



Professional Association of Self-Caterers UK

PASC UK NEWSLETTER

9 January 2023 Issue 193

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COMMENTARY

Firstly, wishing everyone a safe and prosperous 2024, and trust that all are seeing the bookings coming through, in what has previously been a prime booking period. We will be tracking the bookings in January and reporting back on these, compared to previous years.

We are in the middle of surveying our Members and this will lead to a fair amount of change at PASC UK, so if you are Members please refer to the Newsletter sent on the 2nd January, fill in the Members survey, and if you wish to give further feedback, please do so by dropping an email to chair@pascuk.co.uk

The results of this survey will help prioritise work this year, most specifically on the order that Members papers are released/reviewed/updated.

We are also undertaking the base work for a self-catering insurance paper, so the Survey is providing key data for that as well.

Our most recent update from the Home Office suggests that there is unlikely to be any update on 'open plan' before the end of the month. We will of course let you know as soon as we have anything to share.

XL Bully dogs have dominated our inboxes and parts of social media in the last ten days, so we have prepared a short paper on that, titled Dangerous Dogs, more on that below.

The week before Christmas we released two more papers and have left those in this week in case you missed them, they are Legionella Testing and Electrical Testing. See below.

Once again, thanks to all of you that responded to the Package Travel Call for Evidence. We believe that sensible reform of these regulations will enable us to generate more bookings across the sector. The deadline was 13 December and by the following Friday, we were invited to a roundtable to look at possible changes by the Department of Business and Trade. That meeting takes place tomorrow, so we will give you an update on that next week. If we can get positive change in this, we will run webinars to explain how to take advantage of those changes.

On a less welcome note, we have been in discussions with DEFRA with regards to a Consultation that they are intending to launch on the burning of wood/logs/coal etc in hospitality. We have had initial discussion since coming back to work and will be looking to ensure that there are reasonable exemptions, (for example being able to use your own logs from fallen trees), where possible. More on this as we move forwards. Two Times Links here show why the Government is being pressured.

https://www.thetimes.co.uk/article/wood-burning-stoves-should-carry-pollution-warning-hqwn53gxq?utm_source=Sailthru

<https://www.thetimes.co.uk/article/wood-burning-stoves-homeowners-criminal-record-pollution-environment-plan-2x9df0tr0>

One last push 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. More details below, but a shortcut to the link is here: <https://www.surveymonkey.com/r/3YYQLRP>

Initial feedback from the two in person meetings that we have had is extremely positive, both from the meetings themselves and from the Members survey. We will be rolling these out across England and Wales in 2024.

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

Alistair

PASC UK FIRE SURVEY. PLEASE TAKE A MOMENT TO TAKE PART. THANKS

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

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

CAUTIONARY INSURANCE TALE

We had a call with a Member this week who had had some problems with his wife's car insurance. What, you might ask is this doing in a PASC UK newsletter? The reason being is that the car insurer had refused to continue cover or quote for cover as they had originally had her down as retired, but she had been classified as a 'landlord' and they for some reason do not insure 'landlords'. We have no clarity on what 'Landlords' have done to deserve this, but probably best to check that you have declared your occupation correctly on all insurance policies.

We have several Members who are closely involved in the insurance sector, and they may be able to offer us further input on this. If you have any, please send to chair@pascuk.co.uk

TWO NEW PAPERS, LEGIONELLA TESTING AND ELECTRICAL TESTING SUMMARY



The first, **Legionella Risk Assessment Template** provides information on the process of preparing your property if it has been closed for some time and a template to record your checks.

Properties that are closed for the winter should run through this before reopening for guests. You can download the paper from here: <https://www.pascuk.co.uk/health-and-safety/>

The second is the **Electrical Testing Summary**. There is a lot of confusion on Facebook about electrical testing, how regularly it should be done and what should be tested. This paper lays out what regular

testing mean, and what should be tested. You can download the paper from here:
https://www.pascuk.co.uk/fire_checks_and_safety/

DANGEROUS DOGS (XL BULLY DOGS) PAPER RELEASED



Over the last ten days we have received many requests for information about XL Bully Dogs, whether we as owners of holiday properties should allow them? What is the law? How do you find out what kind of dog guests may be bringing? etc.

We have pulled together a short paper that tries to answer the key questions, and what the risks are by taking in Dangerous Dogs. The paper covers all Dangerous Dogs covered by the Act, and includes specific references on XL Bully Dogs and links to Government Guidance on identification

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

PASC UK ON THE ROAD AND IMPORTANT MEETINGS AHEAD

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

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

IN PERSON PASC UK MEMBERS MEETINGS UPDATE 9 JANUARY

We have now had two trial in person Member Meetings, the first in Alnwick in Northumberland, and then one on the 20th December at Higher Wiscombe in Devon. Both were fully booked and were

deemed a success by attending Members. The Meeting programme will now be rolled out across England and Wales.

The Devon Meeting also offered an opportunity to invite Simon Jupp MP for East Devon, and Chair of the APPG (All Party Parliamentary Group) for Tourism and Hospitality. Simon has been a huge help to PASC UK and its Members, particularly on the lobbying for the Statutory Registration in England, see the November APPG report on this here: <https://www.pascuk.co.uk/reports/> and for the APPG's significant input into getting the 75% discount on Business Rates extended to March 2025.

We gave a short Members update, and then had a useful Q&A with Simon, taking questions from the floor.



This was followed by a home cooked light lunch, networking and a tour of the large cottage and the fire mitigation we have carried out, presented in the main by Paul Bray, the retained PASC UK Fire expert.

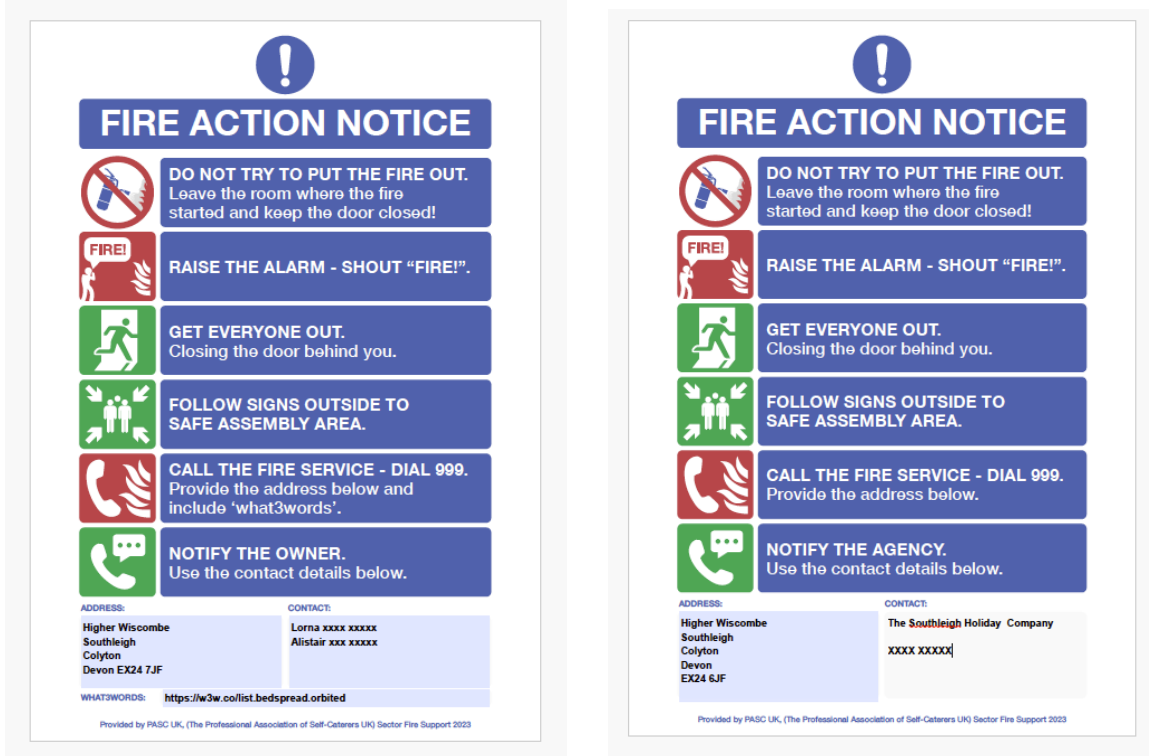
The meetings are for paid up PASC UK Members only, and free to attend with light refreshments provided.

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.

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/

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 most 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 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.

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 simple form here:

<https://www.pascuk.co.uk/add-a-business-listing/>

Thanks, with all your help we can build a comprehensive directory. Comments welcome.

RESETTING YOUR PASSWORD FOR THE PASC UK MEMBERS AREA

You can 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 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 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 every one of you all the best.

Best regards

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