



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

8 Aug 2023 Issue 173

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COMMENTARY

No new papers this week, just trying to catch up with all the emails and phone calls, of which 80% relate to fire questions. We have about 40 still outstanding, so if you have not had a response by Thursday this week, please give us a nudge. Comprehensive notes and guidance are available on the PASC UK website, see detail below.

Previous webinars to help you with your Fire Risk Assessments are available on the website, as are an increasing number of support papers. Last week's Fire Webinar featured Fire Doors and Historic Buildings and is on the website, next week we have the Head of Fire Policy at the Home Office as our Guest Speaker, plus we will be looking at PropertyCare, which is one of those apps that could really ease the burden of recording fire checks at changeover. More detail below.

The press coverage of the 'holiday lets' and second homes sector is never ending at the moment, one broadsheet featuring articles on five consecutive days. There's an element of Parliament being in recess and it's quiet news wise but it is still an extraordinary amount of coverage, even one had a live poll asking 'Should councils be able to limit the number of Airbnb lets in their area? Which at time of writing this had generated 19492 votes, of which only 16% answered no.

This is why The Summer/Autumn advocacy campaign is so important as we to try and inform both Governments and Councils of the reality on the ground, debunk the crazy numbers that are quoted about our sector, the confusion called by using the term 'airbnb' and make clear the contribution to the local economies that we make. We have been working hard on this behind the scenes we will be starting next week by asking you next week to take part in some simple steps to help us with this.

Any questions please let us know. Best regards

Alistair

PASC UK WEBINAR PROGRAMME FOR AUGUST 2023

Please find below the August webinar programme. For September we will be returning to having additional Webinars outside Fire webinars and Members meetings.

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.

Further Fire Webinars are planned for the coming weeks, so that you can hear from Keynote Speakers, from fire experts, and from leading products that may offer mitigation of fire risk in your property. All will be available to all and will be recorded and placed on the website.

We held Members only meetings for both English and Welsh Members on Tuesday 8th August.

1/ FIRE WEBINAR THREE OPEN TO ALL

Date: 1100 on Tuesday 15 August

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

The keynote Speaker will be Matthew Armer, who heads up Fire Policy at the Home Office. He will update us all on what the changes are and the impact that they are having on doing Fire Risk Assessments, which will become law for all on 1 October 2023, (Wales is imminent too).

We will also be introducing Property Care, who have an inexpensive app, simple and easy to set up, that will enable property owners to maintain an ongoing log of the safety checks necessary to comply with the Fire Regs.

These will be followed by a Q&A.

Presenters

- Alistair Handyside, Chair PASC UK.

- Paul Bray GFireE E, PASC UK Retained Fire safety expert
- Keynote speaker: Matthew Armer, Head of Fire Policy at the Home Office
- Henry Bennett, Director, Property Care
- Q&A

Register here: https://us06web.zoom.us/webinar/register/WN_FLzHiyF0TMWaBDeJCfqtJA

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

PROPERTYCARE, AN APP TO HELP WITH FIRE COMPLIANCE

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

- **Enhanced SuperControl Integration** - automatically sync guest and reservation information between the SuperControl and PropertyCare platforms
- **Integration with over 60+ PMS** (list on homepage)
- **One Unified Operations Calendar** - calendar with properties, bookings and tasks displayed on one calendar view
- **Put Your Cleaning Schedule on Autopilot** - automate the generation and assignment of turnover cleans
- **Drag & Drop Scheduling** - simple way to schedule cleaners on daily or weekly basis
- **Task App** - in-field tasks app for teams to see task lists, turnover clean locations & timings
- **Multi-Language** - available in Spanish, Portuguese, French, Italian, English and more
- **UK Support Team** - email & phone support available

Fire Safety

The PropertyCare task app enables your in-field teams can record their fire alarm and smoke detector checks through images and timestamped notes. An automated in-app and email reminder can be set up for the relevant staff member to ensure this task is never missed and our admin dashboard will give you instant access to all historical data and evidence.

Check out their website here: <https://bit.ly/3LVqiSy>

FIRE GUIDANCE UPDATE 25 JULY

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.

NAVIGATING THE VAT THRESHOLD REPEAT

This Members only paper has already proven to be one of our most popular and essential reading for any Member approaching or thinking of passing through the VAT threshold.

We are regularly asked about navigating the VAT threshold. Many Members have been operating under the threshold for many years and now find that with increasing costs, that their margins are being ever more squeezed. We are also in many cases charging higher prices than pre-pandemic and this means nearing the threshold sooner.



This newly published Guide explains VAT, and the implications of passing the VAT Threshold has with Business Rates particularly. It also covers the Flat Rate Scheme which eases the pain.

This is a Members only Paper and can be found in the Papers section in the Members area. It is due to be posted up later today, the 1st August.

VISIT ENGLAND SURVEY



VisitEngland Assessment Services

Colleagues at VisitEngland, AA media and Clockwork Marketing have launched one of the largest hospitality surveys for hoteliers and hospitality providers in the UK.

Have your say on what's important to you, and what you foresee for the future of the UK hospitality industry. Share your voice and see what others are saying too...

- What are the greatest challenges your business faces?
- How important is sustainability to your business?
- Reflect on your business performance in 2023 and your vision for 2024

The survey will only take a few minutes to complete, and you'll receive early-access to these powerful insights, so you can shape your business for the future.

You can take part here: <https://bit.ly/3rZzr4S>

Thanks

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.

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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

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