



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

4 April 2023 Issue 155

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COMMENTARY

On Thursday last week, The Welsh Government announced that they will be introducing a Tourism Levy, which would be better titled as a bed-tax as it will only be on bed-spaces. There are no details of any amounts to be charged, or how on earth they will collect it from such a diverse sector of small

business at this time. It is anticipated to launch in 2026 at the earliest. Some headline numbers from the Consultation....

- 1286 Responses
- 64% Self-catering
- 81% Micro Businesses
- The key one, 78% disagreed

We will have our work cut out mitigating the damage that the introduction of this bed tax will cause, when it's clear that the Welsh Government is set on introducing it, despite massive opposition. For those that want to follow what happens here in detail, sign up for the PASC UK Wales Newsletter by sending chair@pascuk.co.uk an email with Wales Newsletter in the Subject Line. We remain 100% opposed to the introduction of this tax.

The new Fire Guidance for small premises has been published and we have a note covering this available to all. This includes the requirement to have a written Fire Risk Assessment as a legal obligation for all from 1st October 2023, more on that below, plus link to paper published to help with the new Guidance. As the new Guidance is specific to smaller properties, we were working on another paper for larger properties and multi floor properties.

We have been able to get some good data over the last ten days to track how bookings are going and how the season is looking. We have separated that out and included it in a Booking Data update below.

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 over 200 registered for the joint Webinar with the ASSC on this on the 18th 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, as well as the Wales Members Meeting, these are in the Webinar programme for April below. With both Statutory Registration and New Fire Regs imminent and the Tourism Tax in Wales there will be lots to update on.

There are two short surveys for you to fill in at the lower part of the Newsletter, please try and take time to do these, 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 been 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.

NEW FIRE GUIDANCE 2023 PAPER AVAILABLE

As promised, PASC UK has commissioned a paper to help understand the new Fire Guidance. This is available to all and can be found here: <https://www.pascuk.co.uk/reports/>

The Home Office Paper is called 'Do You have Paying Guests' ... 'A Guide to Making Your Small Paying-Guest-Accommodation Safe from Fire' and can be found in full here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1147723/A_guide_to_making_your_small_paying-guest-accommodation_safe_from_fire.pdf

The clue is in the title in that this is aimed at the vast majority of holiday lets/self-catering/guest accommodation. PASC UK will be producing a further paper to cover larger properties and multi storey properties too over the coming weeks.

This new Guidance is currently England only, however we anticipate that the Wales version will follow shortly and is unlikely to be materially different.

For those that want to see all the legislation as well...

<https://www.gov.uk/government/collections/fire-safety-legislation-guidance-for-those-with-legal-duties>

A big change is that **all short properties let for money will have to have a written Fire Risk Assessment from 1st October 2023**. Currently it is only a legal requirement to have one if you have five employees or more.

We will be following all this up with a series of webinars to assist Members, provide guidance on Fire Risk Assessments etc.... More next week.....

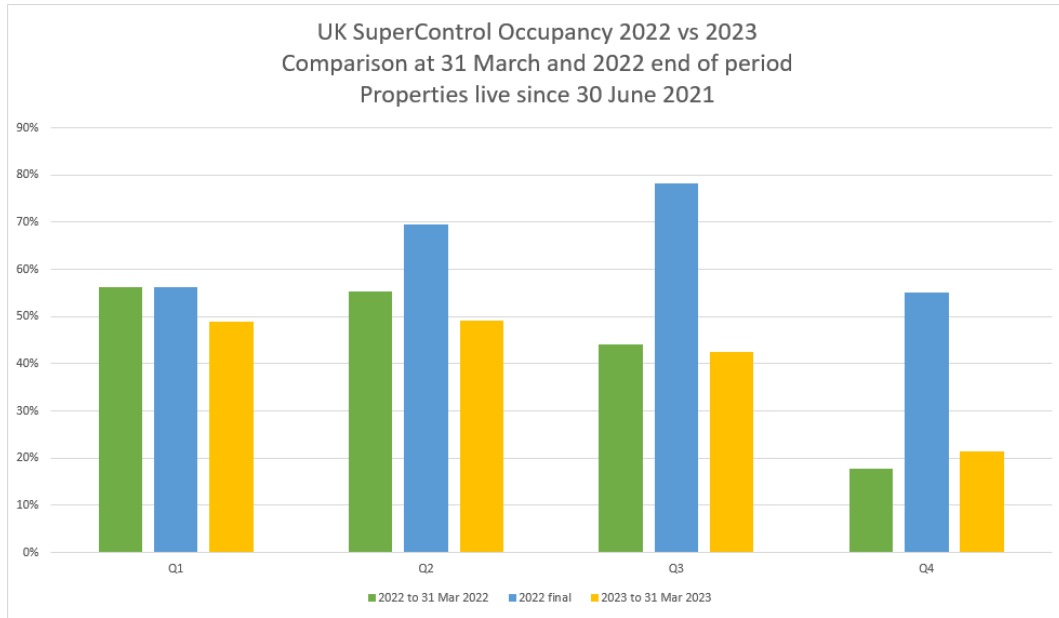
BUSINESS RATES 2023 UPDATE

The new 2023 Rating list now applies to all that are registered for Business Rates. Whilst the average Rateable Value (RV's) dropped by 24%, some did see increases. You may remember that PASC UK did a Freedom of Information request to get a copy of the 2023 Practice Note. This is the paper that details how RV's are arrived at. That request was refused, saying wait until April.

We have formally requested the copy so that we can determine what changes have been made and update you. We may then be able to help those Members that have had increases through the 'Check' system to get them reduced. Note. This service is only available to paid Members.

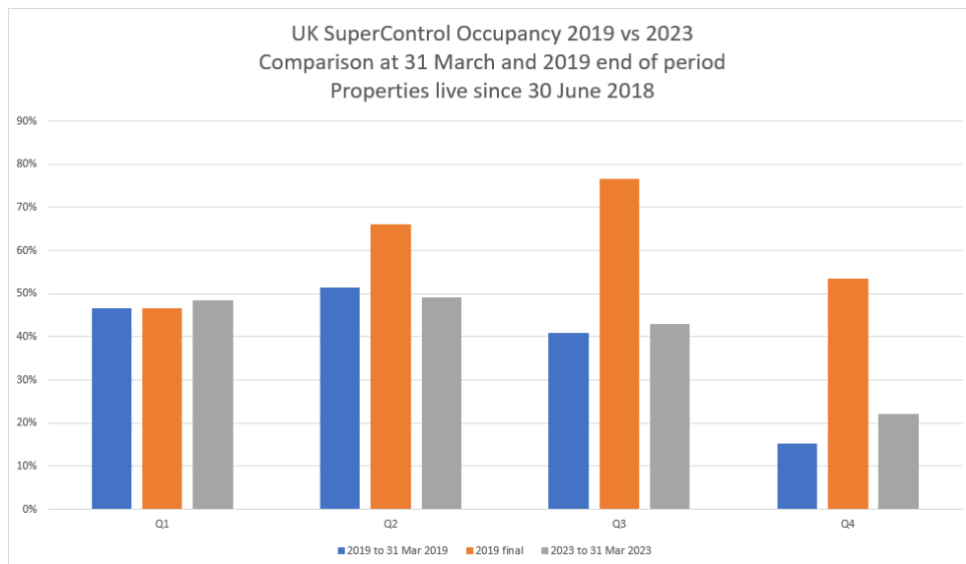
BOOKING DATA UPDATE

First of all, some data from SuperControl, huge thanks to them for providing it so soon after Q1 closed. Here is the Q1 UK occupancy data. The first chart compares 2022 and 2023.



- Q1 occupancy was around 7% down compared with 2022.
- Forward bookings for Q2 are currently down by a similar amount.
- Q3 and Q4 look healthier, although there is a long way to go.

This is especially down to a very low volume of bookings in January. This has picked up in March, but not enough to make up the shortfall.

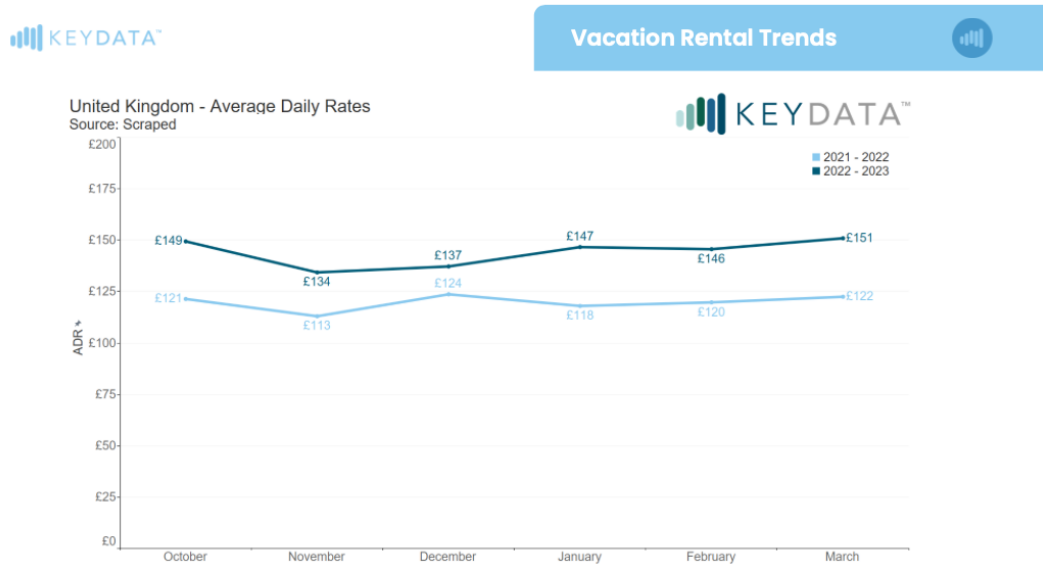


However, remember that Q1 2022 was around 10% up on 2019. The second chart shows a comparison between 2019 and 2023 at the end of March.

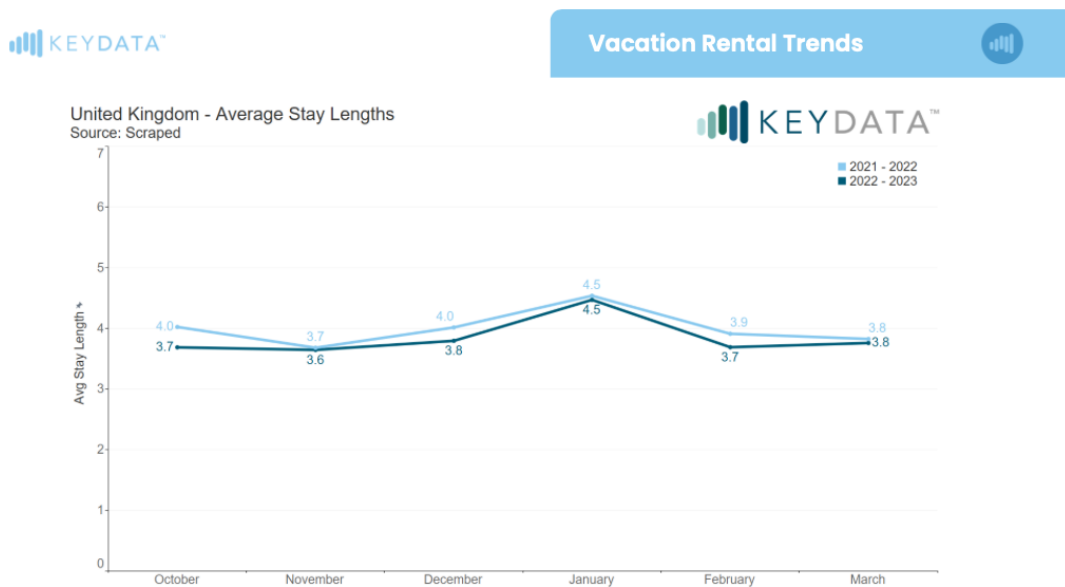
- Q1 was slightly ahead of 2019.
- Q2 is slightly behind 2019.
- Q3 and Q4 are ahead of the same time in 2019.

We have got some great data from KeyData, our thanks to them too.

First slide, Average Daily Rates across the UK are 25% higher in March 2023 than in 2022.



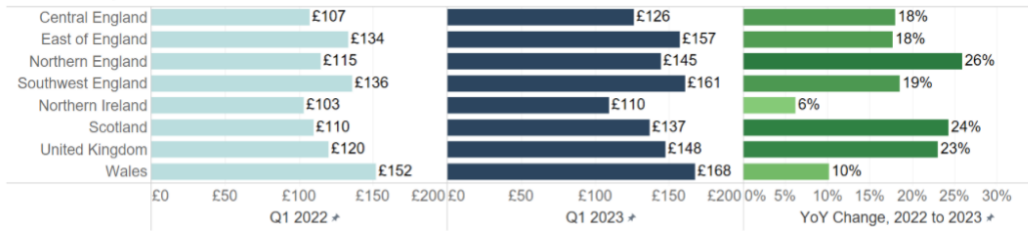
Second slide, average length of stay, is hardly changing....



Slide three shows ADR (Average Daily Rates) up...



Average Daily Rates by Region
Source: Scraped



Our thanks to Key Data for these.

Some highlight points from meeting and conferences during English Tourism Week.

From Trip Advisor... with thanks...

- Bookings level down in January, back up to 2019 levels in February.
- Growth in UK residents looking at ‘near sun’ in Q1.
- 9 in 10 plan to travel in 2023, more often and for longer.
- More than 56% plan to take more than 3 trips.
- More than 7 in 10 plan to spend more than last year.
- Leisure Travel is a top priority over the next 12 months.
- Finally...

Tripadvisor 46

If necessary, travelers would rather scale back other purchases to maintain their wanderlust

95%

of U.K. respondents would decrease spend in other categories to save for their next vacation

By age: Younger respondents in particular are more willing to prioritize saving for travel over other purchases



Other comments from Trip Advisor...

- The average accommodation Rating on their platform is 4.11. In Rome 4.71, Dubai 4.28, Paris 4.39.
- Big shift to outdoors, rural and coastal from city in searches. London still the most searched destination.

If anyone wants to dig deeper into the Trip Advisor Data the slides can be accessed here, with all the other presentations made at the Tourism Alliance Conference.

https://www.tourismalliance.com/downloads/TA_440_473.pdf

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 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>

2/ 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: <https://us06web.zoom.us/meeting/register/tZMlcOqqgj4jHdLH-IQppW7OpLByWrNgtj6r>

3/ 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.

VAT PETITION UPDATE

The Government has responded to this Petition, turning it down, not unexpected, but if we don't keep nagging on, we won't ever get the cut in the rate of VAT again.

Government response here. https://petition.parliament.uk/petitions/625741?reveal_response=yes

PROPERTY MANAGEMENT SYSTEM SURVEY

Last chance to fill this one in, thanks.

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 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 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 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:

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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 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
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.

