



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 28 March 2023 Issue 154

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#### COMMENTARY AND UPDATE ON UPCOMING REPORTS

This week carries on as last week left off, with a series of meetings as the momentum to launch the Westminster's Governments Consultation into Statutory Registration for short term lets grows. The meetings are covered in the Newsletter below. Essentially, we seem to be moving in the right direction, lessons are being learned from the debacles in Scotland and Wales, and we are hopeful that the Consultation will not get mired in the wider issue about 'second homes'.

Statutory Registration is about a 'safe and legal' level playing field, no less, and no more.

The Department for Levelling Up, Housing and Communities is getting heavily involved in this area and is constantly talking about further planning restrictions and increased Council Tax Premiums for second homes. We are really keen to get Statutory Registration done, as a beginning of a process with Government to separate second homes from self-catering business. So that the toxicity surrounding second homes in some parts of the country does not result in legislation that would impact real self-catering business, as Government interventions are doing in Scotland and Wales.

It is so bad in Scotland that owners are having to fund a Judicial Review to try and get substantial change to these interventions, see update below on this. It was therefore really pleasing to hear the new Tourism Minister in England, when covering Statutory Registration, regularly used the word **proportionate**.

As we have been covering Fire Guidance is changing, and that will include the requirement to have a written Fire Risk Assessment as a legal obligation for all from 1<sup>st</sup> October 2023, more on that below.

We have been contacted many times this week by Members who have been emailed by a company called IPR Protection, saying that someone is trying to Trade Mark a company with a similar name. If this really was true it would be quite difficult for the property owner to continue to trade under their current name. We have contacted our solicitors and there is a note below about this if you have been contacted.

Last week we were presented with vast amounts of data on booking levels, trends etc for the years 2023/24. We will try to summarize the detail of this for next week, but in summary it continues to bear out previous data, that so far this year bookings are down, by somewhere between 6% and 10% year on year, but that ADR (Average £ Daily Rates) are up by more than that, so going some way to mitigating the impact. Demand for the summer is still expected to be really high, and bookings are coming later. More next week.

A reminder that The OTS (Office of Tax Simplification) Paper is now published and in the Members area of the website, it is one of the most popular Members papers that we have produced. We now have nearly 200 registered for the joint Webinar with the ASSC on this on the 18<sup>th</sup> April. This is a Members only Paper and Webinar and the Voucher Code for Members to gain free entry to the Webinar was sent last week. Let us know if you missed that.

We have also called the dates for all the next Members Meetings, both general meetings and agency Meetings and the Wales Meeting, these are in the Webinar programme for April below. With both Statutory Registration and New Fire Regs imminent there will be lots to update on.

**Please don't forget that the opportunity to avoid being backdated and charged a 50% premium for PRS/PPL licences expires on the 31 March, as negotiated by PASC UK. After our negotiations with PRS/PPL about 95% of you are now exempt. Suggest that you check this. If you are not exempt, we**

**suggest you follow the process to get licenced whist you can without penalties. All details are in the PRS/PPPL article below. All the information we have and that you need is below and on the linked paper on the PASC UK website, available to all, on the website. We are still getting upwards of 10 calls/emails a day on PRS/PPL so please can you read the information first? That would be a huge help, thanks 😊**

There are three short surveys for you to fill in at the lower part of the Newsletter, please try and take time to do these, one is support a cut in the rate of VAT, one is to gather information on which PMS (Property Management System) you use, and the last one is asking for your support to get the Government to step in where Covid Business Interruption claims have not be paid out.

Lastly, please do keep sending in your recommendations for entries in the PASC UK Trade Directory, this will provide a hugely useful resource to all. Huge thanks for the large number of responses received so far, the list of recommendations that we are looking for is included lower down the Newsletter.

Any questions please let us know.

Best regards

Alistair

## **2023 MEMBERSHIP PACKS UPDATE AND NOTE TO CHECK ADDRESSES**

Next month will also see the distribution of the Annual Members Pack. This will include a copy of the New 2023 Pink Book which should arrive in the first weeks of April, plus Membership Certificate and Member offers. **Could we ask all Members to check the postal correspondence address we have for them in the Members area, so that packs are sent where you want them?** Each year we get Members saying that we sent it to the property address, not their address, we can only send it to the address we have on the system from when you joined 😊 Thanks.

## **KEY LOBBYING MEETINGS WEEK OF 21 MARCH**

Last week was also English Tourism Week and this meant a packed programme of meetings in London on Wednesday and Thursday. The meetings started with the Visit England Annual Review, much improved on previous meetings, with lots of data, and opportunities to question and network. We have detailed follow up meetings with both the Chair and senior team at Visit England to discuss Statutory Registration. Plus, further meetings with DCMS.

Many colleagues from the Tourism Alliance Working Group on Statutory Registration we also there and it was really useful to meet them face to face, as opposed to constantly being on zoom.

On Thursday morning the Tourism Alliance held their Conference, and there was a wealth of useful data presented, which we are working through to give you a short useful summary of business prospects for 2023/24. More networking and meetings around Statutory Registration.

As the Tourism Alliance Meeting closed, we all made our way to the House of Commons Reception for Tourism. The new Minister for Tourism, Julia Lopez MP, made a short but relevant speech about tourism and highlighted that one of her key priorities was Statutory Registration, and once again used

the word proportionate. We met with her briefly, they get swamped at these events and we will follow up with the Minister shortly.



Julia Lopez, MP, Tourism Minister. James Foice ASAP, Kate Nicholls UKH, Alistair PASC UK, Simon Jupp MP, Chair Tourism APPG, David Weston B&B Assoc

More chance to network and catch up with colleagues during a well-attended session in the House of Commons. Our thanks to Richard Toomer from the Tourism Alliance for organising it.

## NEW FIRE GUIDANCE SOME CLARITY EMERGES

We are expecting new fire guidance for self-catering shortly. We had a meeting with the Home Office yesterday and now have a clearer idea of the process.

We still expect the new Guidance Paper on **'Do You have Paying Guests' ... 'A Guide to Making Your Small Paying-Guest-Accommodation Safe from Fire'** to be released in the next few weeks.

The big changes that are coming are that **all short properties let for money will have to have a written Fire Risk Assessment from 1<sup>st</sup> October 2023**. Currently it is only a legal requirement to have one if you have five employees or more.

The new Guidance Paper also carries much more statutory weight, and it is recommended that it is followed, unless exceptional circumstances could be evidenced that would stand up in court.

The above is bound to raise all manner of questions ranging from 'where does it say I have to do this?' to 'what are the main changes in the new guidance?'.

We have therefore commissioned a note on this, which will be available to all readers of this Newsletter and will cover the following:

### Fire Risk assessments in Self-catering properties 2023

- 1/ All will need a FRA from 1/10/2023.
- 2/ New Fire Guidance for Small properties.

3/ Key changes from old 'Do you have paying Guests' to new 'Do you have paying guests' ..... 'A Guide to Making Your Small Paying-Guest-Accommodation Safe from Fire'

4/ Larger properties.

5/ Properties more than three stories high

From there we can set up a series of papers and webinars to assist Members, provide guidance on Fire Risk Assessments etc.

More next week.....

## IPR AND TRADEMARK UPDATE

As reported in the commentary, many of you are being contacted by a business called IPR Protection.

This is the comment from Stephens and Scown, our Solicitors.

*"We understand that some PASC members have been receiving emails from a business called 'IPR Protection' regarding a potentially conflicting trade mark application being filed that may have a detriment to your brand/business name and encouraging the recipient to file a trade mark immediately.*

*Please note that we have spoken to our contacts at Stephens Scown LLP and it appears that no such conflicting applications have been filed and no action needs to be taken by you.*

*Trade marks are not suitable for every business and 'IPR Protection' appear to be targeting a range of businesses.*

*If you do have any queries surrounding trade marks or this email, please feel free to contact Stephens Scown LLP who can advise at [trademarks@stephens-scown.co.uk](mailto:trademarks@stephens-scown.co.uk)"*

We will also be preparing a Members Paper on Trademark Registration which will be available shortly and will include:

- How to establish whether it's worth Trade Marking your business?
- What is the process?
- What does it Cost PASC UK Members at Stephens Scown to do this?
- Case Study (Higher Wiscombe)

## PPL/PPS UPDATE DEADLINE 31 MARCH

The deadline for the 'amnesty' against back-dating licence fees and the 50% premium on first year, **are only being waived until the end of March**. In order to qualify you do need to call them and sign up, BEFORE they call you for it to apply, full details below.

A reminder about Exemptions from PPL/PRS, and how to avoid the 50% premium and back-dating of licence fees if you are not exempt. The deadline for this is to have an agreement in place with them by 31 March 2023

Previously self-catering had a discretionary exemption that did not extend beyond a property with three bedrooms or less. This has now been extended to.....

PPL PRS choose not to charge a royalty for the use of music (including TV and radio) in self-catering apartment(s) or holiday cottage(s) etc where **all** of the following criteria is met:

- The accommodation consists of **three self-catering units or fewer, irrespective of the number of bedrooms** in each.
- The premises is the **sole holiday, self-catering apartments, holiday cottage business** operated or owned by the proprietors
- **Facilities are only available to resident guests (and, in the case of holiday premises, the proprietors)**

We did not manage to get a dedicated Self-Catering Tariff, we are still working on this, and the current fee structure is based upon the Small Residential Hotels and Guest House Tariff.

We have been able to get some example case studies of what charges might look like for larger business and are considerably less than some of the charges previously levied.

A Member with 4 properties in a single site would be paying £61.77 if the individual units all have separate aerals. (The case example here is the PASC UK Chairs property which has four units). More examples are detailed below. If you have a single aerial supply then the PPL element also applies. We cannot get a tariff for this, but it is similar to the PRS component. (See example below).

We have also negotiated an 'amnesty' as follows for the first-year surcharge of 50%, if owners proactively contact PPL/PRS and pay before the end of March 2023. For this to apply you will need to contact PPL/PRS as described below and pay by 31 March 2023.

**PRS PPL have granted an additional discretionary concession. This is in relation to the PRS Higher Royalty Rate.**

**PRS Higher Rate Royalty:**

**Where the customer has not applied for and obtained PRS for Music's licence before musical performances commence, the higher (standard rate plus 50%) royalty rate will be charged and payable for the first year of the licence. After the first year of the licence, the standard royalty rate will be charged and payable.**

**If a non-exempt operator proactively contacts PRS PPL and applies and pays for a licence before 31 March 2023, PRS PPL have agreed to waive the 50% surcharge. This will require you to quote PPLPRSMAR23 when you are contacting them.**

**You will need to PROACTIVELY contact PRS PPL for this to be applied and quote the reference PPLPRSMAR23**

PRS PPL can be contacted, and licences applied for via their website <https://pplprs.co.uk> or by phone on 08000 72 0808.

Also, some points that it is important to make. Regardless of size of business, the exemptions to paying for this licence are not applicable under the following circumstances:

- 1/ You have a CD/DVD library
- 2/ If your client base includes businesses as opposed to families and friends booking.

If these are on your website, then it is entirely possible, that even if your business falls under the exemptions below in the major update, that you will have to pay a licence.

The full details of the exemptions on the paper on the website. It is a good idea to have this to hand when contacting PRS PPL as some Members of staff may not be aware of it. We have pointed this out to them ☹️. This document is on the PASC UK website at: <https://www.pascuk.co.uk/reports/>

## WHAT A PRS PPL BILL LOOKS LIKE

This is what our bill at Higher Wiscombe looks like.

We have four units and they are served by a single aerial, hence the PPL element. If each unit had a separate aerial, there would be no PPL element.



### Quote

Allstair Handyside  
Higher Wiscombe  
Colyton  
EX24 6JF  
Devon

Pg 1/3

Licence Account	02315500
Account Description	
Customer Account	CUS-02315499
Customer Account Details	Higher Wiscombe Ltd Higher Wiscombe Colyton EX24 6JF
Quote Number	Q-6185816
Quote Issue Date	20/03/2023

## THIS IS NOT A VAT INVOICE

This quote sets out the estimated royalties due for TheMusicLicence for the royalty period specified in the enclosed Quote Usage Summary, which contains the details of your music usage. TheMusicLicence Terms and Conditions apply.

Totals	Royalties (Excl. VAT)	VAT (20%)	Total Royalties (Incl. VAT)
	£128.62	£25.72	£154.34

A number of PPL's tariffs will be subject to a 50% surcharge which may be applied where you have been using PPL PRS Ltd's music without first obtaining a Licence, or are late in paying the balance of fees due under your agreement with PPL PRS Ltd. In the event where a surcharge has been added a separate surcharge invoice will be provided. Please refer to PPL PRS Ltd website FAQs for more information.

Royalty	Amount
PRS	£61.77
PPL	£66.85



# Quote Usage Summary

Licence Account	02315500
Account Description	
Customer Account	CUS-02315409
Customer Account Details	Higher Wiscombe Ltd Higher Wiscombe Colyton EX24 6JF
Quote for Period Ending	19/03/2024

## THIS IS NOT A VAT INVOICE

This Quote Usage Summary sets out the music usage at the named premises for the royalty period commencing on the start date and ending on the end date set out below in respect of each applicable tariff. The MusicLicence Terms and Conditions apply.

Totals	Royalties (Excl. VAT)	VAT (20%)	Total Royalties (Incl. VAT)
	<b>£128.62</b>	<b>£25.72</b>	<b>£154.34</b>

Premises: Higher Wiscombe Ltd, Higher Wiscombe Colyton, Devon, EX24 6JF

Society	Tariff	Tariff Description	Start Date	End Date	Details	Royalties
PPL	PPLPP213: Supply of recorded music to Hotel Bedrooms	Supply of recorded music to Hotel Bedrooms	20/03/2023	19/03/2024	No. of bedrooms where tariff applicable: 4 Information supplied by customer No. of bedrooms b/casts are relayed to: 4 No. of bedrooms supplied recorded music: 4	£66.85
PRS	Tariff HR: Hotels, Restaurants & Cafes	Hotel Bedrooms with TV, Radio or DVD/Video	20/03/2023	19/03/2024	Number of Bedrooms fitted with TV/Radio/DVD: 4 Number of Letting Bedrooms: 4 Number of Weeks Open: 52	£61.77

## INTRODUCING PROPERTYCARE

We will be introducing PropertyCare to Members in the Tech Webinar on the 4<sup>th</sup> April. Details below.

### What we say....

This is the kind of technology that PASC UK tries to introduce to as many Members as possible, just as we did with Touch Stay.

This app records and reports upon the house-keeping process. The pricing is very reasonable at £4 per property per month.

Why might that be of interest?

1/ It records the work of the house-keeping team, including compliance, such as checking fire alarms and is a record of that. Could also encourage more care in presentation by housekeeping staff in some circumstances, as photographic evidence is taken and date stamped.

2/ You can send a report to the incoming guests saying property prepped and ready. Impact would be that they are dealing with a professional business.

3/ In the event of a dispute about damages caused, this may provide useful date stamped imagery in order to gain compensation from guests who have caused major damage.

### What they say...



PropertyCare is a dedicated platform for cleaner and maintenance scheduling and management. Automate the scheduling and assignment of tasks based on bookings and ensure that all properties are clean in time for guests' arrival. The product includes a dashboard for property managers to set up tasks and schedule staff and a web, iOS and Android app for cleaning & maintenance teams to report back whilst in-field.

Key Features:

**Single Calendar View** - Access all properties, bookings and cleaning & maintenance tasks in one single calendar view

**Put Your Cleaning Schedule on Autopilot** - Automate the generation and assignment of turnover cleans

**Drag & Drop Scheduling** - simple way to schedule cleaners on daily or weekly basis

**Cleaner & Maintenance App** - in-field for app for cleaning teams to see task lists & turnover clean locations & timings

You can check them out here: <http://bit.ly/3LVqiSy> and at the Webinar here: <https://bit.ly/3KnAv9v>

## NEW PASC UK WEBINAR PROGRAMME FOR APRIL 2023

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 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 doing a deep dive into **Beyond Pricing**, their Dynamic Pricing tool, looking at how easy it is to set up, and how to decide on the key minimum and baseline pricing.
- We will be welcoming **PropertyCare**, who have a great cleaning app. In short, this app enables you to take a photographic record of changeovers, log compliance, (fire equipment) sign off clean complete, and this sends a report to the lead housekeeper or owner as applicable. This report can then be sent to the guests, as the property is ready and inspected. Three advantages of utilizing such as an app are as follows: Housekeeping will go the extra mile, as work is documented, guests get reassurance and confidence, and the owners have photographic evidence to dispute major damage claims.

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: <http://bit.ly/3KnAv9v>

## **2/ PASC UK MEMBERS MEETING**

**Date 1100 on 11 April 2023**

**This meeting will be recorded and placed in the Members area on the website**

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

It will include:

- Update on Fire Regs
- Update on booking levels and average daily rates
- Update on Statutory Registration
- AOB

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: <http://bit.ly/3JQetuj>

## **3/ PASC UK WALES MEMBERS MEETING**

**Date 1100 on 12 April 2023**

**This meeting will be recorded and placed in the Members area on the website**

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

It will include:

- Update from meetings with Welsh Government on the Tourism Levy
- Ongoing lobbying for further exemptions to 182 days, plus work on FAQ's
- AOB

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: <http://bit.ly/3ZkV2jc>

#### 4/ PASC UK/ASSC/FRANCIS CLARK WEBINAR ON POTENTIAL CHANGES TO FHL ALLOWANCES

**Date 1100 on 18 April 2023**

**This meeting will be recorded and placed in the Members area on the website.**

This meeting is being jointly hosted by PASC UK and the ASSC and we will introduce John Endecott from Francis Clark who has written the paper examining the implications of the OTS paper.

This paper is available to Members on the PASC UK website.

**John Endacott, Tax Partner, PKF Francis Clark:** John heads up the tax practice at PKF Francis Clark and has particular expertise in owner managed businesses. John works closely with agricultural business as well as those in the leisure and tourism sectors.

John advises individuals, corporates, partnerships and trustees – specially in relation to property matters, business transactions and capital taxes. He is a national expert on the taxation of holiday lets and the author of Claritax 'Furnished Holiday Lettings – A Tax Guide'. John has been quoted in Parliament and regularly meets with officials from HM Treasury and HM Revenue & Customs to discuss taxation matters.

**Heather Britton, Tax Director at PKF Francis Clark:** Heather is Tax Director in the property tax advisory team and enjoys providing practical solutions, particularly in relation to structure, property transactions and capital allowances. As well as advising a number of furnished holiday let owners and renewables businesses, Heather also specialises in stamp duty land tax and is part of the national stamp taxes practitioners group. She is a contributing author to Tolley's Capital Allowances publication.

PASC UK and ASSC Members can attend free of charge, non-Members can join the meeting by buying a ticket for £25.00. **PASC UK Members have been sent an email with the promo code to get the free ticket.** If you have not received one please let us know.

You can book here: <http://bit.ly/3TWOztx>

#### 4/ PASC UK SELF-CATERING PASC UK AGENCY MEETING

**Date 1100 on 25 April 2023**

**This meeting will be recorded and placed in the Members area on the website**

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

It will include:

- Update on Fire Regs, with particular reference to ALL having to do Fire Risk Assessments from 1/10/23
- Update on Statutory Registration
- AOB

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: <http://bit.ly/40E9ALN>

## OTS PAPER AND WEBINAR ON POSSIBLE CHANGES TO FHL RULES

In November 2022, The Office of Tax Simplification (OTS) published a paper that proposes making substantial changes to the tax affairs of many that operate in the self-catering sector. This includes proposing abolishing the FHL (Furnished Holiday Lets) tax classification, whilst making better recognition of larger businesses, including the possibility of Inheritance Tax relief.

We believe that despite the Government closing the Office of Tax simplification this paper does have some real threat in it. The toxicity around second homes makes for bad policy, and HMRC have been looking to get rid of FHL allowances for some time. Hence commissioning this paper to look into effects and options. We do though note that there is a chink of light on IHT Relief being possible for larger businesses, something that PASC UK have worked on since formation.

The ASSC (Association of Scotland's Self-Caterers) and PASC UK (Professional Association of Self-Caterers UK) combined to commission a report from leading tax advisors to the self-catering sector, PKF Francis Clark. This report has now been published and is available to both ASSC and PASC UK Members on the respective websites. We have also organised the Webinar, details above to help Members understand the possible impacts.

The Paper can be found in the Members only Reports area on the website.

## UPDATE ON CROWD FUND FOR JUDICIAL REVIEW IN SCOTLAND

In Scotland, the Save Self Catering campaign, which PASC UK are supporting has now raised an astonishing £200,000 towards calling a Judicial Review against the impacts of an over heavy Statutory Licensing Scheme which combined with extreme Planning interventions is a massive threat to self-catering.

### Save the Self-Catering Sector in Scotland

by **Ralph Averbuch**



**16**  
days to go

**£200,333**  
pledged of £300,000 stretch target from  
558 pledges

**Pledge now**

Judicial review   Lawyers: Gilson Gray   Edinburgh, United Kingdom

**Ralph Averbuch**  
Case Owner  
Originally from Edinburgh, Ralph has operated self-catering units in the heart of the city since 2005. A father to two teenagers, he lives in East Lothian.

This case is raising funds for its stretch target. Your pledge will be collected within the next 24-48 hours (and it only takes two minutes to pledge!)

If you want to support Ralph Averbuch and the amazing team that are pulling this together you can do so here: <http://bit.ly/42Fonrr>  
Every £1 helps. Thank you.

## **VAT PETITION REPEAT**

There was hardly any support for the visitor economy in the Spring Budget, but we continue to press at every opportunity for a reduction in VAT for hospitality.

There is a Government petition, which is gaining some momentum, so if you support the measure a quick click in support would be brilliant. Every little helps. Click here: <http://bit.ly/3TOHqeF>

## **PROPERTY MANAGEMENT SYSTEM SURVEY**

Our colleagues at Yes Consulting are doing a survey on Property Management Systems (PMS's). It only takes a minute, and the data will be useful for us to see which PMS's are the most popular in the UK.

Examples of PMS's are SuperControl, Bookster, Bookalet, Anytime Booking etc...

You can take part by clicking here: <http://bit.ly/3JXHwMO>

## **PETITION REGARDING UNPAID COVID BUSINESS INTERRUPTION CLAIMS**

Many businesses understood they were instructed to close by the Government during 2020 lockdowns and suffered substantial losses as a result. But some insurers are refusing to pay business interruption claims.

This is a petition to ask the Government to issue grants to firms with unpaid claims, pending resolution. Click here: <http://bit.ly/3JRON0i>

## **UPDATED REQUEST FOR HELP FOR THE TRADE DIRECTORY**

Firstly, huge thanks to all those who have sent in details of suppliers. We have received a really good response to this and have now broadened the ask to enable us to have more suppliers in some of the other categories that we will launch with.

Please can you therefore supply your recommendations for any of the following please. Please try and use the format below, as it will save us huge amounts of time populating the trade Directory. Just send an email to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) with category in the Subject Line and details as laid out below in the body of the email. Many thanks.

Company name:

Website:

Tel:

Contact:

Email:

What they offer? e.g. PAT Testing, Photography, Chimney Sweep, mortgage brokers for holiday lets etc

Area/Region covered:

Categories we are aiming to launch with are and would welcome your recommendations:

**Direct Booking Channels**

**Fire Testing**

**Pat Testing**

**Electrical Testing**

**Gas Testing**

**Chimney Sweeps**

**Website design**

**Photography/Video/Drone**

**Channel Managers**

**Green energy/Electric Vehicle Charging installers**

**Artwork/Logos**

**Accountants**

**Solicitors**

**Insurance Companies**

**Marketing/SEO and Social Media support**

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

The **PASC UK Members Meeting** recorded on 2 March is **now available in the Members area**

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

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/>

## 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.

##### 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?

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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.

