



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 28 February 2023 Issue 150

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#### COMMENTARY AND UPDATE ON UPCOMING REPORTS

No massive headlines this week to mark the 150th Newsletter since the Covid crisis struck, there were monthly newsletters prior to, we just never numbered them. Thanks to you all for your support over the last three years.

We are continuing to see a lot of negativity about the sector in the media, mostly coming as a result of over-supply in certain areas, where this is particularly putting pressure on long term rentals. What is always missing is any kind of understanding about the difference between a full-time holiday lets/self-catering/short term let business/vacation rental in the sector and an occasionally let property in a residential area. Part of the problem is the number of terms used to describe us, there are not many other sector names for hotels or bed and breakfasts.

This is something that we will try to get a definition of in the forthcoming Consultation on Statutory Registration. More on that in the weeks to come.

This week's Members Meeting is getting close to full, so please if you can no longer attend, let me know, and I can make space for others. I will send out an email to all that have registered to this effect as well, so we can get as many in as possible.

Last week's Cancel Cover meeting was well attended, and showcased a cancellation product for self-caterers, that in the event of a cancellation by guests, you can still get paid. Obviously, there are some T's and C's but does enable operators to be really flexible on cancellation policies. The recording is now on the website.

We have also added another Meeting this week covering Technology at self-catering, including the WiFi solution that we have used at Higher Wiscombe, details below.

Still sending out calls for info for the following reports. We have also added Chimney sweeps, as many insurers are now asking to see those checks have been undertaken, woodburners are becoming an increasing problem with insurers, especially if in Thatched properties. So please let us have those asap.

### **1/ Fire/PAT/Electrical Testers Regional Directory.**

#### **Can you also supply Chimney Sweeps please?**

Moving forwards, huge thanks for the response to the requests for details of Fire/PAT/Electrical Testing companies. Really brilliant, we are still looking for more, so if you have to recommend, we can add them in and will shortly be able to have the solid beginnings of list of regional suppliers that will be available and updated on the website.

### **2/ Green Energy Installers Directory.**

Here we are keen to get some more suppliers listed. So many of us will be looking to install various energy saving devices over the next couple of years, especially with the UK PPF and Rural Grants.

See the updated Request for help Norte below, for the basic information that we need.

### **3/ Booking Channel Reports**

We are also going to be preparing three reports, one on 'Getting the best from your agent', One on how to use OTA's most effectively, and one on what direct channels are still available, to cover all the strands of booking streams that we all use.

We have commissioned the first two but would be grateful of you letting us know any direct channels that you use so that they can be included. Just send an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) and put the name of the direct booking channel in the subject line.

### **4/ Direct Booking Options**

We have put a last call out on this one below, detailing which direct listing sites we have already. So last chance to add platforms for the report.

## 5/OTS (Office of Tax Simplification) Report

This will be a Members only Report as we had to commission this from Francis Clark. It should be available for publication next week and will cover the possible impact of the removal of the FHL tax allowances. Sorry for delay in this, it was jointly commissioned with the ASSC and we have only been able to arrange our review meeting of this report tomorrow.

Finally for this week, insurance is back at the top of the list for many with Members reporting massive increases in premiums, reductions on cover, and in some cases bizarre exemptions from cover.

We have been trying to put together a reasonably comprehensive report of the insurance industry relevant to self-catering, however many of the insurers will not answer the pretty basic questions that we asked, do you cover pools? Thatched cottages? Annexes? Play areas? etc, responding by saying all policies are on a case-by-case basis and how professional and competitive they are 😞

So having beaten our heads against a brick wall we are going to approach this differently, and try and prepare guidance on how to approach multiple insurers, well in advance of your renewal, plus providing a list and contact details, to help you get the best deal.

This is now underway.

Any questions please let us know.

Best regards

Alistair

## NEW PASC UK WEBINAR PROGRAMME FOR MARCH/APRIL

We will be adding to the Webinar programme in March/April 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/ PASC UK MEMBERS ONLY ENGLAND MEETING

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

**Date: Thursday 2 March 2023 at 1100.**

This meeting is for PASC UK Members only. Will look ahead to what's happening going forwards and to enable Members to ask any questions of the Chair, or suggestions for PASC UK activities in 2023. It is only open to PASC UK Members and numbers are limited to 100 so first come first served. Final agenda will be published nearer the time.

Register in advance for this meeting:

[https://us06web.zoom.us/meeting/register/tZUqduygqzMuG9ZJrXUk9GfLVDO-\\_JtWE1gK](https://us06web.zoom.us/meeting/register/tZUqduygqzMuG9ZJrXUk9GfLVDO-_JtWE1gK)

### 2/ PASC UK AGENCY MEMBERS ONLY ENGLAND MEETING

**Will be recorded and made available to PASC UK Agency Members.**

**Date: Thursday 9 March 2023 at 1100.**

This meeting is for PASC UK Agency Members only. Looking ahead to what's happening going forwards and to enable Agency Members to ask any questions of the Chair, or make suggestions for PASC UK activities in 2023. It is only open to PASC UK Agency Members and numbers are limited to 100 so first come first served. Final agenda will be published nearer the time.

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/tZYkcOGsqzliHNXxUm5oqrC4PVp7gzuR7207>

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

### **3/ PASC UK COST OF BUSINESS MEETING**

**Date 1100 on 14 March 2023**

**This meeting will be recorded and placed on the website**

We will be pulling together content for this Meeting over the coming weeks, it will include an update from the PASC UK Buying Club, plus their Energy department too, plus more. Will update as we move forwards.

To book you need to click on the link below to register and provide your business name please. Tickets are limited to 100 so will be processed on a first come first served basis.

[https://us06web.zoom.us/meeting/register/tZUtc-6gqT4oGt1hFoCDV\\_nXjDxmmj6t\\_5PG](https://us06web.zoom.us/meeting/register/tZUtc-6gqT4oGt1hFoCDV_nXjDxmmj6t_5PG)

### **4/ PASC UK TECHNOLOGY FOR SELF-CATERING MEETING**

**Date 1100 on 4 April 2023**

**This meeting will be recorded and placed on the website**

We will be pulling together content for this Meeting over the coming weeks.

It will include:

- Rural Wifi Solutions, primarily for larger sites where there are several cottages, yurts or glamping units on one site, this will be presented by **West Country Tech**.
- **Touch Stay** have got some great new features and their presence is always popular.
- **SuperControl** will be explaining what their new tool, LSI Data which enables owners to really look deeply and check their property pricing.

There will be more and we will update as we move forwards.

To book you need to click on the link below to register and provide your business name please. Tickets are limited to 100 so will be processed on a first come first served basis.

Register here:

[https://us06web.zoom.us/meeting/register/tZcqd-uvrDoqG9MixrV0sbEBmr\\_ycBFMsfZy](https://us06web.zoom.us/meeting/register/tZcqd-uvrDoqG9MixrV0sbEBmr_ycBFMsfZy)

## UPDATED REQUEST FOR HELP

If any of you can provide any information on the following, please let us know.

### 1/ DIRECT BOOKING CHANNELS, LAST CALL.....

Please let us know which direct booking channels you use, these are the platforms that do not charge commission, just a listing fee. We have already received a reasonable list of the main ones, see below, so please let us know of any other platform that you think may be helpful.

Beachlets	<a href="https://www.beachlets.co.uk">https://www.beachlets.co.uk</a>
Big Holiday House	<a href="https://www.bigholidayhouse.com/">https://www.bigholidayhouse.com/</a>
Cool Stays	<a href="https://www.coolstays.com">https://www.coolstays.com</a>
Farm Stay	<a href="https://www.farmstay.co.uk">https://www.farmstay.co.uk</a>
Group Accommodation	<a href="https://www.groupaccommodation.com">https://www.groupaccommodation.com</a>
Handpicked Cottages	<a href="https://www.handpickedcottages.co.uk">https://www.handpickedcottages.co.uk</a>
Independent Cottages	<a href="https://www.independentcottages.co.uk">https://www.independentcottages.co.uk</a>
Landed Houses	<a href="https://www.landedhouses.co.uk/">https://www.landedhouses.co.uk/</a>
Premier Cottages	<a href="https://www.premiercottages.co.uk">https://www.premiercottages.co.uk</a>
Sawdays	<a href="https://www.sawdays.co.uk">https://www.sawdays.co.uk</a>
Secluded Secrets	<a href="https://www.secludedsecrets.com/about-us">https://www.secludedsecrets.com/about-us</a>
Simply Owners	<a href="https://www.simplyowners.net">https://www.simplyowners.net</a>
Unique Holiday Cottages	<a href="https://www.uniqueholidaycottages.co.uk/about-us">https://www.uniqueholidaycottages.co.uk/about-us</a>

We will shortly send each of these a short questionnaire, and compile a report for you all on pricing, social media reach, requirements to join these sites etc.

Just send an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) and put the name of the direct booking channel in the subject line.

### 2/ FIRE TESTING AND PAT TESTING REGIONAL SUPPLIERS

#### CAN YOU ADD YOUR CHMINEY SWEEPS PLEASE?

Please can you let us know if you have a supplier for Fire and or PAT testing that we can recommend to Members? We'll add them to the list that we are assembling and will shortly be on the website. If you can send them in the format below that would be hugely helpful and save a lot of time. Many thanks and send to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

Company name:  
Website:  
Tel:  
Contact:  
Email:  
Fire/PAT Testing or both?:  
Area covered:

### 3/ GREEN ENERGY SUPPLIERS REGIONAL LIST

Please can you let us know if you have a supplier for green energy solutions that we can recommend to Members? We'll create a list and publish it. If you can send them in the format below that would be hugely helpful and save a lot of time. Many thanks and send to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

Company name:  
Website:  
Tel:  
Contact:  
Email:  
Type of installations supported?:  
Area covered:

### WIFI SOLUTIONS FOR RURAL BUSINESSES FROM WEST COUNTRY TECH



West Country Tech offer reliable, high-quality technology solutions for your rural holiday complex, we came across them, having been recommended to use them for our requirements at Higher Wiscombe by several PASC UK Members. We subsequently installed a site wide solution to deal with the most common guest issue... being... 'I can't get the WIFI'. This is now a thing of the past. We also used them for a CCTV solution.

We will be hosting a 'Tech Webinar' on the 4th April and have invited West Country Tech to come and join that meeting, more details in the webinar section.

They currently cover South West England and are expanding all the time. They specialise in providing lightning-fast internet, Wi-Fi, and CCTV services that meet your unique needs.

Their Hi-Tech, remotely managed Wi-Fi solutions are perfect for large properties/holiday complexes/glamping sites with multiple guests. With their technology, guests can enjoy seamless roaming ability and multiple Wi-Fi names, all with top-notch owner and guest security. Plus, their

remote management capabilities ensure that any issues can be quickly addressed, minimizing downtime and maximizing guest satisfaction.

West Country Tech can bridge the gaps between holiday cottage complexes, shepherd's huts, and any location that requires a reliable internet connection. If you would like to see the technology in action at real business sites, have a look at their videos below, including Higher Wiscombe.

Please click on the following links for the YouTube video of the installation at Higher Wiscombe and their general You Tube channel for other videos.

[Higher Wiscombe install video - click here](#)

[West Country Tech YouTube channel - Click here](#)

[West Country Tech Website - click here](#)

Office hours 0830- 1700 Mon – Fri, remote diagnostic support available subject to internet connection at premises.

Lifetime warranty packages available

Currently offer coverage in Cornwall, Devon, Dorset, Somerset and Wiltshire.

Contact details below:

01884 669030

[ask@westcountrytech.co.uk](mailto:ask@westcountrytech.co.uk)

Find them on all social media platforms and YouTube. Simply search for West Country Tech

## **RECORDINGS OF PASC UK WEBINAR/MEETINGS PROGRAMME**

The **Cancel Cover** recorded on 23 March is now in the **free to view Webinar** area on the website.

The **Members Meeting** recoded on 12 January is now in the Members area

The Members meeting on **Selling Your Business** is **now available in the Members area.**

The Members Meeting on **Pricing** is **now available in the Members area.**

The Members Meeting on **Guest Behaviour** is **now available in the Members area.**

The **Pricing Webinar** was recorded and placed in the **free to view Webinar** area on the website.

The How to become an **Accessible Business** webinar was recorded and placed in the **free to view Webinar** area on the website.

The Touch Stay Boot Camp meeting was recorded and placed in the **free to view Webinar** area on the website.

Here are some more useful links from Touch Stay for those using the product:

\* Guest Communication Planner <https://touchstay.com/wp-content/uploads/2022/08/Guest-Comms-Planner-3.pdf>

\* Guest Comms Toolkit <https://guide.touchstay.com/guest/b7dhZaMxRqbe1/>

And the PASC UK Touch Stay Guide can be found here: <https://www.pascuk.co.uk/reports/>

## RESETTING YOUR PASSWORD FOR THE PASC UK MEMBERS AREA

You are able to check your account details and download any of the 25 Members only PASC UK papers. The full list of the PASC UK Members Papers is detailed below.

### 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](mailto: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.

## 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/>

## WALES INFORMATION AND WHERE TO FIND IT



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](mailto:chair@pascuk.co.uk) put **Wales Newsletter** in the subject line and we will add you to the Wales Only circulation list.

Previous Wales Newsletters can all be found here: <https://www.pascuk.co.uk/wales-182-days-reports/>

## 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.

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## **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 3<sup>rd</sup> 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-pasc-uk/>

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](http://www.pascuk.co.uk)  
[chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)  
07771 678028



## 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.

