



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

28 November 2023 Issue 189

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COMMENTARY

The 'in person' Members meetings now have dates and locations, see below for more info if you are in or near Northumberland or Devon. The Cornwall venue in February will be announced shortly.

Due to demand, we announced an additional PASC UK England Zoom Meeting on the 19th December at 1100. If you are no longer able to attend the 13th December PASC UK Members England Zoom, please let us know as it is almost completely full. Additional zoom link below for extra meeting.

Good news on Business Rates charges for those in England in the Chancellors Autumn Statement, with the 75% discount being extended to March 2025, we await news from England and Wales, see below.

We are still awaiting feedback from the Tourism and Hospitality APPG (All Party Parliamentary Group) Meeting regarding the report on Statutory Registration and expect to get a copy shortly, which we will share with you all, it was due yesterday, but no sight as at time of writing.

We have completed the PASC UK response and Member Guidance to the Package Travel Regulations. We are asking that as many of you as possible respond to this 'Call for Evidence'. We have made this as easy as possible for you to do so. If we can get these regulations changed, it opens up a whole range of possibilities to generate more bookings, and when that happens, we will have webinars to explain how to do that, and give examples. See below on how you can contribute to lobbying for this change.

The Annual Report is now published and covers both the year behind us and the ambitions for the year ahead. We really appreciate the support we get from the Members and have more plans for further support for you going forward. More below.

We will shortly be sending out a Fire Survey Questionnaire, to find out what support you need next, how good (or not) the support has been from all concerned, and how much you're spending on compliance. This will go to PASC UK Members first, before being released to all. This will not only steer our ongoing support but give us great feedback in our ongoing work with the Home Office. We will send a dedicated newsletter on this to Members today or tomorrow.

The Welsh Government have announced a 'Consultation' into the school holidays in Wales, proposing to lose a summer week and replace it with an Autumn week. Our initial reaction is that we are opposed to this, summer weeks are more valuable to our Members, and Autumn breaks have much more likelihood of being short breaks at lower daily pricing. With Members struggling to meet the 182-day threshold in Wales, this is just another barrier. We will be consulting with Members in Wales on this, before publishing Guidance on how to respond, and preparing the PASC UK Cymru response.

We keep chasing but there is still no formal update the 'open plan' fire update, which may still appear before Christmas, or the updated Sleeping Accommodation V3 for larger properties, which will not. As soon as we have any updates we will be announcing a supporting Webinar Programme.

Still scheduled for next two weeks and in the pipeline....

- Electrical Testing Update
- EV Charging Paper Update
- Updated Fire Risk Assessment Case study V2
- Blank Health and Safety Template
- Checking for Legionellae Paper

Last but not least, PASC UK were made very welcome at the Farm Stay Conference, celebrating their 40th Anniversary. It was a brilliant event, and the Members speeches at the dinner were enormously

uplifting and a reminder of just how committed so many are to giving guests the best possible experience.

Photos courtesy of Marcin at ACT Studio.





As always, any questions please let us know. Best regards

Alistair

SEARCH ON THE PASC UK WEBSITE



Improving the navigation and search on the PASC UK website is an urgent priority for Q1 2024. In the interim we have added a basic search function to 'search' at the top right-hand corner of the Home Page. Look for the magnifying glass icon, click on it and a search text drop down box appears.

It's a starter for 10, so please bear with us 😊

PASC UK ON THE ROAD AND IMPORTANT MEETINGS AHEAD

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

- 28th November PASC UK Board Meeting at Higher Wiscombe.
- 7th December Northumberland Members meeting in Alnwick. (See Members Meetings below)
- 20th December Devon Members meeting near Honiton. (See Members Meetings below)
- 17th January, South West Tourism Alliance Networking Dinner at Higher Wiscombe.
- 6th February. West Country Tourism Conference, Westpoint, near Exeter
- 8th February Cornwall Members Meeting (See Members Meetings below)

IN PERSON PASC UK MEMBERS MEETINGS UPDATE 28 NOVEMBER

The three initial in person Members Meetings, to test the water on these, are now confirmed.

- 7th December Northumberland Members meeting at the White Swan, (Olympic Suite) Alnwick from /Morpeth. 3:30-5:30
- 20th December Devon Members meeting at Higher Wiscombe, East Devon, 1-3pm.
- 8th February Cornwall Members Meeting in Truro (details TBA)

We will shortly be sending out an Eventbrite Booking Invitation to Members in these areas with all the details. Once we have reviewed a couple of these meetings we plan to roll out across the rest of England and Wales during 2024.

These will be paid up PASC UK Members only, and free to attend with light refreshments provided.

We hope that these will be a good opportunity to meet with other owners and learn from shared experiences, and perhaps laugh about some others.

Suggestions and feedback welcome.

PASC UK WEBINAR PROGRAMME FOR DECEMBER 2023

We will be adding to the schedule below over coming weeks and 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

**Review of 2023, what's expected in 2024?
1100 on Wednesday 13 December**

This meeting only has a couple of spaces left. If you can no longer attend, would you be so kind as to let us know, and we will have announced a further meeting date below, for those that are unable to attend this one. Thanks.

A chance to look back at the year from a purely England perspective, and to try and second guess 2024, and take any questions that Members may have. Members Meetings are for paid Members only and are limited to 100 places by our zoom account, and the fact that any bigger is hard to manage, so as always, first come first served.

Register here:

<https://us06web.zoom.us/meeting/register/tZwocOmpqDwjGdJ0mi0DjCDhAo68PAwSUm8F>

Once registration approved, you will be sent a link to the meeting.

PASC UK WALES MEMBER MEETING

**Review of 2023, what's expected in 2024?
1100 on Thursday 14 December**

A chance to look back at the year from a purely Wales perspective, and to try and second guess 2024, and take any questions that Members may have. Members Meetings are for paid Members only and are limited to 100 places by our zoom account, and the fact that any bigger is hard to manage, so as always, first come first served.

Register here: <https://us06web.zoom.us/meeting/register/tZctf-GoqzMjG9dFNzwVrfFvuk48IXMETD5H>

Once registration approved, you will be sent a link to the meeting.

PASC UK ENGLAND MEMBERS MEETING

**Review of 2023, what's expected in 2024?
1100 on Tuesday 19 December**

Priority will be given to England Members who were unable to join the 13th December England Meeting, thanks

A chance to look back at the year from a purely England perspective, and to try and second guess 2024, and take any questions that Members may have. Members Meetings are for paid Members only and are limited to 100 places by our zoom account, and the fact that any bigger is hard to manage, so as always, first come first served.

Register here: <https://us06web.zoom.us/meeting/register/tZMkd-mtrTMoHNliu5x6bVZ4vomAufiU2y3g>

Once registration approved, you will be sent a link to the meeting.

PASC UK ANNUAL REPORT 2023



We are pleased to be able to publish our Annual Report for 2023. It covers the year behind us, and ambitions for the year ahead. It's an easy way to see the work we have carried out, the Team, the Board and more.

The report can be found here: <https://www.pascuk.co.uk/reports/>

Any Member questions, please contact chair@pascuk.co.uk

BUSINESS RATES RELIEF EXTENDED IN ENGLAND

Whilst we welcome the extension of the 75% discount (covering 1 April 2024-March 2025) for English Hospitality Businesses and it is something that we have been lobbying hard on with colleagues, we still have not seen the devolved administrations in Wales and England follow suit.

We will be making representations in Wales for the same to be applied, and the ASSC will be doing the same in Scotland. (Huge thanks to the many of you that wrote to your MP on this).

Example letter from our MP below.

Dear Alistair,

Thank you for contacting me ahead of the Autumn Statement regarding business rates and the importance of government decisions on the local economy.

We have a vibrant hospitality industry in our corner of Devon which supports both local communities and brings people to our part of the world – with tourism being so important to our local economy.

I believe it is incumbent on the Chancellor and the Government to recognise this by offering support to this sector in the Autumn Statement. I back calls to reduce business rates and to extend the 75% relief for hospitality.

We will find out what the Chancellor has planned in the Autumn Statement tomorrow, but rest assured I will stand up for small businesses in our corner of Devon.

Kind regards,

Richard Foord
Member of Parliament for Tiverton & Honiton

AUTUMN STATEMENT HEADLINES

Key impacts on our sector are in green....

- Growth forecasts significantly down. The OBR forecasts 0.7% growth in 2023 (down from previous 1.8%) and 1.4% in 2025 (down from 2.5%).

- 75% Business Rates Relief for retail, hospitality and leisure relief extended for another year - until 2025. A key ask from PASC UK. (Awaiting news from Scotland and Wales).
- A freeze in small premises multiplier, but standard multiplier will rise by inflation.
- Full Capital Expensing. This allows business to write off costs of plant and machinery for three years from 1 April 2023. They are also looking at whether Leasing costs may be included.
- No increase in alcohol duty before August 2024.
- Employee NI cut from 12% to 10% from January 6th - mid financial year - but no reduction in employer NI rates.
- From 1 April 2024 an increase in the National Living Wage of 9.8% to £11.44, and a lowering of the age threshold from 23 to 21 years old.
- Business visitor rule changes announced in the spring budget 2023 will be implemented from January 2024 (although no further detail on what these changes will be).

You can access the Treasury's 'Green Book' and associated Autumn Statement documents such as policy costings via <https://www.gov.uk/government/publications/autumn-statement-2023>

PACKAGE TRAVEL REGULATIONS, HOW TO RESPOND TO THE “CALL FOR EVIDENCE”

This applies to England and Wales.

The Package travel Regulations, commonly known as PTR, have been in place for ages now and were established primarily to protect holiday makers travelling abroad, booking flights and hotels, hence the word ‘travel’ in the title.

We have long lobbied against these regulations as they make it almost impossible to legally link up with local businesses and offer deals such as the following.

‘Book Kingfisher Cottage in November and dinner at the White Hart is on us’

Or

‘Golf Course fees paid with any September break in Sparrow Barn’

Or

‘Free Family ticket to Southleigh Zoo with ant stay at Lower Bigglesworth next summer’

Currently all these may be illegal, you are supposed to have insolvency insurance in case you or the other party go bust, (investigations with our insurance colleagues suggest that only about 5% of you could get cover and that it would be ruinously expensive), plus how you calculate the value of the offer is complex and value based and made almost impossible if you are on dynamic pricing.

We also don’t offer ‘travel’ in our offer, at least in 99.9% of bookings.

We have prepared a word document for you to download, with all the Call for Evidence Questions, and suggested answers.

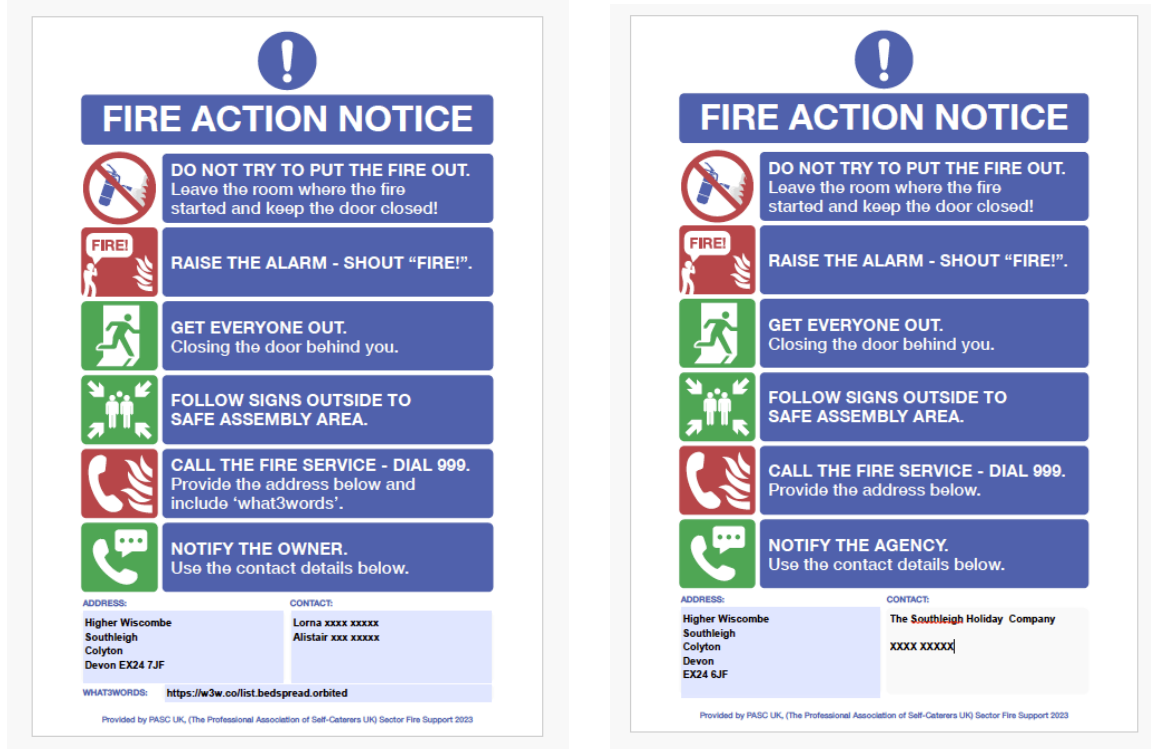
It can be found here: https://www.pascuk.co.uk/resources/consultation_responses/

You can save it, make any changes that you wish to, before sending to:
PackageTravel@businessandtrade.gov.uk

The Deadline is the 13th December 2023. Any questions to Louise@pascuk.co.uk

FIRE GUIDANCE WHERE TO FIND IT ALL AND ANY UPDATES? 28 Nov.

Most recent New Paper is the PASC UK Fire Risk Assessment Case Study.



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

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)
- 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.**
- 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.

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

Alistair Handyside MBE
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