



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

10 October 2023 Issue 182

This week's contents.

- Commentary
- Urgent Government Consultation into Fake Reviews and Drip Pricing Closes 13 Oct
- Insurance Companies and EV Charging **Update**
- PASC UK on the Road and Important Meetings ahead
- PASC UK Webinar and Meetings programme for October/November 2023
- Release of Paper on fire Checks at Changeover Apps
- Fire Guidance **Where to find it and any changes? 10 October**
- Occasional Problems with downloads from the Website **Repeat**
- Resetting Your Password for the Members Area of the PASC UK website.
- New Trade Directory

General Information Section

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

COMMENTARY

This week we start with the most time pressured request. The Government Consultation into Drip Pricing and Fake Reviews closes in five days. On the 15th October. One of the shortest Consultation periods we have ever seen.

Please have a look at the note on this below, and then download and submit your response on this. Fake reviews have particularly been a blight on our sector. It's your chance to have your say.

It was good to get out of the office this week and away from zooms to meet over a hundred self-caterers at the Premier Conference, of which all but two were PASC UK Members 😊 These type of meetings are brilliant for networking and sharing best practice. We invited our retained Fire Expert, Paul Bray, to help with the PASC UK presentation as we expected many fire questions. Without doubt he was the star of the show.

Thanks to Beth Bailey and the Team at Premier Cottages for the invitation to presentation and for the support shown.



Alistair with Beth Bailey, Chair Premier Cottages



Paul Bray, Fire Safety Expert, retained by PASC UK at the Conference

We will get out more in 2023 and 2024 as you can see from the updated PASC UK on the Road section below, with meetings being planned for Northumberland, Devon and Cornwall.

We also managed to get a reversal of policy from a leading insurer who had excluded EV charging from the policy, see below. Please check your policies, and also check your Terms and Conditions, it is highly likely that no insurance company will insure for damage caused by Granny Charging, however if proper kit, properly installed, is excluded, let us know at once.

The Work with the Home Office continues to try and get early release of the 'Open plan' update, and as soon as that is available, we will be all over it, with supporting papers and Webinars.

This week we have included in the newsletter a list of 5 different software apps, all designed to help you log and track fire check at changeover. It is always going to be regarded as more robust that the data is stored electronically and date stamped, rather than on pieces of paper. So do have a look at this section and see what might suit your business best. We are publishing this as a paper too, in the Fire Section of the Website at https://www.pascuk.co.uk/fire_checks_and_safety/

Further versions of Fire Signage will shortly be available, aimed at supporting those that need signage for to Fire Assembly Points, for example at holiday complexes.

We will provide a lobbying update next week, post the Political Conference season and just ask this week that if you are in England you take part in the Great British Holiday Survey if you have not already. <https://www.surveymonkey.co.uk/r/B59L2ZT> 1691 so far.

The Petition to English MP's in support of that campaign here:

<https://www.greatbritishholiday.org/help-our-campaign/>

(You can modify the petition letter) 1190 sent so far

And the Welsh Petition to get Review 182 here: <https://pascuk.eaction.online/182Wales>

(You can modify the petition letter) 3350 Sent so far.

All of these have decent numbers now but the more we get simply the greater impact we have.

Post the Webinar focus on Fire, we are looking at the Autumn Webinar series and are starting by announcing PASC UK Members Meetings in both England and Wales. Details of these below and the Webinar calendar will start to full over the coming weeks.

If you are in Wales, don't forget to register and attend the Visit Wales Roadshows, where we be giving out the Review 182 Lobbying cards shown in last week's Newsletters and making sure questions are asked of the 182 Policy. You can book here: <https://wales.business-events.org.uk/en/events/visit-wales-industry-roadshows-autumn-2023/>

Please let us know if you intend attending as we should be represented at most of these meetings.

Tell chair@pascuk.co.uk

Any questions please let us know. Best regards

Alistair

URGENT GOVERNMENT CONSULTATION INTO FAKE REVIEWS AND DRIP PRICING

THE PAPER ON HOW TO RESPOND TO THIS IS NOW AVAILABLE ON THE WEBSITE

IT CAN BE FOUND HERE: <https://www.pascuk.co.uk/reports/>

This is the new Government consultation on fake reviews and drip pricing. This is part of a wider agenda on what the Government terms Smarter Regulation. This has a ludicrously short deadline for such a complex issue as the consultation closes this Sunday, the 15th October.

It is though a chance for you to have your say, particularly as regards fake reviews, one of the most contentious aspects of our sector.

It's called: **Smarter Regulation: Improving Price Transparency and Product Information for Consumers**

The main areas covered in this consultation are:

- display of pricing information
- hidden fees and drip pricing

- fake and misleading reviews
- online platforms
- protection from unfair trading
- online interface orders

The two areas that are probably of most interest to our Members are drip pricing/hidden fees, and fake reviews.

PASC UK is concerned about this from two sides:

Our guests can suffer from fake reviews, but also Members often fall victim to fake reviews on sites such as Trip Advisor and Google, where people who have not stayed are able to post reviews although they have never stayed, which are then incredibly difficult to take down.

Drip pricing, where consumers are shown an initial price at the beginning of a buying journey, but then face additional mandatory fees, can affect the way our properties are priced and compared with others, online, so it is not just guests that are affected. Whilst we are not keen on headline booking prices bearing no relation to the checkout price, we need to ensure that genuine additional charges are allowable, e.g, Dogs and EV Charging being two prime examples.

This consultation may feed into the Digital Markets, Competition and Consumers (DMCC) Bill.

Deadline for responses: Sunday 15 October 2023 at midnight, so imminent.

If you wish to respond, you'll need to do so quite quickly.

We will have our response Guidance up on the website this afternoon at <https://www.pascuk.co.uk/reports/>

You could adapt the Word Doc provided to help with your response. If you have particular experiences with fake reviews for example, the more evidence the better.

You can find several documents relating to the consultation here:

<https://www.gov.uk/government/consultations/smarter-regulation-improving-price-transparency-and-product-information-for-consumers>

The actual online consultation form is here:

https://ditresearch.eu.qualtrics.com/jfe/form/SV_eVsEonReTZaSL66

INSURANCE COMPANIES AND EV CHARGING UPDATE

Last week we had many reports that insurers were **excluding EV charging from the policy cover** including one of the leading self-catering insurers that we regularly recommend to Members to consider.

We can confirm that we promptly heard back from the insurer that they were reinstating EV charging cover. As expected, it explicitly states what kind of EV charging is covered, proper kit, properly installed, and does not cover what we call 'Granny Charging'. As covered in various papers and

webinars, allowing Granny Charging at your premises has huge risks attached to it. We all need to make it clear to all our guests that this is not allowed, and it is on them if they do.

The correspondence states...

Thank you for your email and concerns. EV chargers in holiday homes attract multiple issues which are generally not understood by the general public. Claims arising from EV chargers are generally significant as well documented in the press whether this be to vehicle or property. Large losses have a detrimental effect on us being able offer affordable insurance to all our policyholders.

Issues identified are:-

- property being commercially let
- home chargers designed for personal use not multi vehicle use
- new technology
- size of claims
- where liability lies in the event of a claim

As such our insurer excluded claims arising from EV chargers from cover whilst the insurance market digested information/ reviewed market reaction. Claims for damage due to fault/fire/liability would need to be more suitably directed to the EV charger manufacturer and/or installer rather than a property insurance policy.

As you are aware we aim to offer one of the most comprehensive holiday home policies on the market, we constantly review cover and negotiate with insurers. I am pleased to advise that within the last week insurers have agreed to add by endorsement EV chargers to the policy when professionally installed, maintained and used in line with manufacturers recommendation.

The policy will not cover granny chargers (3 pin plug) therefore policyholders must advise in their welcome packs that using the same is against house rules as their insurance policy will not insure against such risk.

I trust the above clarifies our position.

If your insurer tries to exclude EV charging, please let us know, and we will get in touch with them on your behalf. Please email chair@pascuk.co.uk

PASC UK ON THE ROAD AND IMPORTANT MEETINGS AHEAD

Over the coming weeks PASC UK will be presenting at the following events.

- 12th October Visit Wales Meeting in Newport (Details above, Alistair attending)
- 18th October Visit Wales Meeting in Llangollen (Details above, Adrian attending)
- 21st October Farm Stay Conference (FS Members only)
- 24th October Tourism and Hospitality APPG (All Party Parliamentary Group) London
- 7th December Northumberland Members meeting in Alnwick. (Details to be confirmed)
- November or December Devon Members meeting (Details to be confirmed)
- January Cornwall Members Meeting (Details to be confirmed)

See below for Member Zooms.

PASC UK WEBINAR PROGRAMME FOR OCTOBER/NOVEMBER 2023

The first two Members meetings for the Autumn are detailed below and we will follow this up with Webinars covering technology that can aid owners with the running of their businesses, and much more.

There will doubtless be more of the subject of fire, especially when the imminent 'open plan' guidance comes out. More details soon....

PASC UK ENGLAND MEMBERS MEETING

Tuesday 18 October 2023

1100-1200

This meeting will be recorded

This meeting is to update Members of PASC UK activities in England, and to answer any questions that Members may have. Limited to 100, first come first served.

Register here:

<https://us06web.zoom.us/meeting/register/tZElf-utpz4pHdcpPLTq4A1w4LIBsnN9YrR>

Once you have checked that you are a Member, we will send you a link to join the meeting.

PASC UK WALES MEMBERS MEETING

Tuesday 18 October 2023

1100-1200

This meeting will be recorded

This meeting is to update Members of PASC UK activities in Wales, and to answer any questions that Members may have. Limited to 100, first come first served.

Register here:

https://us06web.zoom.us/meeting/register/tZwudeiqrjlrGdEWk_ykwU6CylvHLLujemlxF

Once you have checked that you are a Member, we will send you a link to join the meeting.

RELEASE OF FIRE PAPER ON FIRE CHECK AT CHANGEOVER APPS

There have been many questions in the Fire Webinars and by phone and email to ask if there are any apps that can make the recording of Fire Checks at Changeover easier and retain a digital record of the checks. This would be much more robust than paper recording, as the records could be dated stamped.

Below you will find details of five apps that we have found that cover this particular area. We have also published this as a separate paper on the Fire Section of the website, to make finding it alter and referring back to easier.

You can find it here: https://www.pascuk.co.uk/fire_checks_and_safety/

Managing Fire Safety Compliance

Managing fire safety compliance goes beyond completing a fire risk assessment. There are many benefits to digitising the process from creating a best-practice fire risk assessment form, minimising any potential errors in documentation, creating a digital document store of all related files to saving time through automating checklists with reminders. Overall, a digital solution is recommended to help ensure that you fulfil your legal obligations to keep your guests and properties safe.

We have compiled a short list of relevant applications that provide different levels of functionality depending on your specific needs.

PropertyCare

PropertyCare.com is a task management platform designed to manage self-catering compliance.

Changeover Fire Safety Checks / Hot Tub, Water & Pool Checks

- Automate the generation and assignment of changeover checks
- Simple task list with ability to record image, tick box, yes/no or multiple-choice entries
- Automate PDF summary of check to owner and property manager
- Ability to log issues and assign to relevant person
- Secure storage of historical safety checks (all time/date stamped)

Storage & Reminders of Certifications

- Automate aggregation of annual, bi-annual safety certificates (e.g., gas safety, public liability insurance)
- Owner App / Portal to upload certificates
- Dashboard to securely store certificates
- Automate reminders to property managers and owners for renewal certificates

Integrations:

60+ PMS including SuperControl, Anytime Booking, Eviivo, Guesty, Avantio + iCAL integrations (covering FreetoBook & BookaLet)

Pricing:

£4 per month, per property
Min £240 per year fee

Set Up:

Includes UK Phone support and onboarding help

Customers:

Managing compliance for over 6,000 properties, including large agencies e.g., Hideaways Group, mid-sized companies e.g., St David's Escapes and lots of individuals with 1-10 properties.

Book a Demo:

<https://www.propertycare.com/>

Tio Fire Safety

Tio is an award-winning app to manage fire safety compliance anytime, anywhere.

Tio covers not only fire safety but also security, electrical safety, gas safety and water safety.

Key features

- Digital Fire Records will guide you through the melee of regulation and compliance, so you'll know exactly what to do, when and how to do it – automatically evidencing your due diligence for future reference.
- Online in app logbook entries categorised by fire safety equipment to record every activity and occurrence surrounding your properties fire safety.
- Automatic task tracking to understand which activities are due with an always up-to-date summary of your digital fire records. Includes notifications, reminders and follow on tasks.
- Free online help resource with detailed task guidance to BS standards with due dates.
- Cloud document storage for risk assessments, certificates, procedures and more.
- External access to digital records – with weblink or QR code that can be printed as a sticker. Ideal for fast access for staff, contractors, fire brigade, risk assessors.

Integrations:

Tio Fire Safety does not integrate with accommodation booking systems.

Pricing:

£4.99 per month, per property.

Unlimited users to manage compliance tasks.

Set Up:

Includes UK email and live chat support and online training / onboarding.

Customers:

It is designed for all organisations of all shapes and sizes although not specifically tailored for accommodation lets. Familiar names include Battersea Cats & Dogs Home, Caterpillar, P&O Ferries, Manchester Metropolitan University, Salvation Army, Church of England and Enterprise Rent-a-Car. You can read their Trustpilot reviews on the [Tio website](#).

Book a Demo:

<https://tiofiresafety.com>

Fire Smart

Simple, easy to use fire risk assessment app designed to help you cover the legislative requirements for Fire Risk Assessments. Based on the Fire Safety Order. You can complete your Fire Risk Assessment on a tablet, computer or mobile device.

This tool is designed primarily to generate a printable copy of a Fire Risk Assessment and Fire Evacuation Plan.

Users who have a mobile device can fill in assessment findings, on the app, as they review the building.

Key Features

- See current and historical Fire Risk Assessments for each property, which properties are due, when and who is responsible.
- A structured statement and answer approach helps guide users through their fire risk assessment.
- Keep a log of checks and maintenance undertaken, e.g., fire alarm tests, fire exit checks, fire extinguisher checks etc.
- Create an action plan by logging any issues with the option of adding photos
- Create a PDF report of the Fire Risk Assessment include action plan.
- The system does not have any standard features for activity management or reminders, but this may be added to the system at a later date.

Integrations:

None

Pricing:

£199 +VAT

Annual, single site subscription (multiple buildings can be incorporated in a single site)

Set Up:

Supported by qualified fire risk assessors.

Optional on-site assessment from £300.

Customers:

40,000+ Fire Risk Assessments taken using Firesmart

Book a Demo:

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

Jotform

Jotform is an online form builder that allows you to create custom professional-looking forms with no coding using Jotform's online Form Builder.

There are several free Jotform templates to use as a basis to create a tailored form, for example there is one called Fire Safety Inspection Checklist.

Forms can be customised using Form Builder and aligned to PASC templates which can be found here - [Fire Checks & Safety | PASC UK](#).

There are other templates that could be useful, for example cleaning inspection form, property exit inspection form.

App templates are also available to allow you to use the forms you have created in a mobile app and to enable the forms to be completed on a mobile phone.

This system does not have any option to create a central document repository for all relevant certifications, only completed forms using the app.

There are no obvious functions for reminders / notifications, but it may be possible to create reminders via Google Calendar as "Events".

Integrations:

There are many third-party integrations but no standard integrations to booking systems.

Pricing:

From Free (5 forms, up to 100 monthly form submissions)

Set Up:

Online resources and help

Customers:

Thousands of customers, but for many different use cases

Sign up for free

<https://www.jotform.com/>

Connect Team

Connecteam makes it easy to manage compliance with non-desk workforces from anywhere, from keeping them updated on changes to getting real-time incident reports.

Connecteam has multiple uses but can be configured to meet the needs for fire safety and more.

Relevant features include:

- Create, manage, and track workflows with digital forms and checklists for documenting fire risk assessments and regular checks during changeovers.
- Task management for staff members to complete digital forms and follow check lists, with real time updates of task status and reminders.
- Job scheduling for staff members to allocate roles for compliance checks.
- Secure online file storage for digital compliance documents and any related procedures

Integrations:

No third-party integrations

Pricing:

From Free

\$35 per month includes features such as knowledge base, past due tasks and save task as draft.

\$59 per month includes additional features such as recurring tasks, team chat.

(Rolling monthly contract, or pay for 12 months and save 18%)

Set Up:

Online resources and help

Customers:

Thousands of customers, but for many different use cases

Sign up for free

<https://connectteam.com/>

FIRE GUIDANCE WHERE TO FIND IT ALL AND ANY UPDATES? 10 Oct

Only new paper this week is the paper on apps above to record Checks at Changeover.

More signage options coming next week.

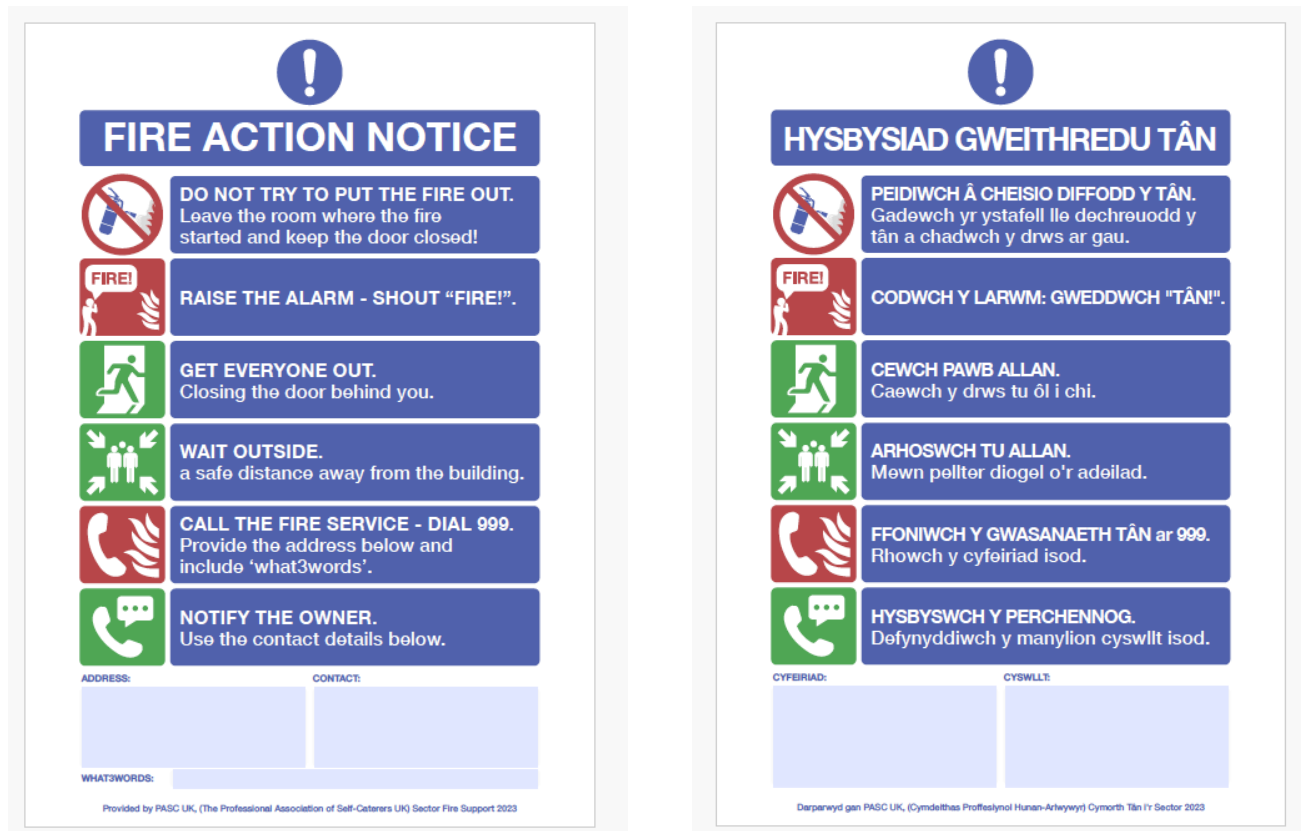
Previous updates can be found in the recent newsletters, so just a summary of what's available.

The Fire Notices which you can download in various versions have had some changes made, see list below. We have been asked by a Fire and Rescue Service to change one of the images, from a button press alarm image, that is normally used to an image of someone shouting and have also taken the chance to change the top image, with a line through a fire extinguisher, and stating, DO NOT TRY TO PUT THE FIRE OUT We have also translated the Fire Notices into Welsh.

They can be found here: https://www.pascuk.co.uk/fire_checks_and_safety/

(If you have any trouble downloading these images from the website, please try using Google Chrome as opposed to Google or Safari).

There are 2 versions of each, in English and Welsh, allowing you to include What3Words or not, and to include your contact details or your agency contact details. These are editable pdfs. So, you can enter your details easily. There is also a guide on using What3words, as most Emergency Services use this



There 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/

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/>

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/1147723/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 provides 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 sets 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.**

- Further 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. **(Due shortly)**
- 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.

OCCASIONAL PROBLEMS WITH DOWNLOADS FROM THE PASC UK WEBSITE REPEAT

Reports of this are now much reduced, just a handful over the weekend and yesterday and downloads showing no sign of decreasing, so if you do have a problem, please refer back to this section first. Thanks.

We are getting reports that some are experiencing problems downloading docs from the PASC UK website. Currently thousands of documents a day are being successfully downloaded, however if you

do have a problem, please at first try changing your browser to Google Chrome (a more recent iteration of google, just Google it, open it and start searching...). That seems to solve 99.9% of problems. This has been caused by a complete overload in the last week or so.

We have been working flat out to solve this and testing last night and this morning with a changed system of downloading means that in our tests Safari, Google, Chrome and Firefox are working... You now have to provide brief details, and the link is sent to you via a transponder...

Looks like this.

You get asked the following...

PASC UK FIRE NOTICE FOR OWNERS (NO WHAT3WORDS)

To download this report, please complete the following form.

Contact Name

Email Address

Company Name

If you would like to be kept up to date on all matters self-catering/short term lets in England and Wales, tick the box below to receive our free weekly Newsletter.

Thank you for completing this form. Your download has been sent to you via email. If it doesn't arrive shortly, please check your junk mail.

Once completed and submitted you get an email that looks like this... and you click on the link. Then you can save the doc too.

Here's Your Download Link To The PASC UK Fire Notice For Owners



o PASC UK Website <admin@pascuk.co.uk>

To: o chair@pascuk.co.uk

Message Body:
Alistair Handside

Thank you for requesting this report. You can download it [here](#).

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This e-mail was sent from a contact form on PASC UK

We are also increasing the capacity of the website to handle the current volume.

If you are a Member, you do not need to log in first, the main link is off the home page at www.pascuk.co.uk

In the last resort please let us know which papers you are struggling to download, and we will get them to you as quickly as possible. chair@pascuk.co.uk Please be patient, we may be on the road, in meetings or zooms, so please try Google Chrome first. Thanks.

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.

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.

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

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.

Best regards

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DISCLAIMER

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