



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 3 October 2023 Issue 181

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#### COMMENTARY

We have now passed the 1<sup>st</sup> October deadline and below you will find below a series of updates published by the Home Office.

They are worth reading and understanding. Of particular note is that it says... **It is not a defence to assign blame to a competent person you appointed to assist with fire safety measures.**

We highlight this because we are seeing a stream of misinformation on social media, with references to out-of-date fire documents, of which there are many on Fire and Rescue websites, (they simply have not yet been updated), and also posts saying my fire expert says “we don’t need to provide .... keyless exits... linked fire alarms etc”. That ‘fire expert’ is wrong, one quick read of the Guidance would tell us so.

So please, make sure what you are reading is up to date, and that any ‘Fire Expert’ that assists you is fully competent and conversant with the new Guidance. Them getting it wrong is not a protection for you if something goes wrong. The information goes on to say.... **You need to ensure the person conducting the FRA is competent. You as the RP are still responsible in law if you outsource the FRA and it is inadequate and people are placed at risk of death or serious injury.**

We repeat all this, not to nag, but to help you understand how the land really lies, so that you can not only protect your guests as best you can, but also ensure that you remain covered by your insurance, the latter IS a substantial risk if you don’t get this right.

We continue to both chase and work closely with the Home Office on the Fire Safety information, and in particular the much anticipated ‘Open Plan’ Guidance. Unfortunately Sleeping Accommodation V3, for larger premises is sadly remains much further away, and certainly not in 2023.

Moving onto other matters we have colleagues at the Tory Party Conference, meeting MP’s and Officials to make the case to support robust registration and bot to make planning changes until they know the true data on our sector. We have produced these cards which are being given out Conference. See below in the Newsletter to see how you can take part.

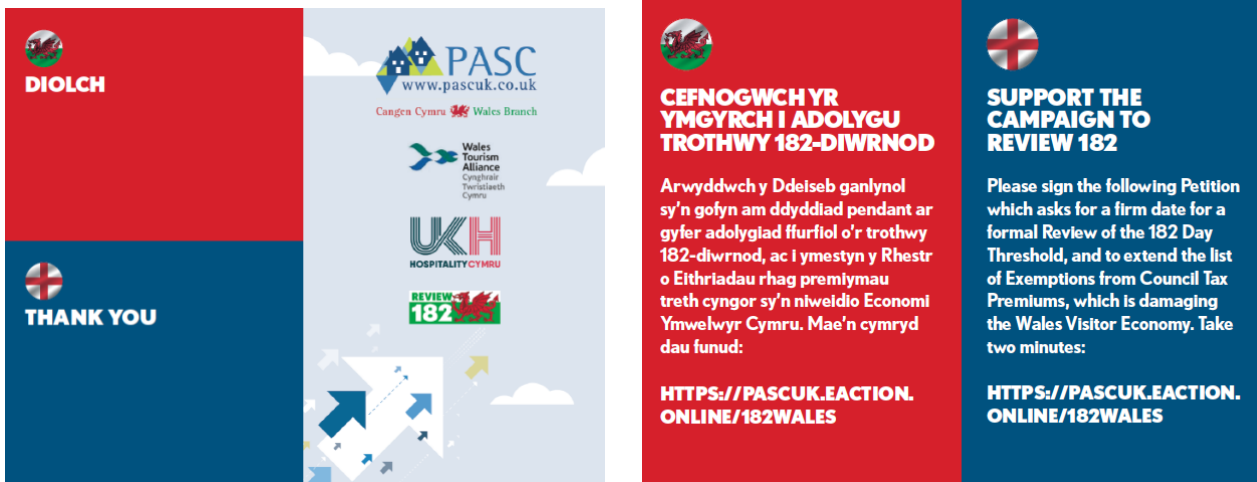


The card features the Great British Holidays logo at the top, which includes a stylized Union Jack. Below the logo, the text reads "Great British Holidays" in a serif font. Underneath, the slogan "SAVE THE GREAT BRITISH HOLIDAY!" is written in bold, white, sans-serif capital letters. A large QR code is centered on the card, and at the bottom, the website address "www.greatbritishholiday.org" is printed in white.



The card has a light blue background with a white speech bubble at the top containing the headline "SAVE THE GREAT BRITISH HOLIDAY!". Below this, text explains that traditional holiday lets have brought much-needed tourist spend to rural and coastal communities. It states that the sector supports 135,000 jobs and contributes £6bn to the economy, but that government plans for complex planning rules will harm local businesses. A section titled "We want the right regulation:" lists two points: a green checkmark for supporting a robust registration scheme, and a red X for opposing planning interventions. It concludes by inviting visitors to the campaign website and includes a QR code at the bottom.

We have also created these for the series of Visit Wales Meetings.



If you are in Wales and would like to attend these roadshows, 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](mailto:chair@pascuk.co.uk)

End of year PASC UK reports and full updates on lobbying will follow, once caught up with all the Fire info.

Please can those of you in England and Wales, please take part in the surveys and petitions if you have not done so already, we need to maintain momentum.

Any questions please let us know. Best regards

Alistair

## OCCASIONAL PROBLEMS WITH DOWNLOADS FROM THE PASC UK WEBSITE

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 Handyside

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](http://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](mailto:chair@pascuk.co.uk) Please be patient, we may be on the road, in meetings or zooms, so please try Google Chrome first. Thanks.

## PASC UK ON THE ROAD AND IMPORTANT MEETINGS AHEAD

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

- 7<sup>th</sup> and 8<sup>th</sup> October Premier Cottages Annual Conference (PC Members only)

- 12<sup>th</sup> October Visit Wales Meeting in Newport (Details above, Alistair attending)
- 18<sup>th</sup> October Visit Wales Meeting in Llangollen (Details above, Adrian attending)
- 21st October Farm Stay Conference (FS Members only) **CORRECTED DATE**
- 24<sup>th</sup> October Tourism and Hospitality APPG (All Party Parliamentary Group) London
- 7<sup>th</sup> December Northumberland Members meeting in Alnwick. (Details to be confirmed)

We will be arranging more meetings including Member Zooms shortly.

## **URGENT GOVERNMENT CONSULTATION INTO FAKE REVIEWS AND DRIP PRICING**

There is a 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 in less than two weeks.

The title is: 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.

PASC UK will get its own response completed by Monday 9th October, to be trailed in the regular Tuesday PASC UK Newsletter, next week. You may wish to wait until then before you respond, if you

wish to take account of our thinking. But if you do so, we advise taking a look at the consultation beforehand, to familiarise yourself with it.

If you have particular experiences with fake reviews that you would be happy to share anonymously, in the PASC UK consultation response, please let Louise know: [louise@pascuk.co.uk](mailto:louise@pascuk.co.uk)

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/ife/form/SV\\_eVsEonReTZaSL66](https://ditresearch.eu.qualtrics.com/ife/form/SV_eVsEonReTZaSL66)

## PROBLEMS WITH INSURANCE COMPANIES AND EV CHARGING

We have had several reports over the last week that some insurers including one very well known to the self-catering sector are putting in an exemption to the cover **to exclude EV charging from the policy.**

We have written to all these companies suggesting that this could be very bad for their business and to rethink before we publish details of insurers to avoid if you have EV charging.

What do you need to do? Check your policy, this was picked up only because Members were diligent on checking their policies.

It is highly likely that policies will state that the EV charger needs to be an approved one and fitted buy an approved installer to be included. That would not be unreasonable, but a blanket exclusion is simply not acceptable.

If this has happened to you, please email [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

## SUPPORT SELF CATERING IN ENGLAND AND WALES, SUPPORT NEEDED



We are running two campaigns to support the sector, in England to get a robust Registration Scheme, that weeds out bad actors and provides real data on our sector for the first time BEFORE making any of the proposed planning changes to holidays lets, and in Wales to get that all important formal review of the ludicrously high 182 days let threshold.

All you need to do to help is spare a couple of minutes signing petitions and filling in surveys. We will use your support to agree more meetings with Ministers, Officials MP's, MS's etc on your behalf.

In England, please take part in this Survey, now at 1385, target 1500:

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

In England, please take part in this Petition to MP's, now at 1168, target 1500:

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

(You can modify the petition letter)

In Wales, please take part in this Survey, now at 1468, target 1500:

(This one will close on Thursday 5 October and full results available through the PASC UK Cymru Newsletter): <https://www.surveymonkey.co.uk/r/M8HNPLD>

In Wales, please take part in this Petition to MS's, now at 3028 (it works differently in Wales):

<https://pascuk.eaction.online/182Wales>

(You can modify the petition letter)

## HOME OFFICE REMINDER ON FIRE SAFETY

The Home Office has issued a **reminder** concerning the **key changes happening on 1 October 2023** regarding fire safety. It has also made some **minor clarifications** to the small accommodation guidance already issued in March this year.

**Key changes happening on 1 October:** Section 156 of the Building Safety Act 2022 comes into force on 1 October 2023. This introduces some changes to the existing fire regulations landscape for small self-catering accommodation:

- Responsible Persons now need to **record the fire risk assessment**. The record needs to include the identity of the person or organisation that produced it
- **Responsible Persons now have increased responsibilities**. For example, they need to record their fire risk assessment, they must provide their UK contact information, they need to share this information with other Responsible Persons, they need to identify other Responsible Persons for the same property, and they need to share information with them. This is important if you co-host, if you own or manage an extensive property where responsibilities are shared with others, or if you buying or selling a self-catering business
- The statutory guidance - which is 'Article 50 guidance' - now has a **strengthened legislative basis**
- **Fire and rescue authorities** remain the primary enforcing body
- There are **substantial fines** for some offences

**Clarifications to guidance:** In response to feedback on the new small accommodation Guide issued in March, post-publication, the Home Office is providing some **minor clarifications** concerning:

- the terminology for 'multi-purpose' fire extinguishers (the recommendations are unchanged)
- the scope of the Fire Safety Order in relation to short-term lets.

**There are no changes to recommendations or advice.**

## HOME OFFICE ENFORCEMENT UPDATE

**Enforcement and sanctions for non-compliance**

Published by the Home Office 29 September 2023



The Home Office has issued a new guide this week on enforcement and sanctions for non-compliance with the fire regulations. It is Article 50 Guidance, issued by the Secretary of State.

- This Guide applies to **Responsible Persons** (RPs), and others with fire safety duties for premises in England and Wales.
- It explains the **enforcement processes**, and the **sanctions available** to enforcing authorities.
- If you need help deciding whether you are the Responsible Person, you can refer to the accompanying guide for Responsible Persons, issued by the Home Office the same day.
- **Enforcing authorities** (EAs) 'police' fire safety legislation. For self-catering accommodation in England or Wales, the EA will normally be your local **fire and rescue service**.
- The EA can carry out an **audit** of your premises. This would involve a **site visit**, where the EA inspector will inspect the premises, and examine your fire safety records e.g. testing and maintenance of equipment.
- A **site visit** can be at any reasonable time, e.g. when the premises are occupied, such as when you have guests, or staff are cleaning. But in practice, they may arrange a visit with the RP. You can ask them for official ID. EAs have powers to enter domestic premises as well as commercial premises where there is a mixture of the two formats in a property.
- If the EA decides that you have failed to comply with fire safety legislation, it has several means of enforcement, running from **verbal advice**, through to **non-statutory guidance**, to finally **statutory notices** of different types. They can also take you to court. It all depends on the degree of risk caused by the breaches.
- For a small number of minor breaches, you are likely to receive non-statutory verbal advice.
- If there have been previous breaches, and the general state of fire precautions is poor, there may be a non-statutory or statutory notice. This would generally include a schedule of deficiencies, and a timescale for completion. Statutory notices are published on a public website.
- The most important types of statutory notices are Enforcement Notices and Prohibition Notices.
- **Enforcement Notices** will tell you what fire regulations you have breached, and may advise how to remedy these.
- **Prohibition Notices** will shut down your premises with immediate effect, in cases of serious risk. You will normally get directions about how to remedy the breaches.
- You can **appeal** to a magistrate's court against a statutory notice **within 21 days**.
- Failing to comply with a statutory notice is a **separate offence**, apart from the original non-compliance.
- If the EA considers the breaches of fire regulations are particularly serious, **it can prosecute you**. The maximum penalty is **an unlimited fine** and/or imprisonment up to two years.
- There can be **sanctions** against **companies and/or individuals**, depending on circumstances.
- **It is not a defence to assign blame to a competent person you appointed to assist with fire safety measures.**

The new Guide is available in accessible and pdf versions on the Government website:

<https://www.gov.uk/government/publications/fire-safety-order-enforcement-and-sanctions-for-non-compliance>



## NEW GUIDE FOR RESPONSIBLE PERSONS FROM THE HOME OFFICE

29 September 2023

A new guide for Responsible Persons was published by the Home Office on 29th September 2023. This covers duties of Responsible Persons, and others with duties under the fire safety legislation in both England and Wales. It is Article 50 Guidance, issued by the Secretary of State.

The Guide defines:

- who is a Responsible Person (RP). You will generally be the RP if you are the owner or have control of the premises. A cleaner cannot be the RP
- other people with duties under the fire regulations

As a RP, your duties include:

- Conducting and recording a fire risk assessment (FRA). **You need to ensure the person conducting the FRA is competent. You as the RP are still responsible in law if you outsource the FRA and it is inadequate and people are placed at risk of death or serious injury**
- Taking measures: such as implementing measures for preventing fire, planning for means of escape, providing emergency escape lighting, providing signs and notices, installing appropriate fire alarm systems, providing portable fire extinguisher equipment, installing fixed firefighting systems, making arrangements for management of fire safety, hiring fire safety assistance, creating fire safety procedures, providing information, training staff regularly if present, and maintaining fire safety measures (regular inspection, testing, and servicing)
- Co-operating and co-ordinating with other RPs; and sharing information with other RPs e.g. where a business is passed on to another owner, or where a larger business has more than one RP
- Regularly reviewing your FRA

Your duties may be more extensive:

- In workplaces i.e. where you employ staff
- In multi-occupancy buildings
- Where there is more than one RP - there is now a legal duty to co-operate and co-ordinate

This 42-page Guide contains extensive material on all these issues. Please consult the Guide for further information on any point:

<https://www.gov.uk/government/publications/people-with-duties-under-fire-safety-laws>

(Html and pdf versions available)

The Guide also briefly covers enforcement of fire safety legislation. There is much fuller guidance on this topic in the new 'Enforcement and sanctions for non-compliance' Guide, published the same day, and also covered in this Newsletter.

### FIRE GUIDANCE WHERE TO FIND IT ALL AND ANY UPDATES? 3 Oct

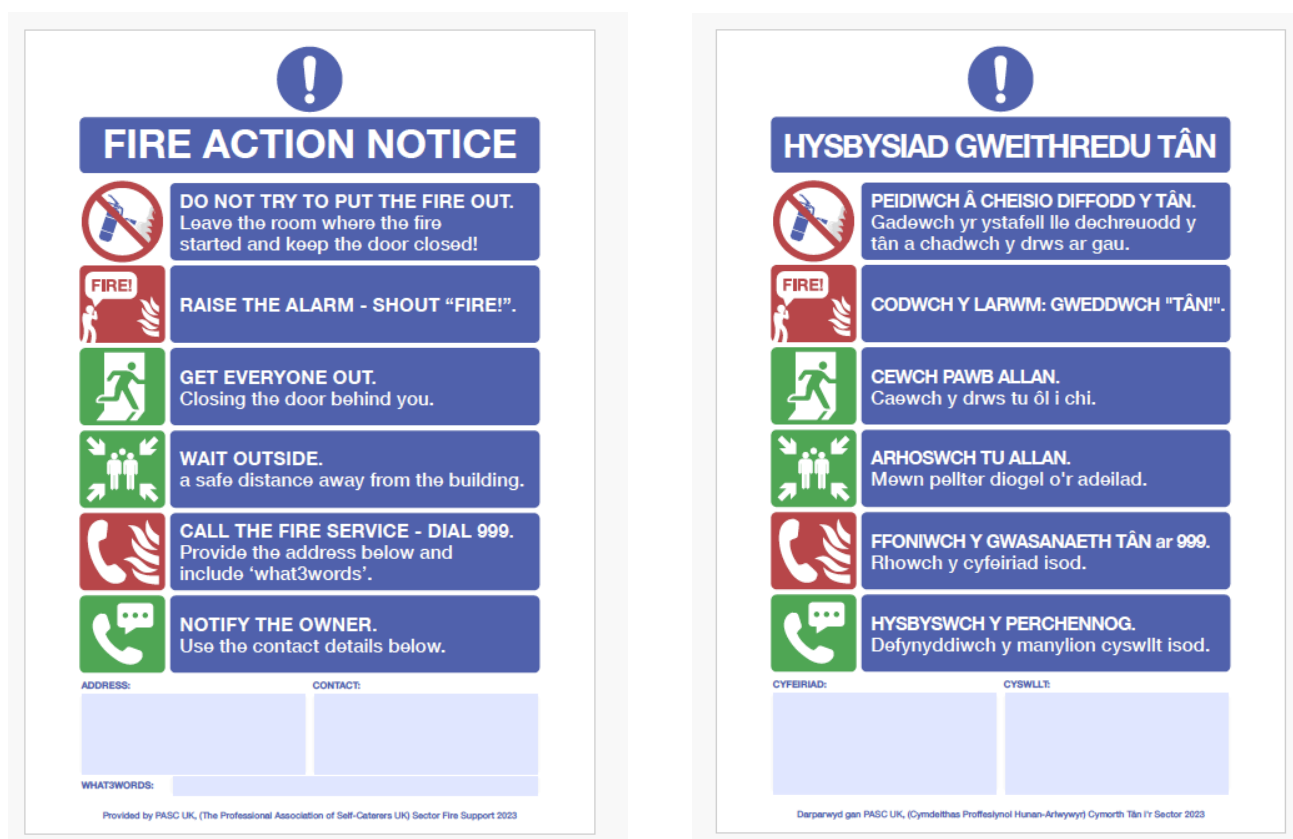
Previous updates can be found in the recent newsletters, so just a summary of what's available.

Last week we have updated the Fire Notices which you can download in various versions, 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/](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/](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](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](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 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/](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.

## **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 OCTOBER/NOVEMBER 2023**

We are now in the process of preparing the October/November Webinar programme. There will doubtless be more of the subject of fire, especially when the imminent 'open plan' guidance comes out.

We will though be offering both Members meetings in England and Wales, plus Webinars covering technology that can aid owners with the running of their businesses, and much more. More details soon....

## **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](#)

**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 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

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

Alistair Handyside MBE  
Executive Chair  
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DISCLAIMER

*The content of this newsletter does not constitute legal advice. PASC UK are not legally qualified and make no representation or warranty of any kind regarding the completeness, accuracy, adequacy, availability, validity, reliability and suitability of the information contained herein. Any reliance you place on such material is therefore strictly at your own risk and PASC UK will not be liable for any losses/damages you suffer as a result of your reliance.*

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