



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

25 October 2022 Issue 133

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COMMENTARY

Suffice to say a week is a long time in politics....

Whilst trying to be as neutral as possible on these things Sunak has good form with the hospitality sector. VAT Cuts and Business Rates holidays were policies that came into effect when he was Chancellor. So at least all of us that lobby for these measures won't need to explain how they work.

It is though unlikely that these will be at the top of his in tray as he wrestles with the situation.

We continue to try to battle the inexplicable decisions by the Welsh Government to effectively 'fine' owners who did not let for 70 days in the Lockdown year and Welsh Members will be getting a separate Newsletter on that as various meetings are happening today and tomorrow.

Last week we have also added a Touch Stay Boot Camp Zoom for Members looking to fine tune this app and have now added a Zoom Meeting for those interested at looking how best to go about selling their business, details below.

Recordings of recent webinars and meetings are also available, details below.

This Thursday we are having a Webinar, open to all, on Pricing Strategies. This is probably one of the most common questions we get asked at the moment. Again, details on how to register below.

Your comments and feedback are always welcome, please send to chair@pascuk.co.uk

Wishing each and every one of you all the very best at this challenging time.

Alistair

CHAIR ON LEAVE 7 – 22 NOVEMBER 2022

Advance warning that I will be on leave from Monday 7 November to Tuesday 22 November. Next week's newsletter will include details of coverage during this period. We will include in that update how Newsletters will work during that period.

SELF-CATERING INSURANCE UPDATE

We are still trying to pull together a General Insurance Update for the Self-Catering sector. This has turned out to be a much larger task than we anticipated, and the responses from the insurance companies we have contacted have varied from being 100% helpful to downright unhelpful.

This looks like a project for what we hope might be a quieter Christmas period to write up.

In the meantime, many of you, generally those with holiday complexes have told us that they are being told that their holiday cottage insurance is subject to a survey.

We renewed in July this year, with the Gallaghers Cottagesure policy, and were told that this would be subject to a survey. This is the information that we were asked for, in two separate emails...

- **Fixed wire testing certificate**
- **Evidence of Portable appliance testing (PAT)**
- **Gas safe certificate for gas and commercial kitchen if applicable**
- **Service certificates of air conditioning**

- **A copy of your current fire risk assessment**
- **Service of fire extinguishers**
- **Servicing of fire detection and if it is linked**
- **If you have sprinkler systems when were they last serviced**
- **If a lift is present on site a copy of the service contract and last service date.**
- **Servicing of intruder alarm if applicable**
- **Asbestos survey if applicable**
- **Accident book**
- **Health and safety documents and any training records**
- **Noise survey if applicable**
- **Copy of a general risk assessments per roles/activity.**
- **COSHH assessment**

Plus...

The survey should take no longer than 60 minutes and normally entails a few questions about the property, including a review of relevant documentation and an inspection of the site and business operations.

It would be most helpful to have the following evidence or documentation to hand if applicable.

Services:

- Heating Service Records (boiler maintenance etc)
- Electrical Systems Testing (Portable Appliances Testing (PAT) and main circuit testing)

Fire Protection:

- Fire Log Book (fire equipment testing, servicing, drills etc)
- Fire Risk Assessments
- Fire Alarm details - make, model and service record

Storage of flammable or dangerous substances: Control of Substances Hazardous to Health (COSHH) Assessments

Security/Alarm: Alarm make, model and service record

Asbestos: Survey

Liabilities:

- Health & Safety Policy, including induction & training records, issue of Personal Protective Equipment (PPE) and risk assessments
- "Competent Person" (qualifications)
- Accident book records

The Surveyor came last week and was very thorough, every document was checked, every aspect of the holiday cottage business was physically looked at too, with us providing a tour of the business.

The whole process took almost two hours. A huge amount of time was saved by having our file ready with all the requested information.

Three things came out of his survey of our business.

1/ He would like the Fire Risk Assessment signed off by a 'Competent' person. Apparently, that's not me. See note below.

2/ Our Accident book was the old style, apparently there is a new one, that protects against GDPR breaches. We will look into that, not quite sure how you can detail and record an accident without saying who's involved. Have ordered one and will let you know.

3/ We have three cattle grids; they all need signs warning pedestrians.

If there are any other comments in the report when it arrives, we will let you know, but this at least gives you a real-life example of what one of these surveys entail.

FIRE RISK ASSESSMENTS UPDATE

If anyone has had any feedback on their Fire Risk Assessments (FRA's), for example, it needs to be signed off by a 'competent person' or you are using a third party to do them for you, and they are substantially raising the bar, can you please contact chair@pascuk.co.uk

PHOTOGRAPHIC COPYRIGHT INFRINGEMENT. HOW TO AVOID

More reports this week of Members getting notices of Copyright Infringement. This occurs when you are using a photo on your website without explicit permission.

All the main photo agencies employ sub-contractors to track down websites using licensed photos. They use advanced bots to cross check and see which ones are not being paid for.

The most common agency is the Visual Rights Group. They normally ask for around £400 for a quick resolution and that you remove the offending image or pay the licence fee in addition.

This has been covered on many PASC UK webinars and meetings when we have had our legal advisors present. Their take is... if it's around £400 just pay it if you have done it. That will be cheaper than getting a solicitor's advice, sending a letter and trying to plea bargain out of it. If you have published a photo/image without permission, you are liable.

What steps to take?

- Go onto your website and check the photo library. If you see any photos that you don't know where they came from, consider changing them.
- If a guest or friend provides you with a photo, make sure you get explicit permission to use it.
- Don't grab pictures from social media and put on your website, unless again, you can find the copyright holder and get their explicit permission.

- Posting pictures on social media is more complex and we will cover this in a forthcoming Members meeting.

We have detailed below some sources of free to use images.

SOURCES OF FREE IMAGES

You can get free to use images from a variety of sources. If you are Members of your local Destination Marketing Organisation (DMO) they may have a library of local pictures you can use.

We have been able to source images from Visit Devon, Visit Sidmouth, Jurassic Coast Trust, and the South West coast Path as examples.

You could also try these.

<https://unsplash.com>

(High-quality images, though sometimes limited options)

<https://pixabay.com/>

(Mixed quality, but usually more options than unsplash)

<https://pxhere.com>

(High-quality images, reasonable selection)

If Members have any other recommendations, please share to chair@pascuk.co.uk

GOVERNMENT SUPPORT FOR ENERGY BILLS UPDATE 25 Oct

With the chaos in Westminster currently, there simply is no further information on whether there will be any support, for what is being termed 'off grid fuels'. We are told that Government and Energy Company meetings are continuing, prior to more detail being revealed.

PASC UK Members can also seek advice from the PASC UK Buying Club's Energy Team.

What we have below is the most up to date information that we have as of 24 October 2022.

We are grateful to UKH for providing this for us.

The scheme is in full here: <https://www.gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers>

Energy support for businesses – UKH briefing and Q&A

To address the soaring price of energy the Government has introduced a new Government Energy Bill Relief Scheme (EBRS) to reduce the amount that businesses will need to pay. It will take the form of a discount of wholesale gas and electricity prices for all non-domestic customers.

It will apply to all fixed contracts agreed after 1st April 2022, as well as deemed, variable and flexible tariffs. The discount will be applied to bills automatically.

To deliver the support Government has set a Supported Wholesale Price which is expected to be £211 per MWh for electricity (21.1p/kWh) and £75 per MWh for gas (7.5p/kWh) – estimated to be half of wholesale prices this winter. It includes the removal of green levies.

It will apply for an ‘initial’ six months, from 1st October 2022 to 31st March 2023. The discount will be applied automatically and will be seen from October bills onwards – most likely received in November.

The scheme applies across England, Scotland and Wales. A separate scheme is in place in Northern Ireland.

Further details will also be published on other energy sources – such as gas oil and alternative fuels. A review of the scheme will be published in three months ahead of any further decisions.

How the discount will work:

For those on **fixed price contracts** taken out after 1st April 2022 that is priced higher than the Supported Wholesale Price a discount will be applied to bring prices down to the Supported Price. The level of the discount will be the difference between the Supported Price and the wholesale price of energy on the day the contract was agreed. Government has published a list of the wholesale prices they will be using to calculate this for every day from 1st April 2022.

This can be found here: <https://www.gov.uk/government/publications/energy-bill-relief-scheme-discounts-for-fixed-default-and-variable-contracts>

For those on **non-fixed contracts** it is a little more complex. A per unit discount will be applied up to a maximum of the difference between the Supported Price and the average expected wholesale price for energy across the period. The maximum discount is expected to be 40.5p/kWh for electricity and 11.5p/kWh for gas but will be confirmed on 30th September.

Therefore, there will be fluctuations in the price paid by those on non-fixed contracts and prices could increase month-to-month.

Government is working with suppliers to support all customers in being able to access a fixed price contract for the duration of the scheme.

Those on **flexible purchase contracts**, will have the level of their reduction offered calculated by suppliers according to the specifics of that company’s contract and will also be subject to the Maximum Discount.

The basis of your price reduction will depend on the difference between your monthly weighted average baseload price (determined by your individual hedging approach) and the government supported price. In this case the maximum support available per unit of energy will also be limited by the maximum discount.

Questions and answers:

Will the price paid be the Supported Wholesale Price/cap?

No. The final price will also include other costs such as , supplier risk management, network charges and operating costs – which could be a significant element of the bill, while reflecting competition between suppliers. Those on variable tariffs may see additional fluctuations.

Businesses on a variable price that have paid more than the Supported Price and the Maximum discount combined will pay more than the Supported Price.

Those on a fixed contract will see a discount on the price they have fixed – this will be the difference between the cap price and the Government-published wholesale price on the day on which the contract was agreed.

What is the price of wholesale price on the day of my fixed contract?

This will be published shortly by Government and will be a critical component of the final bill you pay.

What do I need to do to access this support?

Nothing. The discount will be automatically applied to bills. It is advisable to scrutinise your bills to ensure that the discount is being applied and to consider what form of tariff is preferable for your business.

I signed a fixed contract before 1st April 2022 do I benefit from this support?

No. This only applies to contracts signed after 1st April 2022 as Government assumes prices were lower than the Support Price ahead of this period.

I fixed my rate below the support price, do I receive any support?

No. Support is only applicable to those on a deal paying more than the Supported Price.

What is the maximum discount?

This will be confirmed on 30th September but is estimated to be 40.5p/kWh for electricity and 11.5p/kWh for gas.

Should I fix my prices?

This is a decision for individual businesses but the Government is working to make it easier for businesses to fix for the duration of the scheme. This will provide greater certainty as variable tariffs could still lead to increases in your bills – if wholesale prices are higher than the maximum discount and the supported price.

Will the scheme be extended beyond six months?

The scheme is currently scheduled to last for six months but a review will take place, with the results being published within the next three months. Government has said the scheme is for an 'initial' six months. Further support is expected at the end of the scheme to protect sectors at risk, with hospitality specifically named. (This is now subject to change after reversal of Mini-Budget)

Is this the only support available?

This support specifically targets business energy prices. An Energy Price Guarantee has been provided to households to shield them from very high prices. UKH is pushing for additional support measures, including a reduction in the rate of VAT for the sector and a business rates holiday.

I am on a fixed price contract, how much will I pay?

Your bill will be reduced by a discount (per kWh) equivalent to the difference between the Support Price and the price of wholesale energy on the day that your contract was agreed. This will then be deducted from the fixed price that you have agreed with your supplier.

As an example:

Fixed price agreed: 70p/kWh electricity

Wholesale price on day of fix: 35p/kWh electricity

Supported wholesale price: 21.1p/kWh electricity

Discount of 35 minus 21.1 p/kWh = 13.9p/kwh

Fixed price of 70 minus 13.9p/kWh = 56.1p/kWh = the rate paid

I am on a variable tariff, how much will I pay?

Your supplier will set the variable price and a discount will apply to those for each unit of energy. The discount will be set at a maximum level of the difference between the Supported Price and the average expected wholesale price – which will be set on 30th September. Your price will fluctuate throughout the period as the discount changes.

I have hedged my prices this winter, what does that mean for my prices?

A discount will be applied based on the difference between your monthly weighted average baseload price and the supported price. A maximum discount will apply.

NEW PASC UK WEBINAR PROGRAMME FOR OCT/NOV/DEC UPDATE

We will be adding to the Webinar programme in December over the coming weeks. Previous webinars can be viewed on the PASC UK Website at: <https://www.pascuk.co.uk/webinars/> Members only recordings are in the Members area.

NOTE NEW DATE IN NOVEMBER FOR ACCESS WEBINAR

1/ GENERAL MEETING ON SETTING PRICES

Open to all. Will recorded and placed on the PASC UK website

Date: Thursday 27th October 2022 1100-1200

This webinar will cover various strategies to help Members set their pricing going forwards. We will be pulling together a panel of experts to guide Members through these. Limited to first 500 registering.

Panel:

- Alistair Handyside, Chair PASC UK
- Robert Kennedy, Director SuperControl
- Robin Morris, Managing Director, Bookster
- Further panellists TBC

Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_icaHhRTNQ7OcdURxhmsclQ

After registering you will receive a confirmation email containing information about joining the webinar.

2/ WEBINAR ON HOW BECOMING AN ACCESSIBLE BUSINESS CAN BOOST BOOKINGS

Open to all.

Date: 29 November at 1100-1230

This will be recorded and the recording placed on the website.

The Accessible market in the UK is substantial, and few owners focus on this area. This webinar will bring together the data on the size of the market, and steps that you can take to be able to offer this as a selling point of your business.

Ross Calladine leads on Access at Visit England, Annette Burgess is a recognised access expert in Hospitality and both Diane and Cheryl run award winning accessible accommodation and will all be able to share their tips on how to either enter or improve your offer to serve this market.

Chair: Alistair Handyside, PASC UK

Speakers:

- Ross Calladine, Head of Business Support. Visit England.
- Diane Howarth. Owner. Cottage in The Dales
- Cheryl Dixon. Owner. Northayne Holiday Cottages
- Annette Burgess. Visit England Assessment Services

This webinar will be recorded and placed on the PASC UK website

Open to all readers of this newsletter.

Topic: PASC UK Accessible Webinar

Register in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_Dflqt_88So-bJ-FI5dtvHg

After registering, you will receive a confirmation email containing information about joining the webinar.

3/ MEMBERS ONLY MEETING TOUCH STAY BOOT CAMP

Will be recorded and placed on the website

Date: 1 December at 1100-1230

Touch Stay has been proven to be one of the best digital tools available to self-caterers. Winner of the PASC UK 2021 Product of the Year, this meeting will be a Boot Camp to help provide users of Touch Stay to get more out of it, with users sharing tips and idea, and Andy McNulty showing off some of the features that you may not have discovered yet.

More speakers will be added shortly, but in the meantime, certainly worth looking at the Touch Stay case study available on the PASC UK website here:

Chair: Alistair Handyside, PASC UK

Speakers:

- Andy McNulty, CEO Touch Stay.
- Plus more TBA

This webinar will be recorded and placed on the PASC UK website

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZlodOGqrz0rHdNeRK9id0TrWxdS94Zu0tZu>

After registering, you will receive a confirmation email containing information about joining the meeting.

4/ MEMBERS ONLY MEETING 'THINKING OF SELLING YOUR BUSINESS'

Will be recorded and placed on the Members area of the website

Date: 8 December at 1100-1230

The market has changed dramatically over the last three years, particularly for holiday cottage complexes. Post Covid we have seen an increase in demand for these properties and higher prices being achieved. This Members Meeting will cover getting all kinds of holiday cottage businesses into the best state in order to achieve the smoothest sale and the best price. The speakers include Beth Bailey, Chair of Premier Cottages who has quite recently sold her business, and Ed Thorne who heads up sales in the SW for this sector for Stags Estate Agents. There will be lots of top tips on preparing your business for sale.

Chair: Alistair Handyside, PASC UK

Speakers:

- Beth Bailey, Chair Premier Cottages.
- Ed Thorne, Head of Holiday Cottage Complexes at Stags Estate Agents
- Plus more TBA

This webinar will be recorded and placed on the PASC UK website

Register in advance for this meeting:

https://us06web.zoom.us/meeting/register/tZwscemvqTkiGdagrGQvHY-fk2ke4LfQaZ_i

After registering, you will receive a confirmation email containing information about joining the meeting.

RECORDINGS OF PASC UK WEBINAR/MEETINGS PROGRAMME

Last week's Members Meeting on **Pricing** is **now available in the Members area**.

This week's Members Meeting on **Guest Behaviour** will be available in the Members area shortly.

This week's **Pricing Webinar** on Thursday will be recorded and placed in the free to view Webinar area on the website.

MAJOR COUNCIL INTERVENTION ON HOLIDAY LETS ON ISLE OF WIGHT UPDATE

We have called a meeting with our IoW Members to fully understand what is happening here and what impacts it may have.

The Council on the Isle of Wight is trying to bring in a planning Rule that all holiday lets advertised for more than 140 days must have specific Planning Permission to do so. Not only will this impact self-caterers on the island, but it could also easily become a precedent in other areas where the issue of 'second homes' is fairly toxic.

Essentially, they are seeking to get Council and Planning Inspectorate approval to make it mandatory for all holiday lets, operating for more than 140 days per year, to apply for Planning Permission to operate as holiday lets.

(It's worth noting that on an individual basis it is possible for a Council to insist on an individual owner applying for a change of use, whereby the obvious primary use is commercial, holiday lets, not residential. We have heard of this particularly where properties in residential areas have caused local noise disruption. Unsurprisingly in those cases, planning to operate as a holiday let is rarely given).

We will be calling a private meeting with our Isle of Wight Members to discuss this and although the introduction of the measure on the IoW was delayed by it being timed out in the meeting, it still remains Council Policy.

What is interesting is that the measure is poorly thought through. Saying that it applies to all that advertise for more than 140 days isn't going to impact the second homes issue at all and will allow properties to still fully comply with FHL rules below this artificial planning threshold.

We will be watching and reporting on this intervention as it develops.

HAVING TROUBLE GETTING POSTAGE FOR RETURNS FROM GUESTS? UPDATE

Over the last two weeks we have published two options for dealing with items left behind by guests.

This week we have been provided with another one that looks straightforward. This Members contacts the guests as follows.

Dear {guestname},

We have come across XXXX that you have left behind in {property name}.

We use a courier service online called <https://www.evri.com> if you wish to have these items returned.

Please find a link below which will take you directly to the website, where you just need to enter your details and the approximate weight of the items to be returned. We just need to be emailed the label following your booking with them, and we will package the parcel and have it ready for collection. We will need at least 48 hours' notice before a collection takes place and please pop a note to say collection from porch.

www.evri.com

Our Address is :

xxx

xxx

xxx

xxx

As I am sure you can understand, we have many items left behind, so we do work on a policy that if you do not wish these items to be returned, then we will forward them to a charity shop in the following month :)

Please do not hesitate to contact me if you have any queries.

Yours etc...

After three months, property is disposed of, or given to charity shop.

Any other services or strategies that Members use, please let us know at chair@pascuk.co.uk

WALES UPDATE

THERE WILL BE A SEPARATE WALES NEWSLETTER LATER THIS WEEK. THERE ARE MEETINGS GOING ON THAT WILL IMPACT THE CONTENT. THANKS FOR BEARING WITH US.

If you are affected by what is happening in Wales and do not get the direct Wales only communications, please email me at chair@pascuk.co.uk put Wales Newsletter in the subject line and we will add you to the Wales Only circulation list.

The most recent Wales Newsletters were distributed on Thursday 6 October, plus another on the 13th October. They can both be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

There will be an update this week post the meeting with the Media Company.

The 13th October issue contained the following:

- PASC UK Meeting open to all on Monday 17th October
- Sam Rowlands MS asks question in the Senedd on the 70 Days fiasco
- **Urgent Appeal for help** with the Media on 70 Days fiasco
- Update on self-catering operators being 'fined' for not achieving 70/140 days in Covid Year
- Follow PASC UK on Twitter and Retweet.
- Update on Gathering More Welsh operator data.
- Please support PASC UK efforts by joining up 😊

WALES VALUATION OFFICE 70 DAY OUTRAGE UPDATE

You can find out how to Appeal to your Council if you have received a Council Tax Bill for the Year 1 April 2020 – 31 March 2021 plus draft letters for each of the 22 Councils to make it as easy as possible for you to Appeal here: <https://www.pascuk.co.uk/wales-70-day-appeals-papers/>

Full update on this is in the 13th October newsletter on the Website at:
<https://www.pascuk.co.uk/wales-182-days-reports/>

We are though getting pretty desperate for case studies as detailed below. Without them, we simply will not be able to run a media campaign.

MEGA URGENT APPEAL FOR HELP WITH MEDIA ON 70 DAYS FIASCO

DEADLINE FOR BOTH MEDIA AND CASE STUDIES IS ASAP

As you will see below. PASC UK has commissioned various pieces of work to try and reverse or at least aid owners in getting their Council Tax Bills for the Covid year of 2020-2021 reversed or credited.

As part of this we are going to need to present at least a dozen case studies, plus provide around six contacts for the media, which will include talking to TV and the wider media.

We are urgently looking for volunteers who can meet the following criteria. We are planning to be able to offer those selected help with what to say and a short media training session.

We are going to have to set some pretty tight criteria for the TV/Media interviews.

- Owner must reside in Wales
- Business must have received a Council Tax Bill for 2020-2021 for achieving just under 70 days (60-69)
- Must be a genuine business not a second home
- If possible, owner should be able to speak some Welsh
- Prefer a property that cannot be residential. For example.... Farm diversification, only has planning for short term lets, and adjoining annexe etc

- Preferably established pre Covid so can say did more than 70 days let both pre and post Covid, just not possible whilst under restrictions.
- We will need the usual, your name, email, phone, business name and County. (We must have all this, please don't respond saying happy to 😊)

For the written case studies...

- Business must have received a Council Tax Bill for 2020-2021 for achieving just under 70 days (60-69)
- Must be a genuine business not a second home
- Prefer a property that cannot be residential. For example.... Farm diversification, only has planning for short term lets, and adjoining annexe etc
- Preferably established pre Covid so can say did more than 70 days let both pre and post Covid, just not possible whilst under restrictions.
- We will need the usual, your name, email, phone, business name and County. (We must have all this, please don't respond saying happy to 😊)

Send information to chair@pascuk.co.uk

NEWSLETTER INDEX (WHERE TO FIND PREVIOUS INFORMATION)

All previous content is indexed and can be found on the 2022 Index on the Newsletter page. Look for PASC UK Index 2022. This will be updated weekly.

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

GENERAL INFORMATION SECTION

PASC UK SOCIAL MEDIA

Please consider following PASC UK on Social Media, it gives us a way to contact you quickly in the event of any changes or announcements that are made. We promise not to bombard you and to try to keep it relevant and topical.

PASC UK on Twitter @PascUK

PASC UK on Facebook @pascukltd

This is where the latest news between newsletters gets posted.

MEMBERS AREA IS NOW LIVE

The Members area of the PASC UK website opened last week. Initially you will be able to check your account details and download any of the 25 Members only PASC UK papers. No longer will you need to ask Justin or myself 😊. The full list of the PASC UK Members Papers is detailed below. No longer will you need to ask Justin or myself 😊 We will add additional features over the next couple of weeks.

Anticipated questions:

1/ How do I log in?

On the main PASC website you will see a link in the top right-hand corner called "Member Login". Click this link and enter your email address and password. Once logged in you will be in the members area.

2/ I can't find my password.

Click on the "Member login" link on the far right of the menu on our website and click the "forgot password" link which is in blue text just below the "log in" button. Enter your email address in the field and click "request password reset" button.

3/ Who do I contact if I cannot get in?

If you are having difficulty, please email admin@pascuk.co.uk and Justin will investigate for you.

4/ My username doesn't match my email address, does it matter?

No, it doesn't, usually your username would be your email address, but through address changes and mis-typing, some don't match up. However, the only place those are used is in the login field, all correspondence will go to your usual email address. Unfortunately, it isn't possible to change the username once it has been set.

PASC UK MEMBERS ONLY PAPERS

This is the current list of Members Only papers available in the Members area of the website.

- [PASC UK Business Rates Claim Note England](#)

A guide to 'Claiming' your property in England. You cannot 'check' You cannot 'Check' your properties Business Rates until you have done this.

- [PASC UK Business Rates Check Note England](#)

The guide will take you through 'checking' your Business Rates in England. It is vital that you book a call with the Chair before completing and submitting this 'Check'.

- [PASC UK Template Privacy Policy June 2022](#)

All businesses in the UK are required to have an up-to-date Privacy and Cookie. Not having one can lead to fines. This document provides you with a template policy.

- [PASC UK Template, Privacy Policies explained June 22](#)

This document explains Privacy Policies

- [PASC UK Template Cookie Policy and Guidance June 22](#)

This document gives further guidance on Cookie and Privacy Policies

- [PASC UK Guidance on using CCTV 2021](#)

Having CCTV at business premises can bring benefits, however there are several stages of legal compliance that you need to go through to operate such a system.

- [PASC UK Template CCTV Policy June 2022](#)

This document provides you with a basic CCTV Template Policy.

- [PASC UK Guidance on completing a short form LIA](#)

A 'Legitimate Interests Assessment' is a requirement if you have CCTV. This will guide you through creating one.

- [PASC UK Template LIA](#)

This document is a template Legitimate Interests Assessment for CCTV

- [PASC UK Template Breach Risk Assessment \(Req if you have a GDPR breach\)](#)

This template will guide you through the steps to take if you have a breach of GDPR.

- [PASC UK Record of Processing \(This is what data that you store and for how long?\)](#)

This template gives you the headings for the types of data that you store and for how long.

- [PASC UK Template Internet Fair Usage Policy](#)

This template document can be inserted into your Terms and Conditions to cover fair internet usage at your business.

- [PASC UK EV Charging Guidance](#)

This guidance takes you through putting together an EV Charging Policy at your business, necessary even if you do not have EV charge points, to help protect against charging out of the window.

- [PASC UK EV Charging Policy for Member's T's & C's](#)

This template document can be inserted into your Terms and Conditions to cover EV charging at your business, whether you provide the facility or not so as to help maintain insurance cover.

- [PASC UK Ghosting Report](#)

Ghosting is the practice that is employed by some self-catering agents whereby they leave your property on their website after you have left, with 'this property no longer available' Book one of these. This report tells you the steps you can take to have the property removed.

- [PASC UK Risk summary of 3rd Party suppliers at Holiday lets](#)

Having third party suppliers giving services to our guests at our businesses requires careful planning, in order not to void insurance. This paper explains the steps to take to maintain insurance cover. Covers chefs, mobile cooking companies, hot tub rental, bouncy castles. Entertainers etc.

- [PASC UK ICO Registration Paper](#)

This paper explains whether or not your business needs to register with the ICO. In 99% of cases PASC UK Members will need to do so. It costs £40 to register.

- [PASC UK ICO Registration FAQ's](#)

This document answers the most common questions about registering with the ICO and why you need to.

- [PASC UK Guidance on damage caused by guest and your T's & C's](#)

This document provides Members with another clause for their T's and C's. this one to protect you if guests cause damage to the property such that you have to cancel subsequent bookings and who pays.

- [PASC UK Template for clause in T's C's ref guest damage](#)

This is the template clause to add to your Terms and Conditions to protect you if guest damage causes future cancellations.

- [PASC UK Guest Comms Paper](#)

Improving the flow of Guest Communications from initial contact prebooking to post departure is one of the key elements to improving guest satisfaction and driving up repeat bookings. This paper should be taken in conjunction with the webinar on this subject in the Webinars section.

- [PASC UK Influencer Paper](#)

Many Members have reported being contacted by influencer or media offering coverage of your property in exchange for a free stay. There are several legal aspects to Members being offered this that they need to be aware of. These are covered in this Paper.

PASC UK MEMBERS LOGO UPDATED

We have updated the logos for Members to display on their websites. We now have a full set of Welsh versions too. A full variety of shapes and formats are available to suit all layouts.



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
- 25 and growing Special Interest Papers including legal docs such Privacy and Cookie Policies

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

We are currently making major investments in supporting you better and all this costs money, these include.

- 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
- Legal papers to help inform and protect Members.

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/>

Wishing each and every one of you all the best during these trying times.

Best regards

Alistair Handyside MBE
Executive Chair
The Professional Association of Self-Caterers UK
www.pascuk.co.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.