



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

7 February 2023 Issue 147

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COMMENTARY

This week see lots of opportunities for PASC UK to continue to work with a wide range of organisations to try and ensure that the forthcoming Statutory Registration Consultation is proportionate and is not in any way slipping towards the dire outcomes of Statutory Licensing and possibly Wales. We will provide an update on how those meetings went next week.

We know that the new Fire Regs are coming and are working on finding out as much as we can on these and will publish details as soon as we have them. It seems clear that there will be a lot more changes required for larger/multi storey properties.

We received a reminder from the Valuation office yesterday about the changes to the numbers of days properties must be let and available for in England and Wales to qualify for Business Rates and thereby qualify for Small Business Rates Relief in most cases. This is **retrospective** legislation, so in England you will have had to let for 70 days and Wales 182 days between 1 April 2022 and 31 March 2023 otherwise you will revert to paying Council Tax from 1 April 2023. Full details below. The Valuation Office have also published a paper on how the VOA counts days and this can be found on <https://www.pascuk.co.uk/reports/>

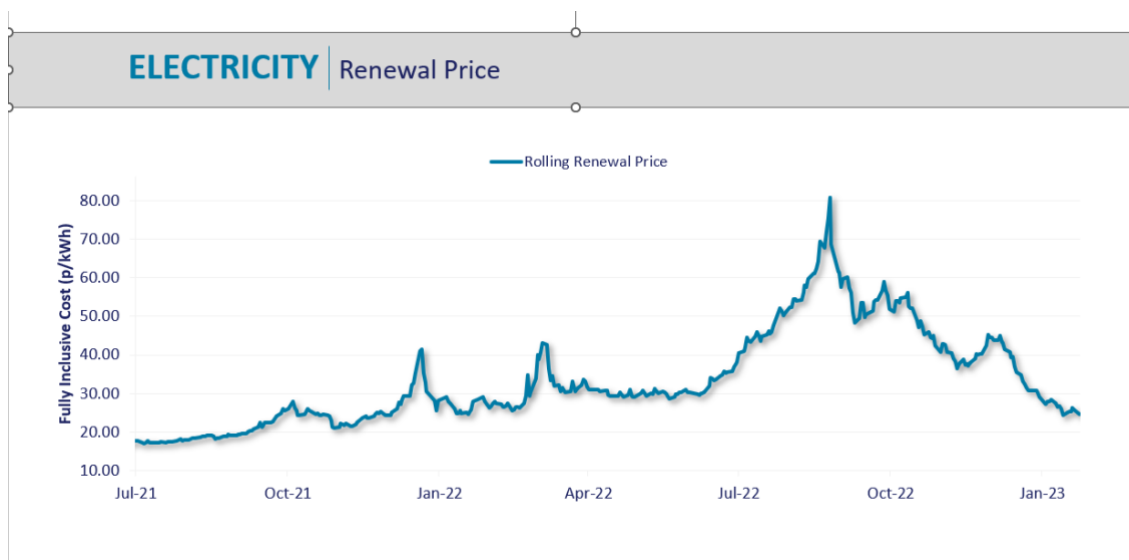
Many Council websites throughout England, Scotland and Wales are going live with the Grants, see below. These are a great opportunity for Members to finance a project at their businesses. Will repeat the Key tip, read what they are looking for, not what you want, so grants are unlikely to cover hot tubs, but may well cover Electric Vehicle Chargers, solar panels and batteries. So read the details, log into webinars if they have them and some are even offering drop ins to discuss the grants. Good luck.

Last week we provided clear notes on how VAT is applied to self-catering. This is even more relevant if you are not VAT registered, so please take note, many members have received substantial refunds as the rate should be 5% and not 20% see below for details.

As reported last week the Valuation Office (VO) have rejected our FOI to get the 2023 Practice Note published. It will not be published until 1 April 2023. For those of you that have had an increased Rateable Value for 2023 or are just interested in the process see below.

We have announced the next three Members meetings now, PASC UK Wales Members on 16 Feb at 1100. PASC UK Members on 2 March at 1100, followed by the PASC UK Agency Members Meeting on the 9th March at 1100. Dates for your diaries.

Wholesale energy prices are coming down. The PASC UK Buying Club has sent us these slides to show how prices have varied through the crisis. If you are a Member and you haven't contacted their Energy Buying Dept, it's probably a good time to register with them and they will try to help you choose a good time to switch.





We will be having a PASC UK Buying Club plus Business Savings Webinar at 1100 on the 14th March, so another one to note for your diaries. You can register below for that.

Any questions please let us know.

Best regards

Alistair

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/>

VAT ON SELF-CATERING ENERGY BILLS IMPORTANT REPEATED UPDATE

Here's a much clearer update as to whether self-caterers should be paying "commercial" rate VAT on their energy bills (20%) or the lower domestic rate of VAT (5%). Also, whether the Climate Change Levy is payable or not.

The details can be found here on the Government paper <https://www.gov.uk/guidance/vat-on-fuel-and-power-notice-70119#qualifying-use.to>

This clearly includes self-catering in the "Domestic/Residential" category, which benefits from the reduced rate of VAT:

3.2 Domestic use

3.2.1 Supplies for domestic use

Supplies of fuel and power for genuine domestic use are eligible for the reduced rate. The provider must be certain that the supply is to a dwelling or certain types of residential accommodation. Examples of allowed residential accommodation are:

- armed forces residential accommodation
- caravans
- children's homes
- homes providing care for the elderly or disabled, people with a past or present dependence on alcohol or drugs or people with a past or present mental disorder
- houseboats
- houses, flats or other dwellings
- hospices
- institutions that are the sole or main residence of at least 90% of their residents
- monasteries, nunneries and similar religious communities
- school and university residential accommodation for students or pupils
- **self-catering holiday accommodation**

The following are treated as part of the same residential unit:

- buildings such as garages used with houses
- subsidiary buildings situated a short distance away, such as a garage in a block located away from a house
- corridors, lifts, hallways and stairways in a residential unit

The section on the Climate Change Levy states that "domestic" premises are not subject to it:

2.8 Climate Change Levy (CCL)

The levy does not apply to taxable commodities used by domestic consumers, or by charities for non-business use. Supplies of small amounts of energy (de minimis) are also excluded.

For Climate Change Levy purposes, 'domestic use' and 'charity non-business use' have the same meanings as in paragraphs 3.2 and 3.3 respectively.

If you have been paying the 20% rate then you should contact your energy provider(s) and ask how to get the refund. You will most likely have to fill in a short VAT certification form.

WEST COUNTRY TOURISM CONFERENCE, (PASC UK CHAIR IS A SPEAKER) 8-9 FEB 2023



The West Country Tourism Conference is back. It will be held over two days at the Westpoint Arena just outside Exeter on the 8th and 9th February 2023. Lots of colleagues that we work with frequently will also be speaking, making it a worthwhile day out for Tourism Businesses in the SW.

Speakers on the 8th include:

Alistair Handyside, Chair PASC UK

Deborah Heather. CEO Quality in Tourism, The new Tourism Excellence

Richard Toomer, Director, The Tourism Alliance

On the 9th:

Kate Nicholls CEO UK Hospitality (By Zoom)

Kate Stinchcombe-Gillies. Marketing Director, Touch Stay

Mark Worden, CEO Mihi Digital

Booking is now closed.

Look forward to welcoming as many of you as possible at the Conference. Your Chair will now only be there until lunchtime on Tuesday 8th February.

NEW PASC UK WEBINAR PROGRAMME FOR FEBRUARY-MARCH

We will be adding to the Webinar programme in February 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 WALES MEMBERS ONLY MEETING

Date 1100 on 16 February 2023

This meeting will not be recorded.

This is meeting for PASC UK Members in Wales and will cover the work that we are doing at the moment to support Welsh self-catering, updates on our meetings and correspondence with officials and to try to answer any questions that you may have. Adrian Greason Walker and the Chair will be joined by Suzy Davies, Chair of the WTA Wales Tourism Alliance. Tickets are limited to 100 so will be processed on a first come first served basis.

To book you need to click on the link below to register and provide your business name please.

https://us06web.zoom.us/meeting/register/tZAtf-6przwpE9T7CXZg0LoWH1_Nal8G-Aut

You will then receive a link to the meeting.

2/ OWNER CANCELLATION COVER FROM CANCELCOVER

Will be recorded and placed on the website

Date: 1100 on 23 February 2023

Some of you may be aware of the Cancel Cover policy, (initially launched exclusively to Premier Cottages members in 2021), which offers protection to owners in the event of guest cancellation if they cancel from 60 days up to 2 days before arrival. This is NOT the same as guest insurance but is protection for your business in the event of a cancellation. Even if you take up a policy like this we still suggest that you strongly encourage guests to take out their own travel insurance, we all know that take-up by guests for UK travel is low, which can lead to difficult conversations when a guest has to cancel, and expects you to take the hit.

NB. Under the Cancel Cover policy, If a guest cancels more than 60 days prior to arrival, then you get the premium reimbursed (as you aren't in cover, and are more likely to get a replacement booking more than 2 months out).

This product was created to fill a gap after the MasterCancel policy offered by SuperControl was suspended during Covid. Cancel Cover is now fully integrated into SuperControl, so the process is very straightforward. Currently the full integration is just with the SuperControl platform.

Apart from the revenue protection it gives your business, it also offers a good marketing hook, as you can compete with the “free cancellation” terms offered by the OTAs. In a tough market, this may be a useful additional tool for securing bookings, as well as protecting your revenue in the event of cancellations.

The Meeting to hear about this product is open to all and will be recorded and placed on the PASC UK website. Meetings are limited to 100 so strictly on a first come first served basis. You will be required to give your business name to register.

More details about Cancel Cover here: <https://policypowerhouse.com/cancelcover/>

You can register here for the meeting: <https://us06web.zoom.us/meeting/register/tZUtf-GsqzMoHtzfe7d9c3FG-vcbew4j3St>

You will receive a link to the meeting after successful registration.

3/ 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 they may 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>

We will be adding to the Webinar programme in February 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.

4/ 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 they may 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.

5/ 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-6ggT4oGt1hFoCDV_nXjDxmmj6t_5PG

UK SPF GRANTS UPDATE

Councils or Local Authority are opening up for applications to this fund but it will be tight for this year as Councils have a partial allocation that must be spent before March 31. Then it will run for two more years. See below for an example of what comes through if you are on a Council's Business Newsletter list.

This grant scheme will operate in England, Scotland and Wales. It has been put together as part of the 'Levelling Up agenda' and each County will have been allocated a fund for the programme.

What does UKSPF stand for?

UK Shared Prosperity Fund.

What might it cover?

Each Council will have its own priorities. Many will include headings that readers could align with. Sustainable Tourism or Carbon Reduction may be common headings.

How do you find out?

Go to your local Council Website. Search for UKSPF, this is what it looks like on the East Devon District Council Website.

Having trouble viewing this email? [View it as a Web page.](#)



East Devon Update



Business and economy bulletin

New grant schemes coming soon

This special version of the East Devon Business Bulletin focuses on two new competitive grant schemes being launched in 2023 for businesses and community organisations. These schemes will focus on projects to help East Devon reach net zero, increase employment and raise productivity.

Details of these two schemes (the IRF2 and CLTF) can be found below. To find out more you are welcome to join our online [Grants Webinar](#), where we will outline the main criteria for these funds and how you can apply.

To provide further guidance for these upcoming schemes, we are also hosting an in-person [Grants Drop-In Session](#), where you can pop in and have an informal chat with our officers to talk about your ideas for a funding bid.

- [Sign up to the Grants Webinar](#): Wednesday 22 February 2023 at 10am, Microsoft Teams
- [Sign up to the Grants Drop-In Session](#): 2 March 2023 from 12pm to 3pm, East Devon Business Centre, Honiton, EX14 1SF

As soon as the IRF2 and CLTF schemes have launched, we will immediately notify all subscribers to this newsletter via email.

Innovation and Resilience Fund 2

We have secured funding to launch a second round of the [Innovation and Resilience Fund \(IRF2\)](#) in February 2023.

Once launched, East Devon businesses will be invited to apply for up to £20,000 to fund a project under one of the three funding pathways, with funding available for the following types of projects:

- **Net Zero Innovation:** to support a business to develop a new product, service or technology with a strong net zero focus
- **Rural Innovation:** to support a rural business to grow by significantly increasing productivity or by developing a new product, service or technology
- **Farm Diversification:** to allow a farm business to diversify income streams by developing a new product, service or technology not related to agriculture

Visit the [IRF webpage](#) or sign up to one of our grant sessions (see the article above) to find out more about this scheme.

Culture, Leisure and Tourism Fund

We are currently developing a new grant scheme for rural community organisations in East Devon with a cultural or leisure focus and a limited number of tourism businesses.

Once launched, community organisations will likely be able to apply for up to £20,000 of funding to help towards the cost of purchasing equipment to help decarbonise their operation, such as solar PV panels, air sourced heat pumps, EV charging points, etc.

Tourism businesses will likely be able to apply for up to £5,000, to help fund either equipment to decarbonise or equipment to improve their accessibility.

This fund will launch in Spring 2023. Sign up to one of our grant information sessions (see the top article above) to find out more about this scheme.

Will Local Authorities notify us?

No, not unless you are on their Newsletter list, so go to your Local Authority website and sign up for their free Newsletters.

How does the grant funding work?

We believe at this stage that you do not have to match or contribute to the total. So, if you are putting solar panels in and the cost is £10,000, the grant should be for £10,000. Please check with your Councils.

Are there any catches?

No, not really except that it looks like the year one allocation will have to be spent by March 2023, which means that any projects will have to be pretty much off the shelf. Anything requiring any kind of planning permission will not be ready in time, or if you cannot book a builder in.

How long does the scheme run?

It runs for three years.

Will there be any more schemes?

This is likely to be the big one for the next three years. A supplementary scheme called the Rural SPF, which will be aimed at specifically rural businesses, some initial detail on that below. More details as soon as we have them.

Government detail here: <https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus/uk-shared-prosperity-fund-prospectus>

RURAL SPF GRANTS

We now have a clear timescale on this additional Grant scheme, which in many ways can be regarded as a top up to UK SPF for rural areas and will most likely managed by the same process.

All applications and approvals for local funding should be approved and complete and payments received by Local Authorities by the end of April 2023.

The funding period will then be from April 2023 to March 2025.

All current details are here: <https://www.gov.uk/government/publications/rural-england-prosperity-fund-prospectus/rural-england-prosperity-fund-prospectus>

And a short summary here:

The Rural Fund provides capital funding to:

- support new and existing rural businesses to develop new products and facilities that will be of wider benefit to the local economy. This includes farm businesses looking to diversify income streams
- support new and improved community infrastructure, providing essential community services and assets for local people and businesses to benefit the local economy

This funding should not replace funding plans for rural areas under the UKSPF. It is a top-up to help address the extra needs and challenges facing rural areas.

As soon as we have any more information, we will let you know

NEW PAPER ON WORKING WITH GUESTS ON ENERGY CONSUMPTION



We have produced a short paper to help owners with some tips on helping to save energy and how to work with gusts on this. The paper can be found at <https://www.pascuk.co.uk/reports/>

Many thanks to Visit Isle of Wight for the nudge to generate this paper and to Beth Bailey from Premier Cottages for turning it around 😊

SCOTTISH SELF-CATERING BATTLES ON



Our colleagues in Scotland are fighting against an insane level of Government interventions, harsh licensing, and planning rules mean that many will simply lose the right to trade. This has affected Edinburgh the worst where a Control Zone is planned. Scottish Self-Caterers are fund-raising for a Judicial review and have raised over £100,000. PASCUK contributes all Subscriptions from Members in Scotland to this fight.

Please go and have a look and see if you too could contribute even a small amount to support fellow self-caterers, thanks.

You can find out more and pledge here.

[https://www.crowdjustice.com/case/save-the-self-catering-sector-scotland/?utm_source=sendinblue&utm_campaign=Update_2078,%203049\]%20on%20Save%20the%20Self-Catering%20Sector%20in%20Scotland%20\(Febuary%2005,%202023\)&utm_medium=email](https://www.crowdjustice.com/case/save-the-self-catering-sector-scotland/?utm_source=sendinblue&utm_campaign=Update_2078,%203049]%20on%20Save%20the%20Self-Catering%20Sector%20in%20Scotland%20(Febuary%2005,%202023)&utm_medium=email)

FIRE TESTING AND PAT TESTING REGIONAL SUPPLIERS

At a previous PASC UK Members Meeting the question of good value and good quality Fire Testing and PAT Testing came up. It was agreed that we would try, with your help to pull together a list of providers who have been recommended by you. Eventually we hope to have national coverage and will have a paper on the website detailing them all.

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

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

GREEN ENERGY SUPPLIERS REGIONAL LIST

After a previous PASC UK Members Meeting the subject of trying to pull together a list of regional green energy suppliers came up. With your help to pull together a list of providers who have been recommended by you. Eventually we hope to have national coverage and will have a paper on the website detailing them all. This will be really helpful as it's likely that many of you applying for UKSPF and Rural SPF grants may be looking at green initiatives.

So 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

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

BUSINESS RATES 2023 REVALUATION UPDATE

We had previously submitted a Freedom of Information (FOI) request to the Valuation Office (VO) requesting a copy of the 2023 Practice Note that was used to calculate the Rateable Values (RV) that come into effect in April 2023.

We have now received a refusal notice from them explaining that they need to give Local Authorities time to address the changes. We have also received confirmation that no 'Checks' on 2023 Revaluations will be allowed until after 1 April 2023.

Until we can see the 2023 Practice Note we cannot investigate how a Rateable Value for 2023 onwards was arrived at. As soon as we get a copy of the 2023 Practice Note we will be able to advise Members whether the new Rateable Values are correct or not, and if it is worth 'Checking'.

We will update the business Rates Papers on the website as soon as we can after the publication of the 2023 Practice Note. This will now be post 1 April 2023.

Those of you that are facing increases post 1 April 2023 will see those increases softened somewhat, by the 75% relief offered by both English and Welsh Governments on our bills from April onwards, plus extend Transitional Rate Relief is being offered by both Governments to additionally soften the blow of any increases.

IMPORTANT UPDATE FROM THE VALUATION OFFICE AFFECTS ALL ON BUSINESS RATES IN ENGLAND AND WALES



Asiantaeth y
Swyddfa Brisio

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 reminder 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/>

The Valuation Office have also published a paper on how the VOA counts days and this can be found on <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.

RECORDINGS OF PASC UK WEBINAR/MEETINGS PROGRAMME

The **Members Meeting** recorded 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/>

WALES UPDATE

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.

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

The Feb 2 issue contained the following:

- Plea from Chair
- PASC UK Questionnaire on the Proposed New Licensing Scheme
- Welsh Government Statement – 26th January 2023
- Land Transaction Tax (LTT)
- Domestic Energy Support Schemes: Alternative Fuel Payment (AFP)
- Launch of consultations related to the Business Recycling Regulations
- Business Rates Support in Wales

- Day Versus Nights Interpretation – Received from the Valuation Office Agency

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-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
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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.

