



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

15 Aug 2023 Issue 174

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COMMENTARY

We are still trying to catch up with emails, mostly fire ones, as Paul Bray our retained Fire Expert has been on leave, returning today, we will get to them asap.

By the time you read this, the PASC UK Fire webinar, with keynote speaker, Matthew Armer, Head of Fire Policy at the Home Office, will have been broadcast. It will definitely be worth a watch on catch up as he will sharing progress that we have been making regarding particularly open plan properties.

Many of you sent in links to a terrible fire in self-catering accommodation in Europe, turns out it was unregulated and unchecked.

<https://uk.style.yahoo.com/prosecutors-holiday-home-wintzenheim-did-095133081.html>

The first step in the Summer/Autumn advocacy campaign launches today. It's called the Great British Holiday, and you will see much more on this in the coming weeks. For now, please just fill in this survey if you are in England. <https://www.surveymonkey.co.uk/r/B59L2ZT>

Wales Members, please be patient, your first steps start on Thursday in the Wales Newsletter to lobby against 182.

Any questions please let us know. Best regards

Alistair

THE GREAT BRITISH HOLIDAY

The lobbying campaign to try and ensure that in England, Statutory Registration comes into effect in a robust enough form to ensure that ALL accommodation that lets for a single night is included, so all 'airbnbs', and that the proposed planning changes await the resulting data from the Registration scheme has taken its first step today, with the launch of the survey below.

This survey will help provide data for that lobbying, asking you questions that we have not asked before.

The campaign is called the Great British Holiday and is being supported by key partners to PASC UK. Next week you should be able to see the microsite where supporting information will be available, and you will be asked to take another small action in support of the campaign as it build as the MP's start to head back to Westminster on the 4th September.

The Great British Holiday campaign is designed to minimise any harms that the current set of English Government interventions may have on legitimate businesses and we look forward to explaining more next week and that you will start your support by completing the survey below. Thanks.

VITAL ENGLAND SURVEY FOR YOU TO TAKE PART IN

Here is the first step for you to take to help protect our sector in England, through the Great British Holiday campaign. This short survey, it will take no more than two minutes of your time, is a vital basis for data gathering for our campaign.

We want to show that the sector is not a ‘come lately’ addition to the scene, solely responsible for the housing crisis. We want to show the local economic value of the sector, and to debunk various myths. The survey is anonymous, and it is vital that as many of you as possible, and there are thousands of you reading this, actually click on the link and participate. We will share an update as to how that is going next week.

<https://www.surveymonkey.co.uk/r/B59L2ZT>

YET ANOTHER ENGLISH GOVERNMENT CONSULTATION INVOLVING SECOND HOMES

We have yet another English Consultation to be wary of, it is looking at possible exemptions from the Council Tax Premium. We know from the Welsh experience that this is notoriously difficult to navigate.

The deadline for responding is just two weeks away, on the 31 August. We will have a note for you next week in order to enable as many of you as possible to respond.

The full detail is here:

<https://www.gov.uk/government/consultations/proposals-to-exempt-categories-of-dwellings-from-the-council-tax-premiums/consultation-on-proposals-to-exempt-categories-of-dwellings-from-the-council-tax-premiums-in-england#next-steps>

NEW TRADE PARTNERS

We are delighted to officially launch the PASC UK Trade Partners. These are partners that have received really good feedback from Members over time and understand the sector well.

These are also key partners in other ways, they attend webinars and meetings and their products are a perfect fit for our sector. There is no way that anyone can apply to be a PASC UK Trade Partner, it's by invitation only. The three Trade Partners at Launch are:

SuperControl

SuperControl were with us right at the beginning, helping visualise an English Association and helping with funding. They remain a key partner in so many ways...from data, to sharing knowledge and introductions on a regular basis. Their product is widely used by PASC UK Members and is a dedicated self-catering/short term rental product. Previously they have won PASC UK Supplier of the Year awards.

<https://supercontrol.co.uk/>

Touch Stay

Touch Stay was the revelation of the post Covid era, enabling thousands of us to ditch worn out, out of date and exhausted paper-based guest guides. In doing so they were instrumental in getting thousands more self-catering business to think about tech. A fabulous partner to PASC UK in every respect, much loved by both operators and guests, they have been worthy winners of the PASC UK product of the year.

<https://touchstay.com/>

Voltshare

The newest member of the group, Voltshare brought an effective low cost and simple solution to the thorny issue of EV Charging. Now used by hundreds of self-caterers, this grant compliant, no ongoing fees model, has proved a real winner for our sector.

<https://www.voltshare.co.uk/>

NEW TRADE DIRECTORY

This week, we are also launching the Trade Directory. We intend for this to be a resource where you can find all kinds of services that you need to run your business. We have started with the suppliers that many of you have sent in. Here are the initial listings, with clear categories.

<https://www.pascuk.co.uk/business-directory/>

We are looking for many, many more. There is no charge for suppliers to list here and we have created a simple form for them to apply to be listed, so if you have a good Fire Risk Assessor, or photographer, or accountant, please get them to fill in the really simple form here:

<https://www.pascuk.co.uk/add-a-business-listing/>

Thanks, with all your help we can build a really comprehensive directory. Comments welcome.

CANCEL COVER IS WITHDRAWN

At the end of last week, we received the sad news that Cancel Cover will not be carried forward beyond the end of this month. We worked closely with the team at Policy Power House to bring this policy to the market post the demise of Master Cancel. Many have benefitted from being able to offer 'cancel for any reason' bookings and will be disappointed by this outcome. At this time we know of no other comparable policy.

We received this note from the team at Policy Power House

I am sorry to advise you that Cancel Cover will not be renewed on 1 September 2023. The underwriter Euroins AD has not been successful in moving from the post Brexit Temporary Permissions Regime to a UK Branch. This means that they are no longer licenced to accept new business after 31 August 2023. Whilst we have approached alternative underwriters, we have not been able to secure a new insurer within the timeframe and therefore we must stop Cancel Cover effective from 31 August 2023.

The impact of this is as follows:

1. You can continue to insure your bookings until 31 August 2023
2. Any insured booking that commences before 31 January 2025 will be covered under the Cancel Cover terms and conditions with claims processed in the normal way
3. If you have bookings on the system that commence after 31 January 2025 these will be cancelled and the premium refunded to you on your last statement (August 2023)
4. The online Cancel Cover system will be available until 31 August 2023 for registering insured bookings
5. The online portal will be available until 31 January 2025 to view and amend bookings only.
6. If you are using SuperControl to automatically insure your bookings this will cease at midnight on 31 August 2023 unless you advise us to stop sooner.
7. You should update your booking terms for any booking received after 31 August to reflect that Cancel Cover is no longer available.

We would like to thank each of you for your support of Cancel Cover. We have enjoyed working with you and are genuinely sorry that Cancel Cover is not able to continue. The impact of Brexit and the hardening insurance markets has made it difficult to place a small and unique insurance facility like Cancel Cover. We have several positive discussions with alternative insurers but unfortunately, we were unable to secure a new underwriter within the timeline.

PASC UK WEBINAR PROGRAMME FOR AUTUMN 2023

For the remainder of August and September we will be returning to having additional Webinars outside Fire webinars and Members meetings. We are also running a series of Fire Webinars with Visit England, the Home Office and with local DMO's (Destination Marketing Organisations, e.g., Visit Cornwall, Visit Cumbria) during this period. More information will be available next week as we organise the schedule.

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.

FIRE GUIDANCE UPDATE 15 August

Previous updates can be found in the recent newsletters, so just a summary of all the papers available today.



FIRE ACTION NOTICE



DO NOT TRY TO PUT THE FIRE OUT.
Leave the room where the fire started and keep the door closed!



RAISE THE ALARM - SHOUT "FIRE!"



GET EVERYONE OUT.
Closing the door behind you.



WAIT OUTSIDE.
a safe distance away from the building.



CALL THE FIRE SERVICE - DIAL 999.
Provide the address below and include 'what3words'.



NOTIFY THE OWNER.
Use the contact details below.

ADDRESS:

Higher Wiscombe
Southleigh
Colyton
Devon EX24 6JF

CONTACT:

ALISTAIR OXXX XXXXXX
LORNA OXXX XXXXXX

WHAT3WORDS: <https://w3w.co/list.bedsread.orbited>

Provided by PASC UK, (The Professional Association of Self-Caterers UK) Sector Fire Support 2023

If you are looking for information on why the regs are now law in England, and coming in Wales, or what a Responsible person is, please refer to recent Newsletters.

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

You can also find lots of information here: https://www.pascuk.co.uk/fire_checks_and_safety/

Main Home Office Papers

Home Office Guidance on Making your small paying guest accommodation safe from fire 2023

This paper covers small units, without open plan downstairs, not more than four bedrooms, sleeping no more than twelve in two storey buildings.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/147723/A_guide_to_making_your_small_paying-guest-accommodation_safe_from_fire.pdf

Fire Safety Risk Assessment Sleeping Accommodation

This paper goes some way to helping with larger properties, but is an old paper, published in 2006 and is currently being updated by the Home Office. Earliest date expected is around the end of the year.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/422192/9281_Sleeping_Accommodation_v2.pdf

Additional PASC UK 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, GFireE, Fire Safety Consultant.

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

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.

These have been followed by....

Fire Checks at Changeover, Routine maintenance and Testing V1

This provide a guide to fire checks at changeover, and a testing regime.

How to find a Competent Fire Risk Assessor?

This provides the websites where you can find authorised fire experts.

Updated Fire Risk Assessment

Suitable for use with the 'Small' guide from the Home Office and Welsh Fire, with the addition of a 'Review Date' box.

Train as a Competent Fire Risk Assessor

Lots of request about how to become a Competent Fire Risk Assessor. This is probably only feasible and of interest to those with multiple properties or agencies.

Additional Fire Safety Notices (without What3Words)

We have produced some further Fire Safety Notices without a space at the bottom for What3Words. We really do recommend that you include creating a What3Words reference for your property as the vast majority of emergency services all over the country use it.

What3 Words explained

What3Words is and how to use it.

FAQ's

We have published the first set of FAQ's, the most commonly asked fire questions. This will be regularly updated and when updates are made they will also appear in the newsletter.

These can all be found at https://www.pascuk.co.uk/fire_checks_and_safety/

Next Steps

In addition, PASC UK **will be providing the following over the coming weeks.**

- Fire Mitigation Technology. Papers and Webinars (See Webinar Programme) **(Underway)**
- Regular updates on mitigation measures for buildings outside the **Home Office Guidance on Making your small paying guest accommodation safe from fire 2023** **(Underway)**
- Work with Home Office and Fire Experts to come up with reasonable and proportionate mitigations for those with properties outside the **Home Office Guidance on Making your small paying guest accommodation safe from fire 2023**. **(Underway)**
- Prepare a case study of a Fire Risk Assessment (FRA) of our own property for Members, this will include a FRA covering our large, ten-bedroom, three storey property with open plan kitchens. **(Underway)**
- More will be added over the coming weeks

Members questions are welcome on any issues that they have with their Fire Risk Assessments, and we will answer as best we can. We are not ourselves fire safety experts and will do our best to try and

offer solutions or signposts to solutions. We are afraid that we cannot answer non-Members questions on fire issues.

INTERESTING REPORT FROM YES CONSULTING



Our friends at Yes Consulting have been busy again and have published a thought provoking report on 'From booking to broke: The threats to Short Term Stays'.

It's a good summary of where 'short term rental's find ourselves from a global perspective and it goes a long way to explain why we are so much under the microscope of Governments in England Wales and Scotland. And gives some pointers to 'de-risk' your business.

Your recommended reading is available here: https://www.smarthosts.org/post/de-risking-your-short-term-rental-airbnb-business?utm_source=substack&utm_medium=email

SUPERCONTROL WINS AWARD FROM BOOKING.COM

SuperControl has been named "The Best Supply Contribution" in the EMEA region by Booking.com in the esteemed Connectivity Partner Achievement Awards for 2022.



Read the full story here: <https://bit.ly/3OVGjcd>

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 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 2022/23 Index on the Newsletter page. Look for PASC UK Index 2022/23. 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:

1/ How do I log in?

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PASC UK MEMBERS ONLY PAPERS

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

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

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

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

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

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

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

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

This document explains Privacy Policies

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

This document gives further guidance on Cookie and Privacy Policies

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

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

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

This document provides you with a basic CCTV Template Policy.

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

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

- [PASC UK Template LIA](#)

This document is a template Legitimate Interests Assessment for CCTV

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

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

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

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

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

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

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

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 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 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
- Fire 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



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