



**Professional Association of Self-Caterers UK**

## **PASC UK NEWSLETTER**

# **23 May 2023 Issue 162**

### **This week's contents**

- **Commentary**
- **Mixed messages on 2023 market trends**
- **PASC UK Webinar and Meetings programme for May/June/July 2023**
- **New Members Benefits Page (Repeat)**
- **Consultation on registration for holiday let's in England **23 May Update****
- **Consultation on additional class of planning for holiday lets **23 May Update****
- **New Fire Guidance 2023 **16 May Update****
- **New VO6048 Forms Guidance Notes Available**
- **Interest is Payable on late Covid Payments by insurers**
- **Regional Tourism Awards Season is Underway**
- **New Data Hub in South West England**
- **UK SPF Grants Update **Repeat****
- **How to find Grants **Repeat****
- **Business Rates Update **25 April****
- **Updated Request for help from Members for the Trade Directory**

### **General Information Section**

- **Resetting Your Password for the Members Area of the PASC UK website.**
- **Newsletter Index, (where to find previous information)**
- **Wales Information and How to get it?**
- **Where to find dedicated Wales Newsletters**
- **PASC UK social media**
- **Members only Papers list**
- **New PASC UK Members logos**
- **Member Benefits summarised**
- **Buying Club, Member Benefit for paid up PASC UK Members**
- **Support Lobbying by Joining PASC UK**
- **Disclaimer**

## COMMENTARY

Key developments this week.

Final Guidance on responding the Statutory Registration Consultation is published on the website.

Final Guidance on responding the Possible Changes to Planning for short term lets Consultation is published on the website.

All assets can be found here: <https://www.pascuk.co.uk/england-consultations/>

By the time you read this we will have had the last of the webinars to answer questions on the Statutory Registration Consultation which takes place today at 1100. It will be recorded and placed on the Westminster Consultations page asap.

Tomorrow sees the webinar to cover the Possible changes to Planning for short term lets, much more technical, so will be having the expert that wrote the Guidance Notes presenting and answering questions on that Consultation. Not too late to register for that here, 1100 tomorrow Wednesday 24 May: [https://us06web.zoom.us/webinar/register/WN\\_WdgDAItERAMtMAfY\\_0d-8Q](https://us06web.zoom.us/webinar/register/WN_WdgDAItERAMtMAfY_0d-8Q)

Work on the papers for supporting Fire Risk Assessments and the webinars alongside those remains on track to release shortly, details of those webinars can be found below.

We have also published the Valuation Form VO6048 Updated Guidance Notes. These are for both England and Wales and cover both the long and short forms that you will be receiving. More on that below.

We have also launched a short, less than two-minute survey, please take part in this, full details below, but you can link here to take part quickly. <https://www.surveymonkey.co.uk/r/S95VG9V>

The bulk of the Membership packs have now been despatched, and the balance will go out over the coming days, those being for Members who have paid May Subs, joined in May or have paid an earlier invoice in May.

There's still time to enter the regional tourism award that take place in large parts of the country, details on two such programmes below.

We will have some exciting news to announce next week on developments at PASC UK which we are just putting final touches too, which will enable us to expand both our capabilities and our support for Members 😊

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. Many 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

## MIXED MESSAGES ON 2023 MARKET TRENDS

Visit England has just issued a slide deck on recent market trends. Highlights include:

- Strong recovery in the UK short term rentals sector during 2022 and the first two months of 2023, with demand growth exceeding supply growth
- Supply of short-term rental properties in the UK has grown throughout the period January 2022 to February 2023, with early 2023 seeing strong growth
- Reserved nights are growing faster than growth in supply
- Occupancy rates in 2022 and early 2023 exceed pre-COVID levels
- Strong growth in average daily rates in 2022 compared to 2019, with rates in early 2023 higher still; Average revenue per property showing strong growth in 2022 compared to 2019
- Average length of stay increased significantly in 2022 compared to 2019
- Regional supply: London continues below pre-Covid levels, but all other regions of England and Wales show an increase, to February 2023
- London and the South West have highest levels of reserved nights (February 2023). But North East, Yorkshire, and East and West Midlands all show strong growth
- Regional occupancy levels relatively stable, with only a few percentage points difference in all regions
- Top British cities booked in February 2023 (excluding Scotland) were London, Bristol, Birmingham, Manchester, Liverpool, and Brighton. New entries in the top 10 are York and Norwich, while Oxford and Cambridge have dropped out of the top 10 since 2019
- Recovery probably boosted by the significant increase in inbound travel to the UK since early 2022. In February 2023, we are seeing 39% international visitors, compared to 27% in January 2022. The USA, France and Spain are the top origin markets, based on Airbnb reviews

*[Credit: Data from Transparent Intelligence via Visit England. Data sources are the major OTAs: Airbnb, Booking.com, Vrba and TripAdvisor]*

Full details of this research can be viewed here:

[https://www.visitbritain.org/sites/default/files/vb-corporate/transparent - short term rentals feb 23.pdf](https://www.visitbritain.org/sites/default/files/vb-corporate/transparent_-_short_term_rentals_feb_23.pdf)

Meanwhile, Airbnb has just issued a forecast of fewer bookings and lower average daily rates in quarter two of 2023, following resilient first quarter results. They suggest this is down to a return to

pre-pandemic travel patterns, with global high inflation and recession fears driving the search for cheaper accommodation.

You can find out more about the Airbnb comments at:

<https://www.reuters.com/technology/airbnb-beats-revenue-estimates-resilient-travel-demand-2023-05-09/>

We are working hard behind the scenes to come up with more useful data for Members to be able to better benchmark their performance. Those that are keen on data, and are in Devon or Somerset, should have a look at the New Data Hub section lower down in this Newsletter.

## **IMPORTANT PASC UK SURVEY**

We would like to hear about your own experience with current trading levels, plus help us prioritize the supporting papers that we produce. Please could you complete the PASC UK trading survey - it will take you no longer than a couple of minutes: <https://www.surveymonkey.co.uk/r/S95VG9V>

## **NEW PASC UK WEBINAR PROGRAMME FOR MAY/JUNE 2023**

Please find below the May/June/July webinar programme, our most extensive yet.

Previous webinars and meetings can be viewed on the PASC UK Website at:

<https://www.pascuk.co.uk/webinars/> Members only recordings are in the Members area.

### **1/ WEBINAR ON PLANNING CONSULTATION OPEN TO ALL**

**Date: 1100 on Wednesday 24 May 2023**

#### **ANYONE CAN ATTEND THIS WEBINAR**

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

This Webinar will run through the key elements of this Consultation and is to be viewed in conjunction with the paper that will be published on the website, that offers guidance on how to respond to this Consultation. Limited to 500. You will need to provide your business details. Register here:

[https://us06web.zoom.us/webinar/register/WN\\_WdgDAItERAMtMAfY\\_0d-8Q](https://us06web.zoom.us/webinar/register/WN_WdgDAItERAMtMAfY_0d-8Q)

You'll receive a link to the webinar after registration.

### **4/ MEETING ON PLANNING CONSULTATION SELF CATERING AGENCY MEMBERS ONLY**

**Date: 1500 on Wednesday 24 May**

#### **PASC UK SELF-CATERING AGENCY MEMBERS ONLY PLEASE**

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

This meeting is for our self-catering agency Members to run through the key elements of this Consultation and is to be viewed in conjunction with the paper that will be published on the website, offering guidance both on how to respond to this Consultation and how to get as many of your owners as possible to respond. Limited to 100. You will need to provide your business details. Register here:

<https://us06web.zoom.us/meeting/register/tZ0ode2opjovHdwRaJJQu9XmKnIXnFiy8ld>

You'll receive a link to the webinar after registration.

### **5/ WEBINAR TO COVER CHANGES TO FIRE GUIDANCE FOR MEMBERS ONLY**

**Date: 1100 on Tuesday 13 June**

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

This webinar is being broadcast in support of the new fire support papers that will be published beforehand, see Fire update in this Newsletter. Register here. Max 500, we will ask for Business info.

[https://us06web.zoom.us/webinar/register/WN\\_C3dr5GvzQNi12BQQcOw1vQ](https://us06web.zoom.us/webinar/register/WN_C3dr5GvzQNi12BQQcOw1vQ)

You'll receive a link to the webinar after registration.

### **6/ WEBINAR TO COVER CHANGES TO FIRE GUIDANCE OPEN TO ALL**

**Date: 1100 on Thursday 15 June**

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

This webinar is being broadcast in support of the new fire support papers that will be published beforehand, see Fire update in this Newsletter. Register here. Max 500, we will ask for Business info.

[https://us06web.zoom.us/webinar/register/WN\\_rqjEVcNeSUakYWNzZXfHXg](https://us06web.zoom.us/webinar/register/WN_rqjEVcNeSUakYWNzZXfHXg)

You'll receive a link to the webinar after registration.

### **7/ WEBINAR ON EV CHARGING AND TECH OPEN TO ALL**

**Date: 1100 on Thursday 22 June**

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

Initial presenters

- Alistair Handyside, Chair PASC UK. Case Study on Installation and Grant Process
- Steven Core, Director Voltshare. The Equipment, the offer and the install

- Tom Shelbourne, MD West Country Tech. WiFi Solutions for complexes
- Plus, more TBA

This will be launched in conjunction with the new EV Charging Paper 2023 and there is an offer from Voltshare in this newsletter.

Register here: [https://us06web.zoom.us/webinar/register/WN\\_QETYsseJT6CQq0W1feq-VA](https://us06web.zoom.us/webinar/register/WN_QETYsseJT6CQq0W1feq-VA)

We'll need your business name too please; you'll receive a link to the webinar after registration.

## 8/ WEBINAR ON SELLING YOUR BUSINESS MEMBERS ONLY

**Date: TBA**

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

This will be an update on the previous webinar on the subject and will come from a both a marketing and financial approach, with an accountancy firm giving their take on what potential steps you may take. More detail next week.

## 9/ SUPERCONTROL INTEGRATIONS OPEN TO ALL

**Date: 1100 on Tuesday 4 July**

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

Just finalising content and speakers, more next week.

## NEW MEMBERS BENEFITS PAGE



This week we are launching the new Members benefits page inside the Members area of the website. This is where Members can link to the specific Member Benefits. This will speed up the process of verifying that you are Members when applying for these benefits.

The Benefits that are being launched on that page this week are as follows.

1/ Quick Access to sign up to the PASC UK Buying Club.

2/ This is where to sign up for the Fuel Card with UK Fuels where you can get 4p of Diesel and 2p off Petrol (see details)

3/ This is where you can contact acceptcards to find out if their Credit Card facility can save you money with their competitive rates.

4/ This is where you can access the PASS UK discount on the Voltshare EV Chargers. These chargers and installers are accredited so you can also apply the EV charging voucher from the Government if you meet the qualifying requirements as a business.

To find the page, just login to Members Area of the website.

Full details on all the above Member Benefits next week.

## **CONSULTATION ON REGISTRATION FOR HOLIDAY LETS IN ENGLAND UPDATE 23 MAY**

The deadline for responding to this Consultation is the 7<sup>th</sup> of June. All supporting documents are now ready, see below. We ask that as many of you as possible now respond to this Consultation, thanks.

### **FINAL GUIDANCE NOTES ON RESPONDING TO STATUTORY REGISTRATION CONSULTATION NOW AVAILABLE.**

We have now completed the Final version of the Guidance on how you might respond, question by question. This can be found at <https://www.pascuk.co.uk/england-consultations/>

On that webpage, you can also find the following:

- The PASC UK Policy Paper on Statutory Registration
- The Tourism Alliance Policy Paper on Statutory Registration
- Guidance Notes on how to respond to the Consultation.
- A Video interview with the Chair, answering the top 10 questions about Statutory Registration (12 mins).
- A recording of the Tourism Alliance Webinar on Statutory Registration with Q&A
- A recording of the PASC UK Webinar on Statutory Registration with Q&A
- Links to webinars on the subject

There will be Webinars where questions can be asked responding to this Consultation. See webinar section for detail.

## **CONSULTATION ON ADDING A NEW CLASS OF PLANNING IN ENGLAND FOR HOLIDAY LETS 23 MAY UPDATE**

The deadline for responding to this Consultation is the 7<sup>th</sup> of June. All supporting documents are now ready, see below. We ask that as many of you as possible now respond to this Consultation, thanks.

### **FINAL GUIDANCE NOTES ON RESPONDING TO THE CONSULTATION ON A NEW CLASS OF PLANNING FOR SHORT TERM LETS NOW AVAILABLE.**

We have now completed the Final version of the Guidance on how you might respond, question by question. This can be found at <https://www.pascuk.co.uk/england-consultations/>

We have commissioned an expert planning solicitor to write it. It needs to give Members a clear understanding of the Consultation, the possible consequences of each of the measures proposed and how best to respond.

Our position on this is that we do not want to agree to changes in current ownership rights for properties and are deeply opposed to any retrospective changes.

The Webinars where questions can be asked about this Consultation are in the Webinar section and take place tomorrow, one webinar is open to all, and one is for our Agency Members only.

Link to the Consultation here:

<https://www.gov.uk/government/consultations/introduction-of-a-use-class-for-short-term-lets-and-associated-permitted-development-rights/introduction-of-a-use-class-for-short-term-lets-and-associated-permitted-development-rights>

## **UPDATE ON THE NEW FIRE GUIDANCE 2023 16 May 2023**

**No further update this week.**

The work continues in preparation for the launch of the papers detailed below and the webinars. This is currently still on time for delivery by the 30<sup>th</sup> of May.

Some points that have arisen since last week.

### **In Wales:**

There will be an equivalent Fire Guidance notes for Small Accommodation in Wales shortly, it is just awaiting translation.

The substantial difference will be a reference to fire suppression systems, which are mandatory in all newly built or newly converted accommodation in Wales (but not England).

A Guide on larger Scale accommodation will also follow, later this year or early next.

On recording a fire risk assessment, we are currently consulting on proposals to bring this requirement into force for all premises (regardless of the number of employees) in October this year: see here [Commencement of section 156 of the UK Building Safety Act 2022 in Wales | GOV.WALES](#). That would again be in alignment with the position in England.

### **Outstanding Questions or points raised by Members:**

1/ On the recent Webinar, a question was asked disputing whether wireless fire alarms systems are allowed. (This was in relation to ALL bedrooms needing to have one).



However, if, as will normally be the case, no such system is provided, there will be a need for interlinked domestic smoke alarms and heat alarms (of the type normally found in houses and flats) in all areas where a fire might start. Smoke alarms should be installed in hallways, corridors, staircases, lounges, dining rooms and bedrooms.

Our understanding on this is that wireless systems are allowed, but to be sure have asked for this to be included in the PASC UK fire Guidance being published and have asked the Home Office.

2/ The paper raises questions about fire safety systems having to be tested every six months.

#### **Six-monthly checks**

- Any fire detection and alarm systems should be serviced by a competent contractor
- Fire doors should be checked to make sure they remain in good condition, are not damaged, and remain a good fit in their frames

Our understanding here is that fire detection systems that require six monthly tests refers to more complex systems in hotels, etc, we are checking this with the Home Office.

**Repeat from last week.**

#### **HOME OFFICE RESPONSE TO QUESTIONS**

We have been in communication with the Home Office to seek clarity on issues arising from the newly published Guidance.

[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](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)

**Key points from this.**

1/ They will be releasing a similar document to 'A guide to making your small paying-guest-accommodation safe from fire' for larger properties. We would not anticipate this before early in the New Year.

This is what they have to say....

The current sleeping accommodation guide ([9281 Sleeping Accommodation v2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/9281/Sleeping_Accommodation_v2.pdf) ([publishing.service.gov.uk](https://assets.publishing.service.gov.uk))) remains a valid guide to conducting proportionate and robust FRAs for premises outside of the scope of the Fire Safety in Small Paying-Guest Accommodation guide. The Home Office will also be producing a guide to the Building Safety Act (to be

published before October) that will enable your members to understand how to comply with the updated legislation.

2/ They have responded to our question about interpreting 'open plan' in the following way...

On the reference to "open plan" ground floors. In the guidance, "open plan" in this context specifically refers to **a ground floor with no internal compartmentation on the entire floor**. In the event of a fire, such a layout could prevent occupants of the first floor from having a safe means of escape (these more complex premises are covered in the aforementioned sleeping accommodation guide). For "open plan" ground floor layouts, in the traditional sense of having a combined kitchen/living room etc, these would be covered by the guide so long as they contain appropriate internal compartmentation between these spaces and the escape routes for occupants of the first floor.

We will be working with both the Home Office and our commissioned fire expert to try and seek further clarity and possible mitigations on this.

3/ On 'notional' Fire Doors, we got the following response.

On notional fire doors, and how to ensure that approaches are sympathetic/proportionate to historic properties, we'd reiterate the point that fire safety legislation is not prescriptive in this area, and that only the fire risk assessment itself can determine what constitutes suitable and sufficient fire safety measures/precautions.

We will be providing through the work below some mitigations in this respect.

4/ Many of you raised that there were travel distances referred to in one part of the guidance, and then not included in the actual examples.

On the references to travel distances on p.18, this text was taken from an earlier draft of the guidance (when travel distances were included in the diagrams). I've made a note and we will remove the references at the next update.

5/ It was confirmed in the correspondence that the Welsh Fire Authorities will be adopting very similar Guidance. They gave us the contact details and we are following up on that.

## **NEXT STEPS FROM PASC UK**

In the light of the above we have commissioned the following pieces of work.

1/ A short paper to try and address the key questions arising from the 'Small Accommodation' guide.

2/ As full Guidance will be published on larger properties; we have commissioned a paper with a working title of '25 Ways to Mitigate Fire Risk in Larger Properties'.

These are currently planned to be published by the 30 May, so well in advance of the webinars.

There will be Webinars where questions can be asked about this Consultation as well as other supporting materials. See webinar section for detail.

All the current Fire Guidance and notes that we have currently has been posted in the last three weeks newsletters and can be found here: <https://www.pascuk.co.uk/newsletters/>

## **VALUATION OFFICE VO6048 GUIDANCE NOTES NOW AVAILABLE**

The deluge of Form VO6048 arriving on doorsteps from Members has begun. This is the form that all of us on Business Rates will have to fill in in both England and Wales annually from now on. It is a legal requirement to complete this form.

The updated guidance on filling this form is now available, covering the changes that have been made to the form.

There are both English and Welsh Guidance Notes available, for both the long and short forms that are being sent out. We don't know why there are two kinds of forms. Whilst waiting for an answer on that thought best to get the Guidance out.

You will be able to locate these forms in the Members Area of the website if you are a Member, and on the reports page on the website if you are not, where you will need to provide your details, before downloading. That way we can contact you about other PASC UK Membership Benefits 😊

Members have also asked why it talks about grading. This is important to get right too. The Valuation Office does apply slightly lower Rateable values to higher quality businesses. This is clear in the Practice Note you can access in the note below.

Worth remembering that this is a legal declaration, and that this information will build data for the next Revaluation. We doubt that it will result in you getting a new 2023 Rateable Value adjustment.

## **INTEREST IS PAYABLE BY INSURERS ON LATE COVID PAYMENTS BY INSURERS**

Interesting development on the Covid pay-outs from insurers. Many of these were delayed, not least because insurers delayed accepting liability. If you suffered from this, it's certainly worth looking at this article and contacting your insurers to see what they are going to do about it. The Ombudsman in the test case ruled that 8% interest should be paid from when claim declined, until it was actually paid.

[https://www.theguardian.com/business/2023/may/17/small-firms-could-be-entitled-to-thousands-from-insurers-after-covid-payment-ruling?CMP=Share\\_iOSApp\\_Other](https://www.theguardian.com/business/2023/may/17/small-firms-could-be-entitled-to-thousands-from-insurers-after-covid-payment-ruling?CMP=Share_iOSApp_Other)

## **REGIONAL TOURISM AWARDS SEASON IS UNDERWAY**



We have covered the benefits of entering regional tourism awards before, and there is a webinar on the website that gives you tips and advice on doing so. Success can really boost your business and give you an edge over your competitors.

Two large areas of the country are covered by these two awards programmes, and if you have information on other regional awards programmes, we can also publish them here.

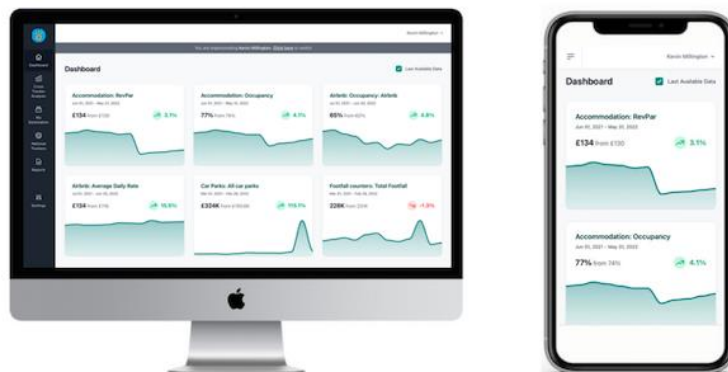
The Beautiful South Tourism Awards (South East England) and the South West Tourism Awards are now open for entry.

They are now inviting tourism and hospitality businesses to enter, and it would be fantastic if you could share news about the awards with any of your contacts that may be interested in entering.

Entries must be submitted online no later than the deadline of midnight on Sunday 18 June; more details can be found below and here [www.beautifulsouthawards.co.uk](http://www.beautifulsouthawards.co.uk) and here [www.southwesttourismawards.org.uk/how-to-enter/links-to-all-south-west-awards-schemes](http://www.southwesttourismawards.org.uk/how-to-enter/links-to-all-south-west-awards-schemes).

## NEW DATA HUB IN SOUTHWEST ENGLAND REPEAT

Have your say on South West Tourism Data Hub?



*T-Stats Solutions* is an online database, so you can access it from any device and your data is always with you. You also have unlimited user logins so your whole team can stay up to date.

The South West Tourism Data Hub is in the early stage of conceptualisation and the consultants Acorn T-Stats Limited are keen to talk to businesses within the visitor economy to ask what data would be useful for them to access. Would you like instant access to up to date occupancy level benchmarking and regional sector forward bookings?

(The image above is an example of how the interface looks for existing users).

This project currently covers Devon, which included Torbay and Plymouth and Somerset, and has been funded by the Heart of the SW LEP. It does plan to roll out more widely, there are already similar schemes in Cumbria and Durham. We are looking for business to help shape how this will work and what data they need from Devon and Somerset to start with.

If you'd like to take part in the consultation, please sign up via the link below:

<https://www.surveymonkey.co.uk/r/6YFSVZP>

To read more about the project go to the Press Release here:

<https://heartofswlep.co.uk/news/tourism-data-hub/>

## **UKSPF GRANTS UPDATE REPEAT**

**This is repeat requested during recent Members meetings.....**

We have been able to get some more information on the UK SPF Grants covered in previous Newsletters. The information below is gleaned from our Council, by attending the webinar they provided, plus a drop-in session, so may vary in some ways Council by Council. The main principles of the grants will apply nationwide.

The Grants will require the applicant to contribute at least 50% of the project. If the project costs are £20k, then you would need to contribute £10k. However, the greater the level of owner contribution the higher the project would be scored at assessment.

When assessing which applications to approve they will look at various factors, which will most likely include:

- Does it protect jobs?
- Will it increase employment?
- Will it increase productivity?

You will need to think about how your project can address these, just saving us money by installing some solar panels won't be enough.

In East Devon, they have 'merged' UK SPF and Rural SPF so that they only have to manage one fund. This is likely to occur in many rural areas.

There are essentially going to be two Grant streams. (Note, Grant Titles may be different in your area, search your Council Website for UK SPF).

**1/ Innovation and Resilience.** Max Grant £20k, and you start by making an EOI (Expression of Interest). Council will review EOI and suggest changes if necessary.

2/ **Culture, Leisure and Tourism Fund.** Max Grant £5k. Much simpler process, all online.

We can only apply for one or the other, not both.

## HOW TO FIND GRANTS REPEAT

1/ It is always worth registering with your Council for them to send you their Business Updates. These should include reference to any Grants that may be available.

2/ Search your Council website for Grants. You may have to use your imagination to see if a particular grant may be applicable to you. For example, Carbon Zero, Net Zero, Rural Innovation Could possibly cover installing solar, EV charging etc. It is unlikely that a grant title will say Tourism, or self-catering or holiday lets.

3/ In England we have local Enterprise Partnerships. These are known as LEP's. Finding your LEP's website is the first step. Most of them have something like a Growth Hub. This is the business section where you find what grants may be offer. A common one offered by LEP's is around 'digital'. This may cover anything from help getting a new website to basic computer training.

## BUSINESS RATES 2023 UPDATE 25 APRIL

**Apologies still not had time to update this week. Meeting with VOA has now taken place and we will update this section asap.**

Last week we finally got sight of the new 2023 Self-Catering Practice Note.

Here it is: <https://bit.ly/3mFoWkM>

You need to scroll down to here to find it on that page:

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### 9. Valuation Support

[Show](#)

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#### Practice note 1: 2023 - holiday accommodation (self-catering)

[Show](#)

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The new 2023 Rating list now applies to all that are registered for Business Rates. This Practice Note is the basis under which your Rateable Value has been calculated and under which all Checks, Challenges and Appeals need to be carried out.

There are lots of questions arising from this new Practice Note, so have arranged a meeting week commencing 1<sup>st</sup> May with the Self-catering Team at the VOA.

The main questions apply to those of us that have less than five units and whether Check Challenge Appeal is live in Wales yet. If you have 5 or more units it is pretty simple to understand, and as soon as we have had the meeting should be in a position to help those Members 'Check' RV's that they feel are too high.

Those will 1-4 Units this is going to take a while longer I'm afraid as there are lots of changes to this Practice Note, which we are not yet fully conversant with.

Please be patient whilst we get a fuller understanding of the changes, so that we can help Members wishing to 'Check' their 2023 Rateable Value. We are also waiting for confirmation that the 'Check, Challenge, Appeal' that works well in England will be available in Wales.

We may then be able to help those Members that have had increases through the 'Check' system to get them reduced. Please by all means log with the Chair that you would like to look at your Business Rates by sending a note to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) Note. This service is only available to paid Members.

## **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**

### **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 mistyping, some don't match up. However, the only place those are used is in the login field, all correspondence will go to your usual email address. Unfortunately, it isn't possible to change the username once it has been set.

## NEWSLETTER INDEX (WHERE TO FIND PREVIOUS INFORMATION)

All previous content is indexed and can be found on the 2022 Index on the Newsletter page. Look for PASC UK Index 2022. This will be updated weekly.

<https://www.pascuk.co.uk/newsletters/>

## WALES INFORMATION AND WHERE TO FIND IT

If you are affected by what is happening in Wales and do not get the direct Wales only communications, please email me at [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) put **Wales Newsletter** in the subject line and we will add you to the Wales Only circulation list.

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

## GENERAL INFORMATION SECTION

### PASC UK SOCIAL MEDIA

Please consider following PASC UK on Social Media, it gives us a way to contact you quickly in the event of any changes or announcements that are made. We promise not to bombard you and to try to keep it relevant and topical.

**PASC UK on Twitter** @PascUK

**PASC UK on Facebook** @pascukltd

This is where the latest news between newsletters gets posted.

## MEMBERS AREA IS NOW LIVE

The Members area of the PASC UK website opened last week. Initially you will be able to check your account details and download any of the 25 Members only PASC UK papers. No longer will you need to ask Justin or myself 😊. The full list of the PASC UK Members Papers is detailed below. No longer will you need to ask Justin or myself 😊 We will add additional features over the next couple of weeks.

### Anticipated questions:

#### 1/ How do I log in?

On the main PASC website you will see a link in the top right-hand corner called "Member Login". Click this link and enter your email address and password. Once logged in you will be in the members area.

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## PASC UK MEMBERS ONLY PAPERS

This is the current list of Members Only papers available in the Members area of the website.

- [PASC UK Business Rates Claim Note England](#)

A guide to 'Claiming' your property in England. You cannot 'check' You cannot 'Check' your properties Business Rates until you have done this.

- [PASC UK Business Rates Check Note England](#)

The guide will take you through 'checking' your Business Rates in England. It is vital that you book a call with the Chair before completing and submitting this 'Check'.

- [PASC UK Template Privacy Policy June 2022](#)

All businesses in the UK are required to have an up-to-date Privacy and Cookie. Not having one can lead to fines. This document provides you with a template policy.

- [PASC UK Template, Privacy Policies explained June 22](#)

This document explains Privacy Policies

- [PASC UK Template Cookie Policy and Guidance June 22](#)

This document gives further guidance on Cookie and Privacy Policies

- [PASC UK Guidance on using CCTV 2021](#)

Having CCTV at business premises can bring benefits, however there are several stages of legal compliance that you need to go through to operate such a system.

- [PASC UK Template CCTV Policy June 2022](#)

This document provides you with a basic CCTV Template Policy.

- [PASC UK Guidance on completing a short form LIA](#)

A 'Legitimate Interests Assessment' is a requirement if you have CCTV. This will guide you through creating one.

- [PASC UK Template LIA](#)

This document is a template Legitimate Interests Assessment for CCTV

- [PASC UK Template Breach Risk Assessment \(Req if you have a GDPR breach\)](#)

This template will guide you through the steps to take if you have a breach of GDPR.

- [PASC UK Record of Processing \(This is what data that you store and for how long?\)](#)

This template gives you the headings for the types of data that you store and for how long.

- [PASC UK Template Internet Fair Usage Policy](#)

This template document can be inserted into your Terms and Conditions to cover fair internet usage at your business.

- [PASC UK EV Charging Guidance \(This is about to be updated for 2023, launch expected end of May 2023\)](#)

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 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 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.