



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 5 September 2023 Issue 177

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#### COMMENTARY

Thanks for support as email issues finally got sorted late last Wednesday, we have almost caught up now, and all bar the second batch of complex fire questions, those have gone to Paul, our Fire Expert, and Members notified, have been answered. We should be pretty much up to date by close of play tomorrow. If you are a member and you have an outstanding unanswered email, please resend as it may have got lost as email was fixed.

We have now dealt with over 750 Member fire questions, and this would not have been remotely possible with the help of Paul Bray, our in-house retained Fire Expert. Huge thanks to him. We will be keeping Paul as part of the PASC UK team for at least the next three months.

Behind the scenes Paul is helping us with the dialogue with the Home Office, as we all wrestle with elephants in the room with the fire regs, open plan, window escapes, misting, fire doors etc. We are trying to get more clarity on a long list of questions and will update you as soon as we have anything to share.

Below you will find a section called Fire Regulations and a Herd of Elephants. We wrote this to try and explain, without links to the law/act/guidance, as to where we are, how we got here, and what is a practical way through the next few months.

Plus, we have added some more Fire FAQ's and a section on changes to PAT testing.

We are at the last stages of announcing dates for more Fire Webinars as these are in high demand, worth noting that the best of the fire Webinars are available to all on the website.

We also have Louise Ferguson working for PASC UK too, and she has made a huge impact since joining. Louise has been responsible for nearly all the papers produced in the last three months, either in their entirety, or in correcting what Paul and I have contributed. Louise is also well versed in the subject of website useability and has now started work on a plan to make the PASC UK website easier to navigate. Since the pandemic, we have just added bits as we needed to, and it's not up the standard we would wish to offer.

We also have Justin who is responsible for distribution of the Newsletter, resetting your passwords, tidying account queries and sending out Membership Packs. If these are your queries, please email [admin@pascuk.co.uk](mailto:admin@pascuk.co.uk)

We hope to have more announcements regarding the team shortly, as well as a year-end report for you all as our year end is August.

Alistair will be going on leave a week on Friday, and a note on cover will be in next weeks newsletter.

We had some useful meetings this week, the first was with Simon Jupp MP, who Chairs the Hospitality and Tourism APPG (All Party parliamentary Group) and we are looking to get a dedicated meeting with them on Statutory Registration shortly. We also met up again whilst collecting for the Sidmouth Regatta Airshow. My first time in a hi viz jacket..... 😊

We were also invited to meeting the Tourism Minister, Sir John Whittingdale MP, along with Anthony Magnall MP whilst they were on a visit to South Devon. Both were hugely supportive of a robust Statutory Registration Scheme and that the data that this would provide, should lead policy on planning.



And last but not least, we were invited to meeting with the Visit England Chair, Nick de Bois and England Director, Andrew Stokes, at the Box in Plymouth. A really useful meeting where the regional leads from Cornwall, Plymouth, English Riviera, South Devon, Devon and Somerset, reiterated their support the #1 item of the agenda, robust Statutory Registration.



Once again, we have simple calls for you to support the work that we do this week.

In England and Wales, we are running two separate lobbying campaigns. These both require good responses from you to help create fresh up to date data, to evidence our case. The first stage is Survey evidence.

To complete the surveys takes just a couple of minutes, so please take a moment and answer these surveys. The scores currently stand at Wales **1315** and England **952**. Let's see if we can increase those numbers this week. Fair to say that Wales is whooping England 😊

The second phase is to ask you to Petition your MP's and MS's. We have integrated a simple system into the website to enable you to do this simply and quickly. There is a pre-written letter in the petition, however you are able to modify and personalise should you wish to.

We have launched this in Wales and already we have 821 petition letters sent. Which shows the power of this tool. We will launch the Great British Holiday petition later this week.

Pending moderation (0)	Sent (821)
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Any questions please let us know. Best regards

Alistair

### **VITAL ENGLAND SURVEY FOR YOU TO TAKE PART IN**

**TOTAL 952 as at 0700 Tuesday 5 September. Need to push this over 1,000 asap please.**

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 updates each week.

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

### **VITAL WALES SURVEY FOR YOU TO TAKE PART IN**



**TOTAL 1315 as at 0600 Tuesday 29 August. We have launched Phase Two of 'Review 182'**

Huge support for this from operators in Wales, and well supported by other organisations in the Visitor Economy there too. Still more responses needed.

If you have not yet completed the survey, please do so here:

<https://www.surveymonkey.co.uk/r/M8HNPLD>

If you have completed the Survey above, can you please send a Petition letter to your MS via this simple link. You will only need to populate your name and address. The letter is already there, and you can change it if you wish to before sending. It is in both English and Welsh.

Please take part here: <https://pascuk.eaction.online/182Wales>

## **THE GREAT BRITISH HOLIDAY LOBBYING CAMPAIGN**



### **Watch out for a dedicated email this week on the launch of The Great British Holiday**

This is a 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 including all 'airbnbs', and that the proposed planning changes await the resulting data from the Registration scheme.

Last week we launched the first step, the inevitable Survey, see below and above on that. Next week's Newsletter will launch the logo, website and next steps which will include a simple and fast way for you to write to your MP.

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.

## **NEW FIRE REGS GOLDILOCKS AND A HERD OF ELEPHANTS**

It is completely understandable that the changes in Fire Regs in England and Wales are causing much consternation for many, and understandable that PASC UK, as the messenger of the bad news, gets a lot of flak.

We might in our defence, ask in return, 'has anyone else told you about the changes?' That is not going to get any of us anywhere either.

We are where we are, and where is that? how did it happen? And what you might choose to do is laid out below in simple language.

On the 30 March 2023 The Home Office published the new “Making your Small Paying Guest Accommodation Safe from Fire”

This was generally welcomed by the sector, especially the clarification that it applied to **ALL**, even those that let for single night. We quote.... “The law applies to all short-term lets that are not let as a principal residence – even if you rent out a room in your home only once”. = Big Tick from us.

But it had this in the Scope of the Guide... This Guide is not appropriate if:

- the design of fire safety measures in your premises differs materially from those discussed and recommended in this Guide. (e.g. a 2 storey property with an open plan ground floor or a flat with a bedroom accessed only through another room)

Huge elephant appears stage left. This sentence alone could easily apply to 30% plus of the current holiday properties and lodges in our sector.



In conjunction with the new Guidance, we are told that we will also have to record a Fire Risk Assessment, that follows the Guidance by 1 October 2023. Once again, on the surface a practical move, not having to have a recorded one unless you had five or more employees was daft, your insurance companies would all have insisted upon one. So, another Tick.

But..... it says you have to follow the Guidance to write the Fire Risk Assessments The “Small Guidance” has been updated as above, but the “Sleeping Accommodation V2” which is for properties that don’t fall under the small guidance, is dated from 2006 and runs to almost 150 pages has not been updated.

Enter second large elephant. So much has changed since 2006, especially all the new tech innovations.



But it does not stop there, having made clear that “open plan” cannot be covered by the new “Small Guidance” as quoted above, there is no ‘open plan’ guidance in “Sleeping Accommodation V2”. Begs the question.... How do you follow guidance that is not provided?

Enter third large elephant.



Home Office recognises gap in Guidance and announces on 15 August on PASC UK Fire Webinar, that the 'open plan' guidance needs to be brought forwards. But as yet no date is offered.

Fourth large elephant in room.



What is beginning to dawn on operators is that we should all be compliant now, today, yesterday, not by the 1 October 2023, the ONLY change on that date is that you have to **RECORD** your Fire Risk Assessment, following the Guidance.

Two more elephants enter the room....



So, what are we left with? In some cases, perhaps even for the majority of properties, some really clear guidance for small properties, where to put what and what kind of alarms to fit, thumb latches etc.

If though your property falls out of no more than two storey, no more than sleeps ten, no more than four bedrooms or has an open plan living area to escape through, then the guidance is either outdated or non-existent. And we should all be following it already and recording it by 1 October.

By now the elephants have trampled all over much of the amazing goodwill that exist in our sector.

So, what is in that most irritating of all terms 'best practice?'

As the man from the Ministry said on the 15 Aug webinar, you can really only do the following.

- If your property falls outside of the 'Small Guide', get a competent Fire Risk Assessor to help
- Before you implement mitigations that Fire Risk Assessor suggests, check that they are approved by your local Fire and Rescue Service and run it past your insurers. (**Get this in writing**).

Armed with the above, you may find that you are not able to carry out all the mitigations immediately. In which case.....

- Write up your Fire Risk Assessment identifying the risks
- Describe what you intend to implement to mitigate these risk
- Put a (reasonable) date by which you will make the changes
- Record and date as changes are made.

We would hope that this approach would be seen as fair and reasonable in case of any accident or claim.

We will continue to push for as much clarity as you can, but in the meantime, get in plenty of elephant food 😊

## NEW FIRE FAQ'S

This week we have added a second set of FIRE FAQ's to the website.

### Can't I just check the Visit England Pink Book for the current fire regulations?

Unfortunately, the Pink Book 2023 12th Edition was going to press just as the new fire regulations in England were published. This means that the paper copy of the Pink Book is now very slightly out of date on fire, but you can check for any fire regulation updates on the Visit England Pink Book web pages, which have been updated to reflect all the 2023 changes to fire regulations:

<https://www.visitbritain.org/business-advice/know-your-legal-obligations#healthandsafety>

### Should I allow candles in my holiday let?

Candles and tea lights are a common cause of fire, and sometimes fatalities. The new England Guide (published March 2023) and the new Wales Guide (published July 2023) both state:

*"You should not provide candles, tea lights or ethanol burners for use by guests, and there should be a policy in place prohibiting their use."*

In other words, you should not provide candles or tea lights, and you should have a policy prohibiting their use i.e. in your house rules or terms and conditions.

### What are the rules around smoking?

There is a ban on smoking in public places. Self-catering short-term rental accommodation (holiday lets, flats, caravans) is not considered a public space. You retain the right to determine whether to allow smoking in your property or on your premises.

According to the Home Office, smoking is the cause of more fatalities than any other source of fire in domestic premises. The new Home Office fire Guide for England states that you should have a defined policy on smoking, which should include vaping materials and e-cigarettes; guests should ideally smoke outside, with suitable provisions. While the new fire guide for Wales uses identical wording, all the example Wales layouts suggest that there should be a "no smoking policy prohibiting smoking within the premises".

If you allow people to smoke on your premises - such as in a courtyard or garden - you should make suitable provision (ashtrays and bins for disposal of materials).

### What precautions should I take with cooking equipment?

Avoid deep fat fryers unless they are thermostatically controlled. Microwaves are also a potential source of fires. You should ensure any cooking equipment is in good working order: maintained and cleaned. Any gas appliances should be serviced annually by a registered Gas Safe engineer. You should have a heat alarm located in any area where cooking or food heating of any type is likely to take place, even where there is no proper kitchen.



### **Should I allow portable heaters? And portable AC units?**

Portable heaters and AC units should only be used in exceptional circumstances e.g. when main heating breaks down, or in exceptional heatwaves. They should be fixed to the wall, to avoid contact with combustible materials such as bedding and furnishings.

They should be tested as part of any electrical PAT annual programme. Your T&Cs should state that guest heaters and AC units must not be brought into the premises. Such portable appliances are often prohibited by insurers, so you may be invalidating your insurance if they are present.

### **Should I provide fire blankets?**

Fire blankets can be used by a person to protect themselves while exiting the premises where there is a fire, or to put out fire where a person's clothes have caught fire. While the England guidance requires fire blankets, the Wales guidance does not require any 'firefighting equipment' in self-catering accommodation with no staff present. But we think that a fire blanket should be provided, not for firefighting, but for personal protection while exiting a building.

### **Do I need to provide fire extinguishers? What types of fire extinguishers are acceptable?**

Fire extinguishers are not mandatory in England, except in static caravans and similar. Some fire services prefer self-catering premises not to provide fire extinguishers in premises without staff present, as guests are generally not trained to use them. They would prefer guests to exit the building immediately rather than to attempt to fight a fire.

The new Home Office 'Guide', for smaller premises in England, mentions fire extinguishers, but does not make them mandatory. But it does state that if fire extinguishers are present, they should not be of the powder type, which is not considered suitable for self-catering environments. If provided, extinguishers should be multi-purpose, non-powder.

The new Wales guidance states that no firefighting equipment (extinguishers or fire blankets) is expected in self-catering accommodation where staff are not present.

### **Do furniture and furnishings need to be fire compliant?**

Regulations on furnishings were introduced in 1988, the Furnishings (Fire) Safety Regulations 1988. These cover new and second-hand furniture.

Your upholstered furniture needs to comply with these regulations, if it was manufactured after 1 January 1950. Hard furniture such as tables does not need to comply, but upholstered items such as sofas beds, beds and pillows need to comply. Certain items are excluded: e.g. curtains, carpets, bedclothes.

Upholstered furniture manufactured before 1950 does not need to comply with the regulations, and can also be renovated e.g. reupholstered, without needing to comply.

There is further extensive information on the fire safety of furniture and furnishings in the Visit England Pink Book:

<https://www.visitbritain.org/business-advice/fire-safety-furniture-and-furnishings>

### Does the electrical system need to be regularly checked and tested?

You need to have your electrical system regularly checked. A qualified electrician can test your system and provide you with an Electrical Installation Condition Report (EICR). This should be done every five years. The report will highlight any measures that you need to take. Your electrician can also undertake a PAT of all your portable electrical equipment: toaster, hairdryers, lamps and so on. This should be done every one-two years.

You should also carry out regular checks at changeovers, such as checking cables for fraying, or checking for damaged sockets or plugs, and you need to address any issues arising immediately.

Part 3 of FAQ's already underway...

## PORTABLE APPLIANCE PAT TESTING UPDATE

You no longer need to attach a label to your appliances following Portable Appliance Testing (PAT). The Health and Safety Executive (HSE) now says:

*There is no legal requirement to label equipment that has been inspected or tested, nor is there a requirement to keep records of these activities.*

*However, a record and / or labelling can be a useful management tool for monitoring and reviewing the effectiveness of the maintenance scheme – and to demonstrate that a scheme exists.*

A wide array of equipment should undergo PAT, not just hairdryers, lamps and phone chargers: computers, printers, fridges and freezers are all subject to PAT. The 'portable' part of the PAT name is now a misnomer. New equipment does not need to be tested, in its first year of operation.

While PAT is not strictly a legal obligation, and there is no set testing period other than 'regularly', we suggest that annual testing of all equipment will meet your legal obligation to ensure that all your electrical equipment "is maintained in order to prevent danger".

A key risk of not doing it regularly would be to invalidate insurance claims in the event of a claim. Probably best to ask your insurers what they deem 'regularly' the most common answer we have seen is every two years, but you should check, we have heard every year quoted too.

Any electrical equipment brought onto your premises by guests will obviously fall outside your testing regime. You may wish to have a policy regarding such equipment in your terms and conditions.

If you have a considerable amount of equipment on site to test, you may wish to consider PAT training, so that you can conduct your own testing. You do not need to be a qualified electrician to conduct PAT, but you do need to undertake training, and to have certain equipment.

You can find further information about PAT on the HSE website, for example:

<https://www.hse.gov.uk/electricity/faq-portable-appliance-testing.htm>

<https://www.hse.gov.uk/pubns/indg236.htm>

## **FIRE GUIDANCE UPDATE 5 Sept**

Previous updates can be found in the recent newsletters, so just a summary of all the papers available today. Just the new FAQ's above.

### **THIS WEEKS NEW PAPERS**

1/ Fire FAQ's pt 2

### **LAST WEEKS NEW PAPERS**

1/ England Fire Regs Summary

2/ Wales Fire Regs Summary

These are short docs that summarize the current situation with Fire Regs in self-catering in England and Wales. They signpost you to all the regulations, the Government produces Guidance, the additional PASC UK papers and more.

They can be found here: [https://www.pascuk.co.uk/fire\\_checks\\_and\\_safety/](https://www.pascuk.co.uk/fire_checks_and_safety/)



# 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.

<b>ADDRESS:</b> Higher Wiscombe Southleigh Colyton Devon EX24 6JF	<b>CONTACT:</b> ALISTAIR OXXX XXXXXX LORNA OXXX XXXXXX
<b>WHAT3WORDS:</b> <a href="https://w3w.co/list.bedsread.orbited">https://w3w.co/list.bedsread.orbited</a>	

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/](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](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](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/](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/](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.

## NEW TRADE DIRECTORY

**Please suggest to your trusted suppliers that they can be listed for free on the PASC UK Trade Directory, just send them the second link in this article, ten added in last week 😊**

Last week, we also launched 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.

## PASC UK WEBINAR PROGRAMME FOR SEPTEMBER 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.

## 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 2022/23 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](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](https://twitter.com/PascUK)

**PASC UK on Facebook** [@pascukltd](https://www.facebook.com/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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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.

## 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
- 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  
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