your guest a better experience and increasing repeat bookings. (Free paper for Members)

2/ Why you need to make sure that you are using the PASC UK Cookie and Privacy Policies (free to members) and the risks if you don't.

3/ Why you need to utilise the new EV Charging Terms in your T's and C's (free to Members)

4/ What to watch out for when contacted by social media influencers (see above). (Free paper for Members)

We will have some guest speakers presenting the various sections and there will be ample opportunity for Members to ask questions of the panel.

To Book: Please book your place by sending Justin an email at [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk). Please put **Guest Comms Webinar** in the subject line and your Membership name in the email as this is a Members Only Webinar.

Open to paid up PASC UK Members only.

## 2/ CAPTURING MORE BOOKINGS

Date: Thursday 7 July 1100-1215

We will be holding a webinar on how to generate more bookings going forwards. We are just confirming availability of speakers and actual content and will include the detail next week.

There will be several short presentations on generating more bookings covering a wide range of aspects, followed by a Q and A session with the panel. More details next week.

To Book: Please book your place by sending Justin an email at [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk). Please put **Capturing More Bookings** in the subject line.

Open to all readers of this newsletter.

## 3/ BUYING CLUB WEBINAR

Date: Tuesday 5<sup>th</sup> July at 1100-1200

Since the last PASC UK Buying Club Webinar over 200 of you have joined the Buying Club, so we thought it timely to have an update session.

We will cover.

- 1/ The overall benefits (free to Members)
- 2/ Is the time right now to try and set your energy contracts? (For Business Users)
- 3/ Special offers for PASC UK Members of the buying club
- 4/ Case studies and testimonials

We will have some guest speakers presenting the various sections and there will be ample opportunity for Members to ask questions of the panel.

To Book: Please book your place by sending Justin an email at [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk). Please put **Buying Club Webinar** in the subject line. Please note that the PASC UK Buying Club is a Member benefit for paid up PASC UK Members, this webinar is open to all so that readers can find out more about the Buying Club.

Open to all readers of this newsletter.

## GOOGLE SCAM, CLAIM YOUR BUSINESS

Hopefully you will already have done this, and it won't apply, but we are hearing of increasing numbers of owners being scammed by criminals pretending to be from Google, and threatening removal of your Google business page if you don't pay them. They typically target small

businesses who have not yet claimed ownership of their page, and in some cases will claim your page themselves and mark your business as closed.

Firstly, it is important to know the following:

- Setting up and managing your own Google business page is 100% FREE. There is no charge for it, and you can edit it as often as you like. If anyone calls you telling you that you need to pay to update your listing, you can be sure it is a scam.
- Google does NOT employ third party contractors, so if the person calls claiming to be working “on behalf of Google” or as “a Google partner”, and sounds like a 3<sup>rd</sup> party vendor, it is likely a scam
- If the person “from Google” asks you for any personal information or verification, it is likely a scam
- Google has employee verification numbers. If you are speaking to someone who sounds suspicious, ask for their employee verification number. If they are unable to provide it, it is a scammer (though they could also make one up... but if you haven't registered your business page, remember that Google are highly unlikely to be calling you!)

If you haven't already done so, then you should claim ownership of your business on Google. This will make you more visible on Google in Search and will also make you look like a “real” business. It will also enable guests to leave reviews, and it is always useful to have reviews on multiple platforms.

Claiming your page will also prevent scammers from claiming your business and holding you to ransom. There is a detailed guide on how to set up your business account, and how to claim and verify your business page <https://www.wordstream.com/blog/ws/2020/06/10/create-google-my-business-account>

## UPDATE ON 182 DAY THRESHOLD IN WALES 21 JUNE UPDATE

We continue, along with our partners the WTA and UKH Cymru to work with the Welsh Government to mitigate the worst impacts on self-catering businesses in Wales.

We have secured several meetings this week and next, with the Minister, with Officials and with the Cross-Party Group on Tourism.

We are hopeful and optimistic that all these will happen before the Order, that will bring 182 days into effect, is brought before the Senedd and passed into law.

The Welsh Government are well aware of our list of questions, exemptions and dispensations, repeated below as we are still getting owners who have been unaware up until now of this impending legislation change.

Our key ask reflects the most common question asked by Members in Wales, ‘when does the 182-day measurement start from?’ We just cannot accept that it has started already as it has not passed into law yet. Normally there is a transition period, and this is our #1 ask.

In the meantime, the ‘work in progress’ that is our list is detailed below. We can add or tweak this during negotiations with the Welsh Government, so it's not too late to make suggestions.

Please feel free to send in comments, or ways in which suggestions might be consolidated, or better worded.

### Key ask !!!

That this does not start from April 2022. It should not look back retrospectively not least because almost 25% of the year from April has already passed and the legislation is not even set yet. We also need some kind of transition period, over two the three years as is normal with these kinds of changes.

### Exemptions for (We need to agree priority order and where these might be merged)

- 1/ Properties that are limited by planning permission to only be short term commercial lets
- 2/ Properties that lie within the curtilage of an owner's primary residence
- 3/ Owners who have multiple units on one site, (e.g., a holiday cottage complex) are able to average occupancy across the units.
- 4/ Farm diversification businesses
- 5/ Where the units are not housing stock withdrawn from the market but can be proved through recorded planning and building control that they have been created from vacant commercial or agricultural buildings.
- 6/ Exemptions for cottage businesses that are in effect "small resorts" or complexes. Sites that have multiple units on site owned by the same person, where facilities are provided for and shared by those staying on site. For example, if have pools and games rooms, gyms, a play area, coffee shops. The practicalities (or even the ability) to actually split a business where some cottages would meet the new 182-day criteria and others wouldn't, would be basically impossible.
- 7/ Where the property is run by a charity
- 8/ Weeks given by owners to raise money for charities should count towards days let, max two weeks per year (Either for Charitable status or Not for Profit).
- 9/ Where the accommodation is a supplementary part of a bigger business, events, weddings etc.
- 10/ If your short-let business is VAT rated
- 11/ Formal review of 182 days if Wales officially goes into recession.
- 12/ Pandemics or forced local closure
- 13/ Period of grace for new business entrants who would not get to 182 days in the first crucial years

### Dispensations/pro rata reduction in 182 Days

- 1/ An exemption on dates taken up carrying out repairs and refurbishment

2/ An exemption on dates taken up carrying out property improvements

3/ An exemption on dates taken up because of closure due to ill-health or caring responsibilities

### Some key questions

1/How will days actually be calculated, (e.g., late cancellations)

2/ What is a commercial rate for letting a property?

3/ Refuse collection payable if on Business Rates, what happens if Business forced back onto Council Tax?

4/ What happens when an owner has 7 units on one Rateable Value, does this merge to one property on Council Tax rating or is it x 7?

5/ What will happen to pop up businesses? These might be glamping units. How will these be rated?

6/ What will happen to all the properties that the Councils don't know about? All the 'casual' Airbnb listings for example.

### Finally

We need an appeal process against 182 days in exceptional circumstances.

We welcome further suggestions, and these should be sent to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk).

We have already requested meetings to get started on this so that we can try and shape both the FAQ's and Guidance Notes from the Welsh Government and get the exemptions included.

There will be another Wales Members Meeting and as soon as we have a date for this, we will send out a separate newsletter to Welsh Members.

## WALES TOURISM TAX MEETING

Last Friday we had the first Tourism Tax Meeting dedicated to self-catering with the Welsh Government. We have managed to get a good number of representatives onto this group now, with both PASC UK and the WTA, plus owner operators now included.

The introduction of this tax looks like a foregone conclusion in many ways. It is described by officials as a manifesto pledge, and that there will be the relevant consultations, report and economic impacts assessments made.

This is a substantially larger change than the 182-day threshold, which can be done by changing an Order, as it is an introduction of a new tax.

The Welsh Government has commissioned two reports into Tourism Taxes, and the wider Consultation will launch in the Autumn.

It is unlikely that any Tourism Tax would be implemented before 2023.

That sets the scene, during the meeting we discussed the following.

The group was universally hostile to the tax, particularly they bed night context, and that was challenged. We went in hard on the per bed night fee across different regions and different kinds of accommodation which could mean 5% in a Cardiff hotel and 50% in a cottage in the Welsh hills in winter (bear in mind extending season for 182 days).

(An example. Six people booking a cottage for a weekend in winter at £5 per person per night bed tax = £90. £90 added to a short stay in winter is simply unsustainable. Whereas £10 on a hotel night might be manageable for higher end hotels. One again a one size fits all just will not work).

Why other sectors won't have to charge the tax has not been properly considered. This was challenged.

How they would actually collect it caused them some challenges, explained the complex funnel of self-catering bookings, where an owner may have some agency bookings, some direct bookings, some from Airbnb through the agent and some through Airbnb directly. This had not been remotely considered.

We asked how it would work if they can collect data from some OTA's but not all. The booking funnels was a real surprise to them.

In the end it is most likely that it will come down to the owner to collate all the booking data and report on it. We then covered the impact of another digital tax on small businesses. They were also challenged on how they are going to capture 'all' operators, and as might be expected, that is not at all clear yet.

Sounds like they're thinking quarterly collection, bit like VAT.

They also said it is full consultation in the autumn, and that as this is a new tax, this has to go through proper scrutiny, Government has commissioned reports etc and there will be some kind of economic impact statement. Pretty much every question from us was answered with that it will be answered by the responses to the Autumn Consultation.

All of this means it's going to be at least a couple of years before collection starts. That echoes what the minister said at the Senedd in Tourism Week, so at least vaguely consistent on that front.

We will report back as these working groups progress.

## **UPDATE ON STATUTORY REGISTRATION IN ENGLAND**

We heard from DCMS this week that the Call for Evidence will be launched shortly after the two By-Elections. The direction of travel looks to have changed too, after the Cabinet Office thought that the title about Statutory Registration was too presumptive.

We don't have the final title yet, but the Call for Evidence will be broader than just Statutory Registration for short term lets and will probably try to embrace many of the other issues that affect our sector. Many of which might well be addressed by a sensible registration scheme.

We will let you know as soon as it is published, it will run for twelve weeks, and we will provide Guidance Notes on how to respond.

## **EV CHARGING ADDITIONAL CLAUSE FOR TERMS AND CONDITIONS. REPEAT**

**Over 200 Members requested this paper over the last fortnight, so leaving it in for another week for those that missed it.**

Following on from the recently updated EV (Electric Vehicle) Charging Paper we had numerous requests from Members about how to include the dos and don'ts of EV Charging in our Terms and Conditions. Particularly with reference to when guests charge their vehicles via a window to a normal 13-amp plug. This really isn't acceptable or safe as covered in the EV Charging Paper, available here: <https://www.pascuk.co.uk/reports/>

This short paper was commissioned through our solicitors, as it provides a clause for your T's and C's and is therefore a Members only paper.

It comes in two parts, Guidance Notes on how to select which parts of the T's and C's to use, and then the example Terms to use depending upon your circumstances. This covers all options from having EV chargers to not having EV chargers.

We also suggest that you make your rules about EV charging clear in guest communications and on your website as well.

You can get a copy by sending an email to [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk) and Justin will send you a copy. Please put your Membership Name in the body of the email.

## MEMBERS AREA UNDER DEVELOPMENT

Now that we have additional resource and Justin has completed the invoicing and accounting elements of the back office, works starts on creating the Members only area of the website.

This could take a couple of months, but we are looking for it to include the following.

### Members Profile

Here you will be able to do the following:

- Update your details
- Check your Membership
- Download the PASC UK Logo
- Download personalised Membership Certificates

### Booking area

Here you will be able to do the following:

- Book 1-1 Meetings with the Chair
- Book into Members only Meetings
- Book into Members only Webinars

When booking in you will automatically get the link to these sessions.

### Download Area

Here you will be able to access the following:

- Members only reports
- Members only legal documents
- Business Rates Documents
- Cookie and Privacy Policies

(This is more complex than just a download facility, as we need to track which docs which Members have, so that especially in the case of legal documents, when anything changes, we can automate the process of sending updated versions).

The above is Phase 1. Phase 2 will add more including self-catering frequently asked questions (FAQ'S). Our ambition here is to have the most comprehensive set of FAQs on self-catering available anywhere, with a search function, so that Members can access it at any time of the day or night.

There is nothing of note in the Members area at the moment, it will all be hidden until such time as it has been tested and ready for launch, so bear with us and we will keep you updated as to progress.

## PRS PPL UPDATE 20 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. **Update, the next meeting has been arranged for the 1<sup>st</sup> of July. We will be preparing for this meeting in conjunction with the ASSC.**

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

## **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.

## 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/>

- Survey results **17 June Newsletter**
- PASC UK Insurance for self-catering businesses Initiative Update **17 June Newsletter**
- Changes Coming to Newsletters **17 June Newsletter**
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- EV Charging, Additional Clause for Members Terms and Conditions **17 June Newsletter**
- Entering the Tourism Awards, new announcement **10 June Newsletter**
- Kurt Janson Awarded OBE **10 June Newsletter**
- Update on AirBnB redesign of search criteria and categories Repeat **10 June Newsletter**
- New Paper on Saving Electricity Repeat **10 June Newsletter**
- New Best Practice Changeover Paper Repeat **10 June Newsletter**
- Chair reappointed to Tourism Alliance Board **3 June Newsletter**
- Visit England undertaking review of Quality and Accessibility Schemes **3 June Newsletter**
- Statutory Registration Scheme Update **20 May Newsletter**
- The STAA Show in London **20 May Newsletter**
- Recording of 'How to Enter Tourism Awards' Meeting **20 May Newsletter**
- Credit Card Problems **20 May Newsletter**
- Free Google Masterclass **20 May Newsletter**
- EV Charging Update **13 April Newsletter**
- Hampers paper updated **6 April Newsletter**
- Third Party Services at our holiday accommodation **6 April Newsletter**
- Considering Longer Term Lets? **6 April Newsletter**
- PASC UK Website and Tech Update please read
- 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  
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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.