



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

1 November 2022 Issue 134

This week's contents

- Commentary
- Chair on Leave 7-22 November Coverage Explained
- Newsletter Coverage
- Newsletter Index, (where to find previous information)
- Important Update from the Valuation Office
- New Business Rates Rateable Values imminent
- Self-catering Insurance update **1 November**
- Government support for energy bills **UPDATE 1 Nov**
- PASC UK Webinar Programme Nov/Dec Updated
- Recordings of PASC UK Webinars /meetings Programme Available
- Major Council Intervention on Holiday Lets on Isle of Wight **Update**
- **Wales update**
- Where to find dedicated Wales Newsletters
- Wales Update

General Information Section

- PASC UK social media
- Members Only area now live
- Members only Papers list
- New PASC UK Members logos
- Member Benefits summarised
- Buying Club, Member Benefit for paid up PASC UK Members
- Support Lobbying by Joining PASC UK
- Disclaimer

COMMENTARY

There have been a couple of material changes to the Governments Energy Support, these are detailed below, and will assist many Members caught by the original date. The changes are highlighted in red so easy to find below.

We are getting lots of questions about pricing and bookings at the moment. As I will be away for a couple of weeks, if you have concerns about pricing and getting more bookings there are some great Webinars on the website that can give you some tip and tricks.

For anyone to access there are the following:

- General Meeting on Setting Prices
- What's wrong with my Website?
- Capturing More Bookings

These are all available here: <https://www.pascuk.co.uk/webinars/>

In the Members area there is a recording of the Members Meeting on Pricing too.

We have also received confirmation of the changes to the numbers of days let to remain on Business Rates in both England and Wales. **Both require the new thresholds to be achieved by next March.** Full details below. Worth checking where you are on this if it applies to you whilst you still have 151 days to go, albeit by no means the best days 😊

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 COVERAGE EXPLAINED

Whilst the Chair is away, emergency cover is being provided for paid Members as follows. Please try to keep emails to those that cannot wait until his return.

ADMIN SUPPORT

Admin emails, wanting to register for the PASC UK Buying Club, resetting passwords, trouble with accessing the Members only area, Membership queries etc, please contact Justin at admin@pascuk.co.uk

GENERAL SELF-CATERING RELATED QUESTIONS

Any general self-catering emergency queries to chair@pascuk.co.uk

This will auto automatically generate a response, saying that the Chair is away and explain how cover operates. The email will also automatically be forwarded to Beth Bailey, a Director of PASC UK and an experienced self-caterer who will then answer emergency questions. Beth can also be reached on 07496 409207 during working hours Monday to Friday. If engaged leave a message, with a clear telephone number, whether you are a PASC UK Member or not, and a short message.

WALES SPECIFIC QUESTIONS

Specific Welsh issues relating specifically to issues caused by the Welsh Government interventions, 182 days, 'fines' for not achieving 70 days in lockdown, Tourism Levy etc, please send your questions to Adrian Greason-Walker. Adrian is the Director of the Wales Tourism Alliance and a self-caterer himself, and has agreed to cover this area whilst Alistair is away. He can be reached at adriangwalker@gmail.com

We would ask that anything that can wait until Alistair gets back from leave, is left until then, so that Beth and Adrian can focus on dealing with emergencies.

Thank you.

NEWSLETTER COVERAGE

We will send out Newsletters during the next two week. Once before we did not send a weekly Newsletter and got loads of 'where is it?' emails, thinking that their address had failed or they had dropped off the list. This was despite announcing the week before that there would be a gap 😊. So Newsletters will become coming, they will be very short as will need to be completed in advance.

If you are looking for something specific, have a look in the Newsletter Index. Details below.

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/>

IMPORTANT UPDATE FROM THE VALUATION OFFICE ENGLAND AND WALES



October 2022

Changes to business rates eligibility rules for self-catering properties

The following captures the changes to the eligibility rules that self-catering properties will need to meet in order to stay in the Rating List and be liable for business rates. These changes come into force on 1 April 2023.

We received a paper from the Valuation Office yesterday, highlighting the changes to the way that Self-catering assessments for self-catering will be carried out, for both England and Wales.

What is clear is that both the main changes are retrospective, so the count for days in both England and Wales has already started from April 2022.

This means that in order to stay on Business Rates for the period April 2022 to March 2023 the new thresholds are already in place and owners in both England and Wales must meet the new thresholds.

Here is the section from the paper that says this, our red bit:

“What’s changing?”

Both the Welsh and UK Government (in relation to England) have enacted legislation which changes the eligibility criteria for whether a property can be assessed as a self-catering property and then valued for Business Rates rather than Council Tax.

Although the new rules come into force on 1 April 2023, for assessment purposes VOA will look at letting information from the previous year. Owners of self-catering properties need to meet the new criteria during 2022-23, to be rated for Business Rates rather than Council Tax”.

The document goes on to detail the new thresholds and once again, a key term here is commercial rates:

There are **different criteria for Wales and England**, as follows:

In **England**, the property must be (all of the following):

- available for **letting commercially** (with a view to making a profit) for short periods. These short periods must total **140 days** or more in the previous, and in the current year.
- actually **let commercially** for **70 days** or more in the previous 12 months.

If the property is in **Wales** it must be (all of the following):

- available to **let commercially** for short periods that total **252 days** or more in the previous and current year
- actually **let commercially** for **182 days** or more in the previous 12 months.

All of those that read this Newsletter and are on Business Rates will be receiving the letter informing you of these changes.

When will they start asking for this information? is a common question, and this is included in this section, again we have highlighted key points.

“When we will ask for this information

We carry out a rolling programme of assessment on properties. This means we will ask customers to give us information at different times during the 2023/24 operating year. **But we will be using a universal date, from which we will assess whether the new eligibility rules have been met, of 01 April 2023.**

After 1 April 2023, we will contact owners in England by writing to their billing address to confirm their eligibility.

In Wales, we were checking compliance against previous criteria, under this rolling programme, when new eligibility rules were announced. We have already issued a form of return to owners of around half the self-catering properties in the rating list (5,500) to be reviewed against the current criteria. **Next year we will issue to the remaining property owners and review against the new criteria”.**

You can review the document in full at <https://www.pascuk.co.uk/reports/>

Comment.

Apart from the obvious and stark disparity in the legislation, both are materially wrong in trying to achieve stated objectives, 70 in England is too low and 182 is way is ludicrously high, this is final confirmation that the measurements will be from last April, not next.

All owners need to check the booking calendars, there is still time to try and achieve these thresholds. This is much harder, especially in the less hot-spot areas of Wales which is why we will continue to battle for exemptions for business so that at least they do not have to pay the premium Council Tax.

NEW BUSINESS RATE RATEABLE VALUES IMMINENT

Sometime between now and Christmas all of the readers of this newsletter who are on Business Rates will also receive a form from the VOA detailing your new Rateable Values.

These are not likely to bring any Christmas cheer. I would think that they will pretty much ignore the downturn during covid, in turnover, yet still look at the 'goldrush' year of 2021 in their calculations, meaning that many will be seeing substantial increases in the Rateable Values. For those that will still benefit from Non-Domestic Rates Relief, it's less of a worry, but for all those that actually pay Business Rates, (about 5% of the sector, but about 40% of PASC UK Members) rises could be significant and coming at a time of well publicised other pressures.

As soon as the Rateable Values arrive, we will get a much clearer picture of what changes there are, and provide notes on what, if anything can be done against new, higher Rateable Values.

SELF-CATERING INSURANCE UPDATE

Many of you were surprised by the level of detail that we had to provide to the Surveyor that came to visit Higher Wiscombe to maintain our holiday cottage insurance cover. (You can see what was initially requested and how the visit went in last week's Newsletter).

We have now received the formal follow up from the Survey, with the list of improvements we have to make and by when.

Here goes:

Please find attached a copy of the report as follows:

- Survey Report
- Risk Improvements
- Photographic Report

The surveyor has advised that overall the property is a well run risk, but has identified six Risk Improvements which need to be carried out as follows:

Observations:

- 1) Services Electrical - An unsatisfactory electrical fixed wire testing certificate was witnessed at time of survey

- 2) Fire Protection - Current fire risk assessment did not appear to cover all risks
- 3) Sprinkler/Other Water Damage - Damaged gutter witnessed at time of survey on the corner of Flint, client was aware and in process of being repaired
- 4) Employers' Liability Risk Accidents recorded and investigated? At time of survey the tear away sheet holding persons details was stored within the accident book
- 5) Employers' Liability Risk Noise survey undertaken ? No noise survey undertaken at time of survey
- 6) Public Liability Risk - Slips, Trips And Falls — Is the site clear of hazards ? Cattle grids has no signage present to alert persons of danger and presence.

Actions:

- 1) Confirm that all works required have been undertaken to increase the rating to satisfactory and a copy of evidence provided to XXX by 17th Jan 2023
- 2) A new fire risk assessment to be conducted and to include consideration for emergency lighting due to rural area by 17th Jan 2023
- 3) Send evidence of repair to guttering to XXX by 18th December 2022
- 4) All accident tear away pages are to be stored in a different secure location, for data protection by 18th December 2022
- 5) Noise survey to be undertaken on loud machinery i.e. ride on mower and chain saw and evidence sent to XXX by 18th December 2022
- 6) The cattle grids require signage to alert members of the public of their presence and dangers. Send photo to XXX by 18th December 2022

Summary

Whilst there's nothing above that we can't do in the timescale, it's still a pretty extensive list. We have never included in a PASC UK newsletter that you need to carry out a Noise Survey, so whilst we obviously have to provide one, we'll try and find out whether this is a proper requirement, or an insurance ask. It won't be hard to write, the DB levels of the mower and chainsaw are on the manufacturer's websites, we use and provide ear defenders and know how long each is used, and therefore do not determine a risk to owners or staff.

We will of course provide all the information and evidence to the Surveyor by the stated time. Protecting both our guests and our business is a priority.

It is bizarre though that business like ours has to provide all this (and all last week's huge list), in order to maintain insurance, whilst at the same time, an operator who chooses to, can list a property for rent on various websites without even having the basics in place. This a major reason why a sensible light touch Registration Scheme will help go a long way to levelling the playing field.

These surveys are becoming increasingly common, particularly for complexes, and or high value buildings, so please keep your feedback coming into chair@pascuk.co.uk .

GOVERNMENT SUPPORT FOR ENERGY BILLS UPDATE 1st November

THERE HAVE BEEN SOME SIGNIFICANT CHANGES TO THE ENERGY SUPPORT OFFERED BY THE GOVERNMENT, ON BOTH APPLICABLE PERIODS AND RATES. ALL CHANGES ARE HIGHLIGHTED IN RED BELOW.

We still do not have any 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 1 November 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 December 2021, 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 December 2021 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 December 2021.**

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 34.5p/kWh for electricity and 9.1p/kWh for gas.

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 December 2021 do I benefit from this support?

No. This only applies to contracts signed after 1st December 2021 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?

The maximum discount will be 34.5p/kWh for electricity and 9.1p/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 NOV/DEC

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.

1/ 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.

2/ 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.

3/ 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:

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RECORDINGS OF PASC UK WEBINAR/MEETINGS PROGRAMME

The 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.

Last week's **Pricing Webinar** on Thursday was 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 had a meeting with our IoW Members and received an update from Will Myles MD of Visit Isle of Wight on the proposed measure. The measure proposed that anyone wanting to advertise a holiday let for more than 140 days on the Isle of Wight, would need planning consent. When raised by Council the proposal was timed out, and therefore no vote was taken.

To bring such a sweeping measure in would require approval from Westminster, so is currently regarded as being in 'the long pasture'

However, there are many Councils all over England that are looking at what is happening in Wales, and they want similar.

We will be working with the Department for Levelling Up on this as this is where any changes are likely to come from. There was a meeting scheduled with both the Minister and his team just prior to the chaos of the last few weeks, that got cancelled due to a Ministerial resignation. We are actively seeking to get that meeting rebooked so that we can get clarity on a number of issues, including this most recent proposal from the Isle of Wight Council.

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.

Please Note, The Chair will be away from 7-22 November, coverage as follows:

ADMIN SUPPORT

Admin emails, wanting to register for the PASC UK Buying Club, resetting passwords, trouble with accessing the Members only area, Membership queries etc, please contact Justin at admin@pascuk.co.uk

GENERAL SELF-CATERING RELATED QUESTIONS

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WALES SPECIFIC QUESTIONS

Specific Welsh issues relating specifically to issues caused by the Welsh Government interventions, 182 days, 'fines' for not achieving 70 days in lockdown, Tourism Levy etc, please send your questions to Adrian Greason-Walker. Adrian is the Director of the Wales Tourism Alliance and a self-caterer himself, and has agreed to cover this area whilst Alistair is away. He can be reached at adriangwalker@gmail.com

We would ask that anything that can wait until Alistair gets back from leave, is left until then, so that Beth and Adrian can focus on dealing with emergencies.

The most recent Wales Newsletters were distributed on 6 October, plus another on the 13th October and again on the 27th October . They can all be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

The open Wales Self-Catering Meeting can be viewed here: <https://www.pascuk.co.uk/webinars/>

The 27th October issue contained the following:

Today's update includes:

- PASC UK Self Catering Wales Meeting Recording Available
- Advance Warning, Chair on Leave 7 – 22 Nov
- General Update
- Menai Bridge closure
- Error in Conwy 70-day appeal letter corrected
- **Urgent Appeal for help** with the Media on 70 Days fiasco
- A possible exemption to 70 days in Denbighshire, all should check
- Update on self-catering operators being 'fined' for not achieving 70/140 days in Covid Year
- Common questions about 182-day Threshold...
- Tourism Levy Meetings update
- Follow PASC UK on Twitter and Retweet
- Please support PASC UK efforts by joining up 😊

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
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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.

