



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

7 June 2022 Issue 113

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PASC UK SOCIAL MEDIA

Please follow PASC on Twitter @PascUK AND on Facebook @pascukltd
This is where the latest news between newsletters gets posted.

WHERE TO FIND ITEMS COVERED IN PREVIOUS NEWSLETTERS

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

COMMENTARY

Just a brief note this week having been away for much the last week. I remain focussed on catching up with the emails that have come in whilst I am away and chasing progress in Wales with colleagues.

Two snap surveys for you all this week please. Each will take seconds to complete. The first is for all readers of the Newsletter to complete, and simply asks if your bookings from now until end of September are better, similar or worse than the equivalent period in 2019. Plus, by how much you have increased prices this year, if at all.

The link to the survey is here: <https://www.surveymonkey.co.uk/r/JQRFDTN>

The second snap survey is for Members with businesses in Wales. This is a single question survey, asking you what will be the impact of the 182 day ruling on your business.

The link to that survey is here: <https://www.surveymonkey.co.uk/r/JJCW58Z>

Both Surveys close at Midnight on Sunday 12th June. Thanks.

Another new paper is released this week, this time providing Members with legal terms to put in their Terms and Conditions regarding Electric Vehicle Charging onsite. This was much requested as a result of guests simply plugging in through the window, more on this below.

Last weeks paper with tips on saving electricity was launched this week and we have already had some good feedback on that with further suggestions coming in for a version 2.

We are close to releasing another set of papers for Members, this time covering Guest Communications, from point of booking to post departure. In parallel with this there will be a series of Members Webinars launched next week.

The shock waves in Wales continue after the Welsh Governments decision to implement the 182 Day threshold, and we continue to work hard to try and find ways to mitigate the impact of this. This newsletter will go out just as a Welsh Members Zoom meeting closes today, however there is an update on Wales below.

After all the delays from DCMS (the Government Dept primarily responsible for Tourism) we have been told that the Call for Evidence on Statutory Registration will be launched in June at some point. Once launched we would have 12 weeks to respond, so will be gathering feedback from Members and preparing Guidance Notes to help with your submissions on this.

We have left the PRS PPL note about what to say if they call you whilst we are in extended 'negotiations' with them. We have now secured a date for the next meeting which will be on the 1st July. We are working closely with the ASSC (Association of Scottish Self-Caterers) to prepare for that meeting.

Lots of positive comments about the piece on Airbnb last week and how to check your listings if you advertise with them, and may go some way to help those affected address this, we have left the notes in again below this week.

Last but not least we have been working away behind the scenes collating all the feedback on self-catering insurance. This has turned into an epic task with literally hundreds of you reporting in on this subject. We are close to being able to send out the questionnaire to all the insurers, which will in turn inform the paper and populate the grid of which insurers will cover which aspect of our business. It will cover both single unit businesses and complexes. So keep the feedback and information coming in on this. Thanks.

CHAIR WILL BE AWAY

I will be away for two days this week.

How Cover will work.

I will still get the emails and will respond as soon as I am able.

Our new team member, Justin Sutherland works 20 flexi hours per week for PASC UK. his email is admin@pascuk.co.uk Justin will try at answer questions, but please be aware that he has only just started and has been 100% focussed on getting the Backoffice, invoicing and Members Area on the website built. Complex questions on Business Rates for example will have to await my return. Justin has a dedicated PASC UK phone, and the number is 07496 451424.

We also have back up for emergencies. Beth Bailey, who is director of PASC UK as well as Chair of Premier Cottages will deal with these. Please send these emails to admin@pascuk.co.uk and Justin will forward promptly.

I will be unavailable on these dates:

Wednesday 8th June

Thursday 9th June

EV CHARGING ADDITIONAL CLAUSE FOR TERMS AND CONDITIONS.

Following on from the recently updated EV (Electric Vehicle) Charging Paper we had numerous requests from Members about how to include the do's 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 and Justin will send you a copy. Please put your Membership Name in the body of the email.

ENTERING THE TOURISM AWARDS, NEW ANNOUNCEMENT

Recently PASC UK held a Webinar on how to enter the various Tourism Awards around the country. Why enter, how to enter and top tips. The Webinar was recorded and is available to all at <https://www.pascuk.co.uk/webinars/> This has generated a flurry of interest and questions, and large numbers of PASC UK Members have been award winners this year.

For those that want to go one step further and increase their chances of success an new initiative has been launched by Hoe Grange Holidays, a long-standing PASC UK Member and multiple award winner in their own right.



David and Felicity Brown, Owners of the award-winning Hoe Grange Holidays.

Here are the details...

- Ever wondered why the same businesses win awards time after time?
- Do you think it's not worth bothering because they always win?
- Do you want to enter, but don't know where to start?
- Have you seen places similar to yours winning?
- Do you want to know how they do it?
- Learn the secrets from the experts.

Hoe Grange Holidays have won over 30 national and regional awards including 6 Visit England Awards for Excellence (2 on one night!), Rural Business Awards, The Catey Awards and the British Farming Awards.

In partnership with SuperControl, we are now pleased to share our extensive knowledge in "Going for Gold, how to create an outstanding awards application."

An 8-module e-learning platform that covers everything from:

- reviewing your business to identify the outstanding qualities
- choosing the correct award and category
- what to include on your application
- how to make it shine!
- The evidence needed to support your claims
- What the judges are looking for
- And making the most of the lasting legacy

The cost of the course is £75.00+ VAT for the early birds, going up to £100.00+ VAT on 13 June.

Learn more here and start your Awards journey now!

<https://hoegrangeholidays.vipmembervault.com/>

CHANGES COMING TO NEWSLETTERS

The reasons that Newsletters came out on a Friday were twofold, one that during Covid the Govt announcements were mostly made around Friday lunchtimes, and that it also gave us an opportunity to gather all the weeks news and send out in one go.

Thankfully restrictions are behind us and there are no changes to the rules or interpretation of the rules every Friday.

We have therefore changed the delivery day of the Newsletters to Tuesdays.

The new date will take effect from today, Tuesday 7th June.

We will also be reviewing how often the Newsletter comes out and will do a survey of Members on this shortly.

We will also be changing the format as part of building the Members area so that you get an email with a list of short headings and click through to find out more information on items of interest to you. This last point requires the Members Area to be completed so is not imminent, just sharing future developments with you.

UPDATE ON 182 DAY THRESHOLD IN WALES 3 JUNE UPDATE

We have had much in the way of contact with the Welsh Government and Officials since the announcement. They are yet to respond to our reactions to the introduction of the 182-day threshold, and we have not received any responses on questions on how this will be implemented.

We have been working with both the WTA and UKH Cymru to pressure the Welsh Government into setting up the meetings, as they said they would to try and mitigate the worst effects of this change.

As this newsletter is being distributed, we will be having a PASC UK Welsh Members meeting to discuss where we are and run through some of the exemptions that we are requesting. It is worth repeating that in Rebecca Evans MS and Minister for Finance and Local Government's statement it does say the following...

The Welsh Government recognises that some self-catering properties are restricted by planning conditions preventing permanent occupation as someone's main residence. The Council Tax (Exceptions to Higher Amounts) (Wales) Regulations 2015 provide for an exception from a council tax premium for properties restricted by a planning condition preventing occupation for a continuous period of at least 28 days in any one-year period. In light of the changes we are introducing to the letting criteria, I am also exploring whether further amendments to these regulations are necessary in advance of the changes taking practical effect.

This does give some hope to the repeated statements from the Welsh Government and Officials that they would look at agreeing exemptions to mitigate the worst effects of this change on businesses. Many of you have sent in suggestions about what kind of exemptions should be considered, as of today, this is the list. We have kept each suggestion as short as possible as if

the list is too long or too wordy it will not get the attention it needs, rather like an overlong CV. So, we do need to end up with a short, concise document.

Please feel free to send in comments, or ways in which suggestions might be consolidated, or better worded. We will most likely need a final list for next week so there is some real urgency on this.

Key ask !!!

That this does not start from April 2022. We need some kind of transition period and it should not look back retrospectively.

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 derelict 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.

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 Member.

KURT JANSON AWARDED OBE IN JUBILEE HONOURS LIST



We are sure that you will all join with us in congratulating Kurt Janson who was awarded an OBE in the Jubilee Honours List. Kurt has been a key part of PASC UK since its formation and without doubt has been our most able and vociferous supporter throughout the last two years. PASC UK awarded Kurt the 'Outstanding Contribution' award earlier this year.

Kurt is also the author of the Pink Book, and we are already planning an update of that publication for 2023. Well done and richly deserved.

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 FAQ's 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.

UPDATE ON AIRBNB REDESIGN OF SEARCH CRITERIA AND CATEGORIES REPEAT

Airbnb has recently launched a redesign of the platform, which brings in fundamental and radical changes to the way the search for properties works.

AirBnB will have extensive research into this change and are won't have implemented it lightly, however, and technical change of this scale launched over the millions of properties was unlikely to be error free.

There will doubtless be updates from AirBnB as tweaks are made and we would recommend that owners that use AirBnB for any proportion of their bookings also join groups on Facebook like Airbnb Hosts UK, Airbnb Hosts UK Chat Group, Holiday Let Owners Help & Chat and Hospitality Community. Important note, always check info provided by contributors on these sites, some are brilliant, but some advice seen, especially on legal, tax and health and safety doesn't always bear scrutiny. Members should also refer questions to PASC UK.

This has had a mixed greeting with some welcoming it and some, particularly owners, unhappy with the way changes have been implemented. We are grateful to the Member who has provided the piece below to explain the changes, impact and what those of you on AirBnB need to do to ensure business as usual.

The Key lesson here if you are listed on AirBnB, is go onto the site as a guest, and do searches that you might expect would include your property in the results. If you find that your property is not displaying in any of the ways described below, you show follow the suggestions below.

A new algorithm has been implemented. There is a new category system, which is algorithm driven. This uses, amongst other things, photographs to automatically categorise properties. Properties may be listed with photographs not chosen by hosts as the cover photo. The search results display has been overhauled, with search results no longer displaying host-curated property titles or review numbers.

This has taken place without Airbnb hosts receiving any warning or briefing and AirBnB customer support agents do not appear to have been briefed on these changes.

As a consequence, AirBnB hosts are reporting sudden major falls in property page views, and few or no bookings. Here are a few of the issues arising:

- Some properties are no longer appearing on AirBnB maps at all. There are towns where many of the properties in the town have vanished. AirBnB is reporting 'low availability' for dates such as shoulder (autumn), when one would expect to see great availability
- Some properties are no longer appearing in the correct location on AirBnB maps. Properties have sometimes been relocated to other nearby towns, or even across the country (from Hampshire to Norfolk, for example)
- Host-curated titles have vanished from search results, to be replaced by generic, computer allocated titles of the form [property type] in [county] or [property type] in [town]. Examples would be 'home in Kent' for a cottage in Margate, or 'home in Cornwall' for a flat in St Ives.
- Many properties are missing from the new categories. e.g. a bed and breakfast not listed under bed and breakfast, or a first-line seafront property not being listed under seafront properties. The historical homes category only allows properties in France. Most properties are not in any category.

- Some properties are listed in completely inappropriate categories e.g. a property listed as both in 'earth home' and 'farm stay' categories which is neither - it is a converted stone barn. A property listed as having an 'amazing pool', which has no such thing (it's a village pond, off-site). Property in England listed in the 'ski-in, ski out' category. The potential for confusion among guests is immense.

We advise AirBnB hosts to review their listings and take the following steps.

Things you cannot do, as a host:

- You cannot currently change your category or add your property to a category
- You cannot revert your property title within search results to your host-curated title

Things you can and should do now:

- First, go onto the AirBnB site as a guest i.e. switch to travelling mode. This is important. You need to see what guests see, not what hosts see.
- Try searching for properties in your area, using dates that you know to be available.
- Check that your property appears on the map, for dates that you know to be available.
- Check that your property is in the correct location on the map. If not, contact customer support.
- Check your property title on the search results page (NOT on the individual property page). If it shows <county> rather than <village> or <town>, you may want to get that changed. Contact customer support to do this - it cannot be done by hosts on the Airbnb website. You will need to provide full information about your location, including decimal GPS coordinates. They will provide you with a form to do so.
- Check the property type in your new computer-generated property title. If you feel this is incorrect, or could be improved, you can change this in the property type settings, but the options are fairly limited.
- Check to see whether your property appears in any of the new categories displayed across the top of the home page. This is laborious, as you need to check each category individually. You probably need to check inappropriate as well as appropriate categories, owing to the volume of incorrectly categorised properties. If you find your property in a completely inappropriate category, contact customer support. While you cannot change category or add a category, one assumes Airbnb would delete any category entries found to be completely inappropriate e.g. ski-in, ski-out in Cornwall. Note that many (probably most) properties will not be in any category.
- If you have some spare time, have a look at other aspects of searching from the home page, such as date options, or the categories, or check out other properties you know to be local to you. If you are a historical home e.g. a listed building, it's worth checking the contents of that category.
- Go back to host mode, and then check your Views (under Insights). Are these stable since last month, or have they dropped significantly since the redesign (announced 11th May)?
- Once you have reviewed the impact on your potential guests and your business, and perhaps other properties around you, you may wish to complain to Airbnb. Use the

Feedback facility. The more complaints they receive, the more likely it will be that corrective action will be taken.

Then, looking to the future:

- Review your property listing photos and text. Consider adding photos and captions and including more keywords in your text. There is some advice from Airbnb on this.
- Encourage your guests to write more detailed reviews, with more specifics e.g. about particular aspects of your property.
- If you find yourself impacted by the changes, perhaps consider listing on other OTA platforms, and/or setting up your own website, if you are not already doing so.

REMINDER: NEW PAPER ON SAVING ELECTRICITY

This paper has been researched and put together by Justin and we hope that it will serve as an aide memoir in useful tips on how to stop wasting energy. It is available to all readers of the Newsletter.

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

There is no reason at all that this cannot be a 'work in progress', and any tips that Members feel can be added. If you have any tips for this, send directly to Justin at admin@pascuk.co.uk

NEW BEST PRACTICE CHANGEOVER PAPER REPEAT

We have had lots of requests for an update to the Cleaning Protocols, now that restrictions have been lifted, to cover the much-changed environment. These are often around returning cushions, books etc.

The PASC UK position remains that Covid is still out there and that we need to be mindful of that, but a practical reassessment of the cleaning protocols is appropriate. Having some Association Best Practice Guidelines on how you manage your cleaning will be a reassurance to many guests. We still feature to our guests the robustness of our cleaning regime and it goes down really well. Ultimately cleanliness is the most important measure in our sector and getting it right is vital.

We have kept this a short and readable document, and have included what you should be looking at as regards fire risk during each changeover. So a 'Best Practice' changeover paper.

This is free to all to download and can be found on the Reports page at: <https://www.pascuk.co.uk/reports/>

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 with **Insurance Paper in the subject line. Thanks.**

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 1st 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 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 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

NEW 2021/2 INDEX

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

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

- **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.