



# Professional Association of Self-Caterers UK

## PASC UK NEWSLETTER

### 12 December 2023 Issue 191

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#### COMMENTARY

Two important requests this week.

Firstly...

Please take a couple of minutes and respond to the ‘Call for Evidence’ on the Package Travel Regulations. **The deadline for responding is tomorrow at midnight.** We have made this as easy as possible to respond to this ‘Call for Evidence’.

Getting these regulations changed will open up possibilities to generate more bookings, and when that happens, will have webinars to explain how to do that, and give examples. See below on how you can contribute to lobbying for this change.

We believe we are pushing at a partly open door on this one, and the more that take part in supporting the change the better. Thanks. Easy details on how to take part are below...

Secondly .....

We are inviting everyone to take part in the Fire Survey below. PASC UK Members have taken part on a separate link as we are trying to find out how everyone heard about the regs, what they have done, costs etc, and comments, so that we can use this in our work with the Home Office. We should be able to publish headlines on this next week. More details below, but a shortcut to the link is here: <https://www.surveymonkey.com/r/3YYQLRP>

After writing this newsletter we are heading up to London to meet with the Home Office and will try and get a definitive date on the release of the ‘open plan’ guidance. As soon as we have any updates will be announcing a supporting Webinar Programme and relevant supporting papers.

We have repeated the ‘Elephant in the room piece, which tries to simply explain how many of us are in the awkward position of having ‘open plan’ and larger properties, without updated Guidance. By Law, we had to follow the current guidance to write our Fire Risk Assessments, that by Law we had to have published by 1 October.

We make this point at every meeting with the Home Office and other Government Departments, and whilst seemingly sympathetic, they only have any influence over the Public Sector, for example Fire and Rescue services, who, whilst the level of checking properties had risen considerably, are getting almost universal praise for the manner of their visits and advice.

What they cannot legislate for is how the Private Sector will behave, and the prime consideration remains insurance. If we are not compliant, the insurers can disallow claims for not being compliant.

This is the text from our own policy... ***“You must observe and comply with statutory or local authority obligations, regulations, laws or byelaws.”***

So rather like your car insurance, no MOT no cover.

Many are awaiting the updated guidance before starting work, and each owner is the Responsible Person for their property so it’s an individual call, however we doubt that there will be any new easy or inexpensive solutions coming from the new guidance. Everything that is in the ‘Small Paying guest Guide’ applies to all properties of all kinds, having a property outside that guidance may mean that more fire safety measures need to be applied.

Post the festive season, best practice would be to try and get as much done as you possibly can.

We say this to protect your property and your investment more than any other reason. Members can send their fire questions in to PASC UK via [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk). We are retaining Paul Bray as our Fire Expert, so that these can be answered authoritatively.

Visit England have launched their new Accessibility Toolkit, which is aimed at helping accommodation operators with the advice and information to make their business more accessible. 25% of the domestic tourism market has some form of disability, seen or unseen, so extends way beyond wheelchairs and many measures are possible for all of us to implement to get more bookings. We will be running a webinar on this early in the New Year.

The face-to-face meeting in Northumberland was a great success, well attended and in a lovely setting in the Swan Inn in Alnwick, in a stunning panelled room with stained glass windows recovered from the R.M.S Olympic, sister ship to the R.M.S. Titanic.

We will now be rolling these meetings out across England and Wales in 2024, the next one being next week, on Thursday 20<sup>th</sup> December for Devon (and any Members nearby or passing) at Higher Wiscombe. We will be welcoming Simon Jupp MP, who is the Chair of the Tourism and Hospitality APPG (All Party parliamentary Group), as our guest as well as having Paul Bray, our retained Fire Expert on hand.

Still scheduled for publication 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 Legionella Paper

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

Alistair

## **PASC UK FIRE SURVEY**

We are running this survey to gather information that will be useful in determining what further Fire Support is required from both the Home Office and PASC UK, as well as how you found out about the changes, where you source information etc. We will use this information in our work with the Home Office and will publish results in the Newsletter. Only takes a couple of minutes.

Members have had their link to the Members Fire Survey (same questions), if you are a Member, and can't find it, let us know at [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)

Everyone else, please can you use this link? <https://www.surveymonkey.com/r/3YYQLRP> Thanks

## **PASC UK ON THE ROAD AND IMPORTANT MEETINGS AHEAD**

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

- 20<sup>th</sup> December Devon Members meeting near Honiton. (See Members Meetings below)
- 17<sup>th</sup> January, South West Tourism Alliance Networking Dinner at Higher Wiscombe
- 27<sup>th</sup> January, Mihi Digital Event, Strawberry Fields, Lifton, Devon
- 6<sup>th</sup> February. West Country Tourism Conference, Westpoint, near Exeter
- 7<sup>th</sup> February, Tourism Together Meeting, Falmouth.
- 8<sup>th</sup> February Cornwall Members Meeting (See Members Meetings below)

## **IN PERSON PASC UK MEMBERS MEETINGS UPDATE 12 DECEMBER**

The three initial in person Members Meetings are detailed below.

- 20<sup>th</sup> December Devon Members meeting at Higher Wiscombe, East Devon, 1-3pm.
- 8<sup>th</sup> February Cornwall Members Meeting in Truro (details TBA)

Members in areas adjoining Northumberland and Devon have been sent a dedicated newsletter so that they can register via Eventbrite. If for any reason you have not received this invitation, please let [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) know.

The meetings are for 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 IS NOW FULL, PLEASE SEE ADDITIONAL ENGLAND MEETING BELOW**

### **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, 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 13<sup>th</sup> 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, first come first served.

Register here: <https://us06web.zoom.us/meeting/register/tZMkd-mtrTMOHNIiu5x6bVZ4vomAufiU2y3g>

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

### **PACKAGE TRAVEL REGULATIONS, FINAL CALL TO THE "CALL FOR EVIDENCE"**

#### **DEADLINE FOR RESPONDING IS TOMORROW, WEDS 13<sup>TH</sup> DECEMBER**

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 any 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. So, there is an easy way for the Government to open up a whole range of opportunities for us all, and at zero cost.

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/](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](mailto:PackageTravel@businessandtrade.gov.uk)

The Deadline is the 13<sup>th</sup> December 2023. Any questions to [Louise@pascuk.co.uk](mailto:Louise@pascuk.co.uk)

## **ELEPHANTS IN THE ROOM, NAVIGATING THE FIRE REGS REPEAT**

We initially wrote this piece in September to try and give a steer on how to navigate the Fire Regs, even though some of the Guidance which was becoming law on 1 October had not been updated.

We still await updated Guidance and are seeing many comments that owners are awaiting the updated Guidance before doing anything. The note below tries to at least give you a sympathetic steer.

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

So, where are we? How did it happen? And what you might choose to do, is laid out below in simple language.

On the 30 March 2023 the Home Office published the new "Making your Small Paying Guest Accommodation Safe from Fire".

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

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

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

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



In conjunction with the new Guidance, we are told that we will also have to record a Fire Risk Assessment, that follows the Guidance, by 1 October 2023. Once again, on the surface, a practical move - not having to have a recorded one unless you had five or more employees

was daft, your insurance companies would all have insisted upon one in the event of an incident. So, another Tick.

But..... it says you have to follow the Guidance to write the Fire Risk Assessments.

While the “Small Guidance” has been updated as above, the “Sleeping Accommodation V2” which is for properties that don’t fall under the small guidance, is dated from 2006 and runs to almost 150 pages but has not been updated.

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



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

Enter third large elephant.



The Home Office recognises a gap in Guidance and announced on 15 August on a PASC UK Fire Webinar, that the 'open plan' guidance needs to be brought forward. But as yet (12 December 2023) there is no publication date.

Fourth large elephant in room.



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

Two more elephants enter the room....



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

If though your property falls out of the “Small Guidance” ....defined as no more than two story, no more than sleeps ten, no more than four bedrooms on a first floor or has an open plan living area with ignition sources to escape through, then the guidance is either outdated or non-existent. And we should all be following it already and recording it by 1 October.

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

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

As the man from the Ministry said on the 15 August webinar, you might consider the following steps.

- If your property falls outside of the “Small Guide“, get a competent Fire Risk Assessor to help you.
- Before you implement advice that Fire Risk Assessor provides you with, check that it is approved by your local Fire and Rescue Service and run it past your insurers. ([Get this in writing](#)).
- Whether you get a competent Fire Risk Assessor or not, carry out all the fire safety recommendations in the Small Guide, which includes linked alarms, exit thumb locks, fire blankets, emergency lighting and fire doors if applicable. These all apply to all properties, regardless of size and type, even if let for one night.

Armed with the above, you may find that you are not able to carry out all the mitigations immediately to cover the open plan, or larger property requirements. In which case.....

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

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

Fire and Rescue are out there. Post-Xmas they will be tightening down, as in their eyes we have had since 30 March to make all the changes. In all but a couple of cases they have been helpful but are increasingly stating timeframes for completion. Lots of reports are coming in of visits, albeit mainly to larger properties. Again, consensus is that they are really trying to help, and those that were given a harder time were yet to take any steps to mitigate fire risk.

The final Elephant is insurance cover.



Insurers will generally require you to comply with official policy and regulations. Just like car insurance, where your insurance is invalid if you forget to MOT your car. Not to do so could leave you uninsured. You should check your own insurance policy/policies to clarify exactly what your insurance company or companies require you to do.

We will continue to push for as much clarity as possible and are working with and pressing the Home Office on this and will publish updates and book webinars just as soon as we have material information on the updates.

We don't though expect miracles from the updated guidance, and do not expect it to say that you need to do any less than what is laid out in the small guide. We believe that the updated guidance is highly likely to lay out further options, or a combination of further options, for open plan and possibly larger properties to consider in mitigation.

We can help Members with their outstanding specific questions regarding the Fire Regs and have retained Paul Bray as our Fire Expert to assist with this.

Members only fire questions direct to [chair@pascuk.co.uk](mailto:chair@pascuk.co.uk) please.



## VISIT ENGLAND LAUNCH ACCESSIBILITY TOOLKIT

VisitEngland has launched its new '**Accessible and Inclusive Toolkit for Tourism Businesses**' in England.

The toolkit includes practical guidance on providing an inclusive welcome, designing accessible buildings, employing disabled people and creating quality accessibility information.

The free Toolkit includes case studies, top 20 tips and downloadable business specific actionable checklists to plan and prioritise improvements, as well as more aspirational technical design guidance.

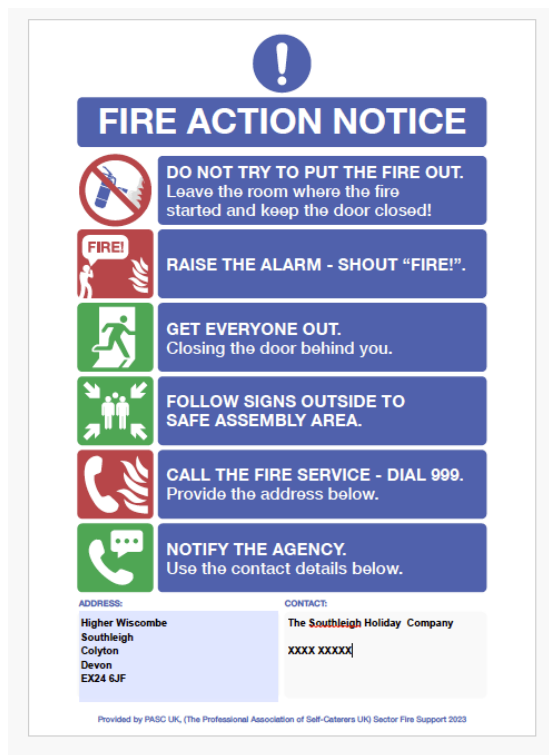
The Toolkit introduces the legal, commercial and ethical importance of accessibility, before providing guidance related to:

- Customer groups and how to remove barriers.
- How to provide an inclusive welcome with integrity and empathy at its heart.
- The availability of inclusive features and facilities (whether physical, digital or operational).
- How to market your accessibility to potential and existing customers.
- How to become a more inclusive employer and create an inclusive internal culture within your business.
- Measuring success and ensuring accessibility journey accountability.
- The support bodies, influencers, awards and schemes to help you best communicate and celebrate your accessibility.

Download the VisitEngland Accessibility toolkit [https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive?mc\\_cid=ff30c54799&mc\\_eid=b5f4d268ed](https://www.visitbritain.org/business-advice/make-your-business-accessible-and-inclusive/visitengland-accessible-and-inclusive?mc_cid=ff30c54799&mc_eid=b5f4d268ed)

## **FIRE GUIDANCE WHERE TO FIND IT ALL? NO UPDATES THIS WEEK**

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

### AREAS OF OUTSTANDING NATURAL BEAUTY BECOME NATIONAL LANDSCAPES

For those of you that were formerly located within the boundaries of an Area of Outstanding Natural Beauty (AONB) there has been a significant change. All AONB's are now renamed as National Landscapes, for example East Devon AONB is now the East Devon National Landscape.

All have smart, modern and cohesive logos, so it's time to consider updating your websites if you mention AONB's. Whilst consumer recognition grows, probably best to still refer to both for a while, so something like, 'located with the East Devon Area of Outstanding Natural Beauty/National Landscape' and slowly phasing towards National Landscape over the coming year, so that you come up in web searches.

The logos all have a common feel, which will make consumer identification of the classification easier, and all AONB websites are being updated.

Here are the new logos for East Devon as an example.



**East Devon  
National  
Landscape**



**East Devon  
National  
Landscape**

It is hoped through the relaunch and redefinition of these amazing landscapes that further funding support will be available. Always worth looking at their websites if you are located within one, as there are often grant schemes available and managed by the 'National Landscapes'. (May not be applicable to all). We have in East Devon, along with many other National Landscapes, a grant fund called 'Farming in Protected Landscapes' (FIPL) and other schemes are due soon.

<https://www.gov.uk/government/news/natural-england-action-for-people-and-nature-ahead-of-cop28>

Well worth making something of being in these areas as part of your marketing. Your Chair has also had the privilege of being a Member of the East Devon Partnership for 16 worthwhile years and as Chair for last two. All AONB's/National Landscapes are looking for partnership representatives. If you have an interest in the local landscape, nature/nature recovery, and the balance between those and the need for business and employment in the area, then get in touch with your local Chair.

## **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](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  
The Professional Association of Self-Caterers UK  
[www.pascuk.co.uk](http://www.pascuk.co.uk)  
[chair@pascuk.co.uk](mailto:chair@pascuk.co.uk)  
07771 678028



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