



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 13 June 2023 Issue 165

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#### COMMENTARY

First and foremost a huge thank you to everyone who responded to the two English Government Consultations. We appear to have done so in large numbers, and that will help secure the best outcome possible for our sector.

We have made clear that the Planning Consultation was way too complex, and that no actions should come into effect from that Consultation until Statutory Registration is well established and clear transparent data is available. We have seen the desperate situations caused in both Scotland and Wales resulting in legislation before data, and we do not want a repeat of that. A well-executed English system would then be a benchmark to improve and reform both Scotland and Wales.

We are looking at other responses including AirBnB and will make a comparison available for next week. This will help steer our summer lobbying to try and ensure the best outcome.

Whilst on avoiding bad legislation, we were delighted to see that the Judicial Review brought about by Save Self-Catering was successful and the Scottish Government and Edinburgh Council were acting unlawfully.

## Save the Self-Catering Sector in Scotland

by Ralph Averbuch



**Funded**

on 22nd December 2022

**£306,189**

pledged of £300,000 stretch target from  
1,103 pledges

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This is what happens when ill informed (poor data) legislators get it wrong, just as they have in Wales with the 182-day threshold. This was the largest crowd fund for a Judicial Review in Scotland's history, and goodness knows how much public money was wasted too. We are sure that it will serve as a warning to all Governments. We congratulate the Save Self Catering team.

<https://www.assc.co.uk/industry-news/assc-responds-to-outcome-of-judicial-review-8th-june-2023>

Over the next week we have three Fire Webinars, the Members one will have taken place by the time you get this newsletter, there is one that anyone can attend on Thursday at 1100 and PASC UK Agency Members have been invited to theirs on Monday 19<sup>th</sup> June.

If you have a simple small property, as covered in the new Home Office Paper, then Fire Risk Assessments are pretty straightforward. If you have an open plan or larger property then it gets much more complex, and these webinars and the companion papers that PASC UK published last week will try and help navigate through this process. It is a work in progress, and it is a priority. We recommend that you do attend the webinars if you can, or at least view a recording, over 450 have registered for these webinars. We have the Home Office also presenting at these Webinars to explain why there are changes.

We have included the note from our solicitors on the Rent Reform Bill that will start being laid before Parliament this month, and it would have the effect of making it impossible to do 'Winter Lets' as many have previously done. See below.

Any questions please let us know. Best regards

Alistair

**PASC UK IS GROWING**

We are delighted to announce that we have two new team members at PASC UK who joining Alistair, Lorna and Justin in trying to expand the levels of service and support that we can offer Members. Both will be focussed on the back-office for a short while, and helping get out the backlog of sector papers that we want to publish.

I'm sure you will join us in welcoming them aboard.

Firstly:

Louise Ferguson spent several decades conducting user research for systems design and editing and translating. She was also the founding chair of a public policy not-for-profit organisation focussing on the online world. Today she runs both residential and short-term lets in West Dorset, and takes a particular interest in public policy, finance and taxation, and listed buildings. She holds a Master's degree in human-centred computer systems, a first degree in economics, and postgraduate diplomas in translation and teaching.

Secondly:

David Chase started his career in the service side of the Motion Picture Film and Television industries rising to Chairman and CEO of a group of family-owned facility companies that included motion-picture film processing, video editing, sound studios, corporate film production and a 110-seat full facility conference centre with locations in both London and Cardiff.

Following the sale to a management buy-out of the group, David restarted a video equipment rental company supporting the television programme sales industry hiring display and computer systems to exhibitors at events in Cannes, New Orleans, Las Vegas, New York, and London. David sold this business in 2009 and continued to support the new owners for a further 5 years with marketing and operational support.

David then moved to semi-retirement by designing and opening a boutique B & B in North Norfolk and supported a holiday cottage company as General Manager for 5 years.

David now also runs In-Sync Consulting which specialises in bookkeeping, management accounting, and strategic growth planning support to the self-catering industry.

More on their roles and how they are supporting you will be revealed over the coming weeks.

## **EV CHARGING PAPER 2023 IS OUT**

The completely updated EV Charging Paper 2023 is published. It comes in two parts.

1/ The EV Charging Paper 2023 and Case Study

2/ EV Charging Suppliers List

We have tried to condense a huge amount of information into the Charging Paper and have separated the EV charging Suppliers list, as this paper is likely to be updated more frequently.

These can be found in the reports section of the website, where you will need to provide your details to download it, from here: <https://www.pascuk.co.uk/reports/>

If you are a Member, you can download them from the Members area.

## **GETTING THE MOST FROM YOUR AGENCY PAPER PUBLISHED**

We have also published the Paper to help you determine what you should look for in an agency partner and how to build a relationship with them. A large proportion of readers of this newsletter use agencies. Mostly very successfully. This paper will help those looking, as well as those already with an agency.

This paper is not intended to cover OTA's such as AirBnB, VRBO and Booking.com. We have another paper in the pipeline for that.

This can be found in the reports section of the website, where you will need to provide your details to download it, from here: <https://www.pascuk.co.uk/reports/>

If you are a Member, you can download it from the Members area.

Our thanks to PASC UK Agency Member, Classic Cottages, for their help in pulling this paper together.

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

Please find below the June/July webinar programme.

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 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.

We will be joined by both Paul Bray, the PASC UK fire expert and James Aulton from the Fire Team at the Home Office .

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.

### **2/ 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. The EV Charging paper 2023 is covered below and would be a useful read before the webinar so that you can prepare any questions.

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.

### **3/ WEBINAR ON SELLING YOUR BUSINESS MEMBERS ONLY**

**Date: 1100 on Tuesday 27 June (Provisional Date, will be confirmed next week)**

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.

The presenters will be as follows.

- Ed Thorne, Partner, Head of Complexes, Stags
- John Endecott, Tax Partner at Francis Clark
- Heather Britton, Tax Director Francis Clark
- Dave Robbins, Stephens Scown LLP

Register here: [https://us06web.zoom.us/webinar/register/WN\\_ZQ7CvfqFSRiPdFhPaco0fg](https://us06web.zoom.us/webinar/register/WN_ZQ7CvfqFSRiPdFhPaco0fg)

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

### **4/ 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. All products and technologies will link with SuperControl.

Register here: [https://us06web.zoom.us/webinar/register/WN\\_yad6682ISTumz6lRhy9DWQ](https://us06web.zoom.us/webinar/register/WN_yad6682ISTumz6lRhy9DWQ)

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

## **PASC UK CONFIDENCE SURVEY RESULTS**

Thanks to those of you that took part, much appreciated, pretty grim reading...

Trading down compared to same time last year, with fewer bookings and fall in total booking value.

Trading: Most respondents reported a drop in number of bookings (66%) and in the total value of bookings (62%), compared to the same time last year. Few (less than 11%) have experienced an increase in either.

Sales channels: The majority of respondents are either highly reliant on direct bookings (over 75%) with a low proportion of agency/OTA bookings (up to 25%), or the reverse: highly reliant on agency/OTA bookings (over 75%) with a small proportion of direct bookings (up to 25%). There were far fewer respondents for which the two are equally important. The booking levels being reported, above, reflect both business models: agency/OTA led, and direct-booking led.

Business website: The vast majority of respondents have their own website, but a significant number (17%) do not. 75% of those with a website are currently able to take bookings on the site using a booking engine.

Future PASC UK reports: The most popular subjects for future PASC UK reports are (in descending order): direct booking channels, health and safety changeover guide, insurance for self-caterers, and EV charging. The popularity of a direct booking channels report is likely to reflect interest in improving direct booking performance both by those currently highly dependent on agencies/OTAs, and those with significant existing direct booking levels who wish to further improve.

You can find a link to the survey results here: [https://www.surveymonkey.com/results/SM-Xj4UweopN2ZMAz2uJNDVgg\\_3D\\_3D/](https://www.surveymonkey.com/results/SM-Xj4UweopN2ZMAz2uJNDVgg_3D_3D/)

## **NEW FIRE GUIDANCE SUPPORT PAPERS LAUNCHED 13 JUNE UPDATE**

The Fire Papers published on the website are a work in progress. As we can establish further information and acceptable mitigation measures for open plan and larger properties, they will be included. We will also be gathering any other key questions from the webinars and trying to find solutions to these too. We are working closely with both the Home Office and Fire Experts to achieve the best possible outcome.

This week the update to the papers is limited to correcting some broken links.

### **Background.**

**Why has the law changed for Paying guest accommodation?**

As a business owner or responsible person, you have a duty to comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 (As amended) (the FSO). Up until recently, if you owned a small guest house, complying with the FSO seemed very simple, some basic low-cost fire safety measures were all that was needed and Fire and Rescue Services applied a very light touch, in fact you probably never had a visit unless you asked for advice.

For those smaller premises, there was a very concise guide called the 'Do you have paying guests guide'. That as published by the Government in 2008.

Since then, the paying guest accommodation sector has changed beyond recognition. There has been a major expansion in the number and range of accommodation providers. The emergence of 'sharing' accommodation along with the growth of digital platforms to advertise and make bookings has created a situation which has altered the paying guest accommodation sector beyond recognition, especially within the short-term letting of residential premises.

### **Why has the Law changed?**

The emergence of this new paying guest sector has created a situation where there was a massive imbalance between the traditional paying guest sector and the vast majority of the 'sharing paying guest accommodation' sector. The fire safety standards in the sharing sector, rarely met (or meets) the standards that most paying guest accommodation achieve.

This placed the guests at risk in the event of fire and was not good for the reputation of the paying guest accommodation sector.

So, as well as trying to resolve the imbalance, to create a level playing for all, the Government decided that they needed to update the existing guidance and to make sure the guidance was followed by all those that are legally obliged to do so.

So, they did the following.

1. They published new guidance - for small holiday lets, (no more than two storeys, and less than ten beds, with a simple layout) - [A guide to making your small paying-guest-accommodation safe from fire \(Small Guest House Guide\)](#) This document was published in March 2023. The Government are in the process of drafting a replacement guide for larger premises, but at present the [Fire Safety Risk Assessment for Sleeping Accommodation \(Sleeping Risk Guide\)](#) is the one to use.
2. The Government introduced new laws making it a requirement for paying guest accommodation owners to carrying out and make a record of their fire risk assessment— Section 156 of Building Safety Act 2022.
3. They also made it mandatory to follow the guidance they published by amending the FSO under powers provided in Section 2 of the Fire Safety Act 2021 which came into force in May 2022, so in effect from May 2022 any Government guidance provided as 'Article 50 guidance' is considered mandatory, even the older Sleeping Risk Guide.

So, this means that any person that operates any form of holiday accommodation, must comply.

- Failing to comply could result in legal action.
- Failing to comply will affect your insurance.
- Failing to comply could put your guests at risk in the event of a fire.
- Failing to comply could mean a small fire becomes a large fire, putting your guests at risk and closing down your business – 80% of businesses do not survive a significant fire.

## New supporting Papers

To help owners navigate through this, and to supplement the Government Papers mentioned above, we have commissioned three initial papers from our Fire expert, Paul Bray, GIFireE, Fire Safety Consultant.

The papers are number 1,2 and 3. They can be found here: <https://www.pascuk.co.uk/reports/>

- Paper One: **The Regulatory Reform Fire Safety Order 2005**

This is a background paper explaining the legal background of the Fire Regs and the Fire Regs.

- Paper 2: **Additional Notes to the Home Office Guidance on Making your small paying guest accommodation safe from fire 2023**

This paper provides additional notes to use in conjunction with the Home Office Guidance on Making your small paying guest accommodation safe from fire paper.

- Paper 3: **Applying the Sleeping Risk Guide to existing holiday accommodation**

This paper provides the first paper on providing additional information for larger properties.

The above papers and accompanying webinars are just the beginning of a series of supporting papers and webinars intended to assist Members with their Fire safety and Fire Risk Assessments. The next elements of this work will be determined by the feedback and questions arising from the papers and the webinars.

## Outstanding Questions or points raised by Members and now answered by Home Office:

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.



From the Home Office: On the first point (on whether wireless fire detection systems are allowed), the guide states (page 20, paragraph 2) that “All smoke and heat alarms in the premises should be interlinked, so that, when any alarm device detects fire, all smoke and heat alarms give an audible alarm simultaneously. Interlinking may be by means of wiring or radio signalling.” This means that wireless systems are permitted.

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
- From the Home Office: On the second point (which refers to six monthly **service/inspections**, rather than testing), the recommendation is based on the frequency recommended by the BSI standard BS-5839 on fire alarms and fire alarm systems for non-domestic buildings. For simpler premises, with domestic-type fire alarms only, a monthly **test** of the alarms by the RP should be sufficient (as recommended in the guide).

## **RENT (REFORM) BILL, IMPACT ON WINTER LETS IN ENGLAND**

We commissioned Stephens Scown, our Solicitors to review the threat level from the Renters (Reform) Bill on ‘winter lets’.

The threat is very clear, it will, if it goes through unchanged mean that self-caterers will no longer be able to carry on with longer fixed term lets.

The detail of the advice is below, we will also post it on the website. We are currently coordinating with other Associations to see what we can collectively do and will report on this next week. Any questions or points you would like to raise, please let us know by emailing [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

### **1. SUMMARY OF ADVICE**

On consideration of the research, the Renters (Reform) Bill will have a catastrophic impact on the ‘winter let’ industry. Although landlords will be able to issue rolling tenancies, they are going to struggle to regain possession without the trust that the tenant themselves will give two months’ notice to allow the property to be available in time for the holiday season. I would suggest making this clear to local MPs so this can be raised at the second reading of the Bill.

### **2. LEGAL ANALYSIS**

2.1 The legal background of the Renters (Reform) Bill and when will it take effect.

2.1.1 The Department for Levelling Up, Housing and Communities introduced the Renters (Reform) Bill “the Bill” to Parliament for its first reading in May 2023. It was first mentioned in the 2019 Queen’s Speech and then the White Paper ‘A Fairer Private Rented Sector’ was published in 2022.

2.1.2 The full title of the Bill is to make provision changing the law about rented homes, including provision abolishing fixed term assured tenancies and assured shorthold tenancies; imposing obligations on landlords and others in relation to rented homes and temporary and supported accommodation; and for connected purposes.

2.1.3 In order to become legislation, the Bill must go through a lengthy parliamentary process in both the House of Commons and the House of Lords before it achieves Royal Assent and becomes legislation. The average time to take a Bill from proposal to law is around a year. The Bill is currently in the House of Commons and has had its First Reading. The date for its second reading has not yet been announced; this is when MP’s will debate the contents of the Bill.

2.1.4 Once approved as legislation, there is likely to be a staged introduction. There will be at least six months’ notice before all new tenancies move into the periodic system known as the first implementation date. The second implementation date will take place at least 12 months after the first implementation date where all existing tenancies are likely to move to the new system. This is of course based on the Bill in its current form.

## 2.2 The current position of ‘Winter Lets’

2.2.1 It is a common practise to let holiday accommodation over the winter months to provide income during the off season. The assumption being that the occupant will move out at the expiry of the fixed term/in time for the property to be readied for the holiday letting season again.

2.2.2 It is important to outline the difference between a holiday letting and a winter let. A winter let is in reality, an assured shorthold tenancy. A holiday let must be for the purpose of occupying for a holiday. Any attempt to offer a tenancy under the guise of a holiday let can be described as a ‘sham tenancy’. See 2.3.1 below for the importance of the distinction.

## 2.3 How will ‘Winter Let’s be affected?

### 2.3.1 Abolition of fixed term tenancies

Under current legislation, a landlord can offer a fixed term tenancy for the winter months. Essentially, the landlord creates an assured shorthold tenancy. As it is provided for a fixed period, when this fixed period comes to an end, the tenant vacates in order for the landlord to provide holiday letting accommodation again.

Part 1, Chapter 1 of the Bill proposes that all assured shorthold tenancies are to be abolished. Instead of fixed-term tenancies, all rented properties will move to rolling contracts with rent

periods not exceeding a month.

This will affect 'winter lets' as no fixed term period can be offered. Any attempt by landlords to create a fixed term tenancy or serve a notice to quit, can result in a fine from the local authority.

The end of fixed term tenancies means tenants would need to give two months' notice to their landlord to leave or landlords would need to evidence one of the amended grounds in Schedule 2 of the Housing Act 1988 (see 2.3.2 below).

### 2.3.2 Abolition of serving 'no fault' notice

Under current legislation, if a winter let tenant did not vacate, they could be issued with a s.21 notice or possession could be obtained by reliance on Ground 3 of Schedule 2 of the Housing Act 1988. The Bill abolishes 'no fault' section 21 notices and aims to 'strengthen the grounds for eviction' and Schedule 1 outlines proposed amendments to Schedule 2 of the Housing Act 1988. Part 1, Chapter 1 of the Bill outlines the changes to the grounds of possession; some of the grounds will be amended and some new grounds will be created.

At present, Ground 3 of Schedule 2 of the Housing Act 1988 provides a mandatory ground for possession. This applies where the tenancy is for a fixed term of not more than eight months and at some time during the 12 months prior to the start of the tenancy, it was occupied for the purpose of a holiday. Under the Bill, there is a proposed change that this Ground will be repealed. This means a landlord won't be able to use the ground to evict a tenant in order to let it out as holiday accommodation; it does not mean that a landlord is prohibited from letting a property on a rolling contract (see 2.3.1 above) but it makes gaining possession if the tenant does not leave, much more difficult.

In order to re-gain possession, the landlord would need to rely on a different ground of possession; there is no holiday accommodation ground within the proposed Bill. The landlord would need to show for example, that there are rent arrears or anti-social behaviour or would need to show one of the 'landlord need' grounds such as if the landlord needs to occupy the property themselves/ for the need of their family or if they need to sell the property. The Grounds as drafted in the proposed Bill do not provide a ground for winter let landlords to recover the property back for holiday lettings. There are also sanctions proposed in Chapter Page 3. 4, Part 2 of the Bill if a landlord has used the ground in such a way to mislead the tenant i.e., he says he's selling the Property but isn't.

### 2.3.3 Financial requirement to join database.

Currently, there is no requirement for a landlord to join a 'register'. Part 1, Chapter 3 of the Bill introduces a Private Rented Sector Database which will make it a legal requirement for landlords to join the register and insert details about themselves and their properties. There will be a cost for this, which is unknown at this stage. The effect of this on winter lets, is that all landlords will need to register on the Portal. Under Part 1, Chapter 3, Section 39 of the Bill, there is a proposal for restrictions on marketing, advertising, and letting a dwelling unless there is an active landlord and active dwelling entry in the database. There will also be the added administration tasks of ensuring the database is kept up to date. Landlords will also be asked to sign up to a government approved redress scheme in an attempt to keep matters out of Court.

### 2.3.4 Requirement to allow pets.

Under the Bill, all private renters will have the right to request a pet and the landlord cannot unreasonably refuse this request. This is set out in Chapter 1, Part 1 of the Bill. The Bill suggests an amendment to section 16 of the Housing Act 1988 inserting a section 16A 'Requesting consent to keep a pet'. It suggests it be an implied term of every assured tenancy that a tenant may keep a pet if the tenant asks to do so and the landlord consents, such consent not to be unreasonably refused by the landlord and the landlord to give or refuse consent in writing on or before the 42nd day after the request. It would be reasonable for a landlord to refuse if keeping a pet would put the landlord in breach of an agreement with a superior landlord, but it is difficult to say what other circumstances would constitute 'a reasonable refusal.' The Bill suggests the inclusion of 16C 'Indemnity and insurance for pets' where it proposed it be an implied term that at the time the landlord informs the tenant in writing of his consent for a pet, they may attach a condition that the tenant maintain insurance that covers the risk of pet damage and the tenant pay the landlords reasonable costs of maintaining the insurance (a premium) but this requirement is likely to have an effect on landlords with winter let tenants wishing to bring their pets with them. An insurance policy isn't going to stop, for example, noise nuisance to neighbouring properties.

Any questions, please contact [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

## 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



**Professional Association of Self-Caterers UK**

## 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.