



Professional Association of Self-Caterers UK

COVID GUIDELINES NEWSLETTER

9 July 2021 Issue 66

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SUPPORT GUIDELINES

We still get 100+ emails a day, plus 20+ phone calls, so we have to reiterate the support rules please.

- **Paid up** Members get phone and email support. Please put property name in Subject line
- Non-Member emails will get dealt with after Members emails
- We cannot respond to questions on Facebook and Linked in
- Please read the most recent Newsletter before calling/emailing
- Recent Newsletters are on the website

The email address to use in chair@pascuk.co.uk

Many thanks, your support with this would be much appreciated.

PASC UK SOCIAL MEDIA

**Please follow PASC on Twitter @PascUK
Please on Facebook @pascukltd**

This is where the latest news between newsletters gets posted.

WHERE TO FIND PREVIOUS ITEMS COVERED IN PREVIOUS NEWSLETTERS

To try and shrink the newsletter in advance of the new style that will be launched with the new website, pretty much anything that has not changed, is not in this newsletter. So, if you need to find out about how much the Restart Grants are in England, or the Business Rates grants in Scotland, or what 'self-contained' means in Wales we ask you to refer to previous newsletters.

These are now indexed at the bottom of this newsletter in preparation for forming part of FAQ's on the new website

If these are not to hand, then you can download them from www.pascuk.co.uk

COMMENTARY

On Monday 12 July we will know if England really does go to Step 4 on the 19 July. This will also drive statements from Scotland and Wales. Be assured they will all be different.

Yet before we are all open without restrictions the Governments of England, Wales and Scotland have incredibly found the time to call for various regulatory interventions into the self-catering/short term let sector.

In England, we have the softest approach, a consultation into statutory registration. This could possibly even be a good thing, but as always, the devil will be in the detail.

In Scotland, the Government has announced that they will go ahead with pushing through the legislation in September for their overweight licencing scheme. See more below.

In Wales the sector is under threat from a mix of regulatory and taxation changes, once again in a really short timescale, with some 'pilot schemes' coming in just after the summer.

Perhaps the biggest challenge that is faced in all three nations is trying to get a definition of what a business is, and what a second home is? We all would recognise that a holiday complex

that was only ever occupied by guests is a business. We would all think that a second home bought by someone for their own personal use only, is a second home. But there is a huge grey area in the middle that has meant that this has always been on the 'too hard' list for Governments. Now this will end up being addressed at high speed, which generally means it'll be wrong and there will be collateral damage.

There will be a vast amount of work to try and influence all this legislation over the summer as it will ultimately impact each and every reader of this newsletter in one way or another.

As we have mentioned before, along with the ASSC (Association of Scotland's Self-caterers) and sponsored by SuperControl, we are close to launching the most comprehensive data led report into our sector ever published.

This is the end result of many surveys that you have generously filled in over the last year, and vast amounts of booking data gathered from a wide array of sources. This paper will be one of the most important tools in lobbying the various Governments. It breaks the data down by Country and County so can be used at many levels.

We are just finishing off the editorial sections and should be in a position to announce publication and launch shortly.

The Government has finally launched the formal consultation into Business Rates, this has been promised by Government after Government for as long as we can remember. and is finally here. See below for brief details. We are also expecting the outcome of the Government Review of Second Homes and Business Rates anyday now.

Finally, the EV Charging Paper is published, thanks for your patience on this, (detail below), and those that haven't already registered for this week's webinar "Legal Obligations of a Self-Catering Business" this link is also below This was the one that you voted for to come first. We have Kurt Janson, Author of the Pink Book and Director of the Tourism Alliance as a speaker on that webinar.

Finally, if you are in the South West and you have yet to fill in the survey below, please, please do so. We need as much evidence as possible to drive Government policy.

Here's to a positive announcement on Monday.

CLEANING PROTOCOLS UPDATE

Lots of emails and calls this week about whether we need to maintain the Covid Cleaning Protocols post 19 July, so called 'Freedom Day'.

PASC UK believes that this is absolutely not the time to be reducing cleaning protocols in our self-catering properties. There are three fundamental reasons for this.

1/ The pandemic is by no means over. We have had more calls in the last two weeks about Covid on self-catering premises than in the previous 15 months. Customers staying in adjacent properties or coming in after other guests need confidence that Covid cleaning is taken seriously.

2/ Sending out a signal to Customers that we are in any way reducing the cleaning preparation at this time is a really poor message.

3/ Sending out a signal to Governments that we are doing this would undermine so much of the good work, which has enabled us to get open earlier than other sectors this year. The pandemic is not over, and we need to protect the reputation that the sector has built over the last year.

However, we know that the cleaning is harder, and that the offer for the guests may not be as good, with items removed from properties. We are therefore having another look at the cleaning protocols. This work will, as always, be done in conjunction with the ASSC (Association of Scotland's Self Caterers), Premier Cottages and PASC UK. The ASSC have managed to get a senior Government epidemiologist to review the protocols, which we will collectively respond to and upon completion, publish.

We are hopeful for some 'evidence based' relaxation of the protocols, which would offset any of the negative points raised above. We don't have a date for publication, but we do regard this as an urgent initiative.

THIS WEEKS PASC UK WEBINAR

“Legal Obligations of a Self-Catering Business”

Date 14 July 2021

Time 1130-1300

This webinar is free and will be recorded.
Sponsored and Hosted by Premier Cottages.

Click on this link to get to the booking form: <https://bit.ly/2UWVBEh>

This webinar will provide a headline tour of the legal obligations that we are under running any form of short-term letting/self-catering business. Whilst covering the key points we will point out where information can be found as well as highlighting specific risks to insurance cover.

The Agenda

- **Introduction:** Alistair Handyside
- **Visit England and the Pink Book:** Ross Calladine
- **An Owners perspective:** Beth Bailey
- **The Pink Book and the key laws:** Kurt Janson
- **Impact on insurance of non-compliance:** Alistair Handyside
- **Summary:** Alistair Handyside
- **Q&A:** All panellists

The Panel

- Alistair Handyside: Executive Chair, PASC UK and owner of Higher Wiscombe Holiday Cottages
- Ross Calladine: Head of Business Support, Visit England
- Beth Bailey: Chair Premier Cottages and owner Kernock cottages
- Kurt Janson: Author Pink Book and Director of the Tourism Alliance

FUTURE WEBINARS

We have commenced inviting speakers and planning for the following Webinars, as these were the most popular when the poll closed. Further announcements shortly.

- Updated Cancellations Policies
- Five Things to increase Return on Investment
- Targeting new Markets sectors, Access, Dogs, Babies

URGENT SURVEY PLEASE

If you are in Cornwall, Devon, Dorset or Somerset and have not already taken part in this survey please do, it's really important so that we have good data for our next meeting with the SW MP's later this month. Thanks.

We have asked you to fill the SW survey before if your business is in Cornwall, IoS, Devon, Dorset or Somerset. It's the third part of a series of surveys which have formed the basis of significant lobbying in support of the hospitality sector. We know you get asked to fill in lots of surveys, but please, please can you fill this one in? It will equip us well with lobbying Government for support for hospitality going forwards. Many thanks.

You can take part here: <https://bit.ly/367Z9WG>

ELECTRIC VEHICLE CHARGING PAPER IS PUBLISHED

Finally.... Really sorry for delay in completing this. Trying to write papers in between dealing with everything else this year has been a challenge, and we finally pushed this paper over the line this week.



The paper covers most aspects of the pros and cons. I asked for it to be proofread and this was the feedback.....

- Yes, EV's coming.
- Not having it is a potential insurance risk/fire hazard (because guests will just charge through the window, often without asking)
- Not having it will make you unattractive to a growing population (still small at 1.4% of total cars, and nearly 7% of new vehicle sales, and an affluent market)
- No, you can't get it for free and ..
- "To charge or not to charge" rather depends on your price point.

It can be downloaded from here: <https://bit.ly/3xAXgNX>

PASC UK Members can get a 10% discount from Rolec for supply and fit of EV Chargers. Rolec manufacture the product in the UK. You will need to quote your business name so that Rolec can check to apply discount from PASC UK.

Contact: Darren North
 National Sales Manager
 Rolec
darren@rolecserv.co.uk
<http://www.rolecserv.com>

LOGS IN HOLIDAY COTTAGES

We can almost hear the sighs of dismay as you read that even the logs that you provide in your holiday cottages now come under new legislation. It never ceases to amaze us what politicians and Civil Servants find time to do in pandemic.



New restrictions came into place on 1 May that ban the sale of certain high polluting fuels.

The new requirements are that:

- Sales of bagged traditional house coal and wet wood in units under 2m³ are now unlawful.
- Wet wood in larger volumes must be sold with advice on how to dry it before burning.
- Manufactured solid fuels must have a low sulphur content and only emit a small amount of smoke.

In addition, a new certification scheme will see products certified and labelled by suppliers to ensure that they can be easily identified, and retail outlets will only be able to sell fuel that is accompanied by the correct label.

<https://bit.ly/3r15P2j>

Whether self-catering operators are deemed to be selling the wood is an interesting point. There are grounds to say that they are regardless of whether the wood is an additional charge or included in the price of the cottage. If you look at the rules on the sale of alcohol, sale includes complimentary bottles of wine because the operator has factored this into the overall price being charged to the customer. Our view would be that the supply of fuel for fires would be treated the same way.

So, where operators are supplying their own wood, they need to make sure that it is properly dried before being burnt. We should not burn wood that has a moisture content of more than 20% see here:

<https://bit.ly/3dV8JAq>

Inexpensive wood moisture testers are available at online stores such as Amazon, good electrical stores or a search on Google for Wood Moisture Meter will provide options.

Another thing to add to the list, the weekly/monthly check of water content in the logs.....

PACKAGE TRAVEL DIRECTIVE REVIEW

The Package Travel Directive as implemented is a poor piece of legislation and makes it very difficult for small businesses such as ours to offer 'deals'. These might be for example, "free dinner for four at the Dog and Duck with every weekend booking in November".

We can do this but it's complex insurance wise. We have been working with the Tourism Alliance on this since its implementation and finally the Government has agreed to review the legislation. PASC UK will be part of this review.

Here are the details, as it is quite wide-ranging and covers cancellations and refunds too.

BEIS are starting on their review of the Package Travel Regulations and are planning to hold several workshops to gather views on particular areas that could be revised. The main areas they are looking to cover are:

- The scope of what constitutes a package
- LTAs and basket-type holidays
- Cancellations and refunds
- Insolvency protections
- Communications and information requirements

More detail will be published as we move forwards.

ENGLAND UPDATE

Some headline announcements from the expected lifting of Restrictions in England on 19 July.

Face masks

Face masks or coverings will no longer be mandatory

Social distancing

Government's "one metre plus" social distancing rule will be scrapped.

Table service

Table service rules will be scrapped and ordering at the bar will be allowed once again.

Rule of 6 & gatherings

The rule of six indoors and limits of 30 people for gatherings outside will be scrapped.

Businesses that have been closed fully, such as nightclubs, will be allowed to open.

Large-scale events will not require certification.

The Guidance on operating between 21 June and 18 July has been updated for the accommodation sector. The full document can be found here. <https://bit.ly/2T8i2FM>

Probably more useful is in the 'what you can and what you cannot do' document here: <https://bit.ly/3h2nrq6>

SCOTLAND UPDATE.

No further announcements in Scotland this week.

Previously, The First Minister announced that there will no changes to restrictions in Scotland and that the expectation is that this will continue until 19 July.

However, if vaccinations go well, all areas of Scotland might go to Level O on that date.

Also, and really importantly for larger properties, the first date has been given for possibly lifting the last major restrictions on group sizes by the 9th August.

<https://www.gov.scot/.../coronavirus-covid-19-update.../...>

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

SCOTTISH GOVERNMENT TO PUSH AHEAD WITH SHORT TERM LICENSING

This week we had the announcement that the Scottish Government plans to push ahead with it's Draft Licensing legislation for short term lets. It is expected to go forward for ratification in September, with consultations on it closing in August.

This s a seriously heavyweight piece of legislation, and much harsher on the sector than anything proposed in England or Wales. Fiona Campbell CEO of the ASSC (Association of Scotland self-Caterers) sums it up well..

“The Association of Scotland’s Self-Caterers and other tourism stakeholders engaged constructively with the working group on short-term lets to find solutions to the concerns raised in the last parliamentary session regarding the licensing order which was widely regarded as unfit for purpose.

“Unfortunately, the updated proposals do not strike the appropriate balance and only contains minimal changes. Contrary to commitments made, it has fundamentally failed to address the concerns of the tourism industry – and this is at a time when many businesses have been struggling due to the impact of Covid-19.”

She added: “An onerous licensing scheme is the last thing our sector needs at this challenging time. Our survey work demonstrates that around half of our self-catering operators would close their business if this came to fruition.

“It is not too late for the Scottish Government to change course and back Scottish tourism for a sustainable recovery. Our proposals for a mandatory registration scheme, which crucially addresses health and safety issues, will help to secure the Scottish Government’s policy objectives in a more cost-effective and proportionate manner.”

PASC UK is fully supportive of the work being done by the ASSC and believes that not only is the proposed legislation would do serious damage to the wider sector, it’s been described as a ‘hammer to crack a nut’, but that the timing is just plain awful. The sector is not even fully open and will take years to recover from the pandemic without having to worry about this too.

More details as they emerge...

SCOTLAND FM LIFTS TRAVEL RESTRICTIONS FROM GTR MANCHESTER, BLACKBURN AND DARWEN

The ban on travel from Blackburn and Darwen to Scotland has been lifted with effect from 8 July. There are no travel bans in place from England now.

<https://bbc.in/3r1OpV1>

WALES UPDATE

Confirmation next review is 15 July

Doesn't look like there will be any changes to Restrictions in Wales until at least 15 July.....

First Minister said.... "This week we carried out the formal three-week review of the regulations. We have carefully considered the data and evidence and confirm that the restrictions in place should be maintained until at least the next regulatory review which will take place by 15 July"

Read all here

<https://gov.wales/written-statement-review-health...>

Watch <https://www.facebook.com/pascukltd> for ongoing updates between newsletters.

WELSH GOVERNMENT THREE-PRONGED APPROACH ON SECOND HOMES.

This plan was published on the Welsh Government website this week. It is more wide-reaching and coming sooner than many expected.

It is a three-pronged approach (their words).

- support - addressing affordability and availability of housing
- regulatory framework and system - covering planning law and the introduction of a statutory registration scheme for holiday accommodation; and
- a fairer contribution - using national and local taxation systems to ensure second homeowners make a fair and effective contribution to the communities in which they buy.

They plan to roll out the pilot area this summer and will include work on a registration scheme for all holiday accommodation and a consultation on changes to local taxes to manage the impact of second homes and self-catered accommodation, will also begin over the summer.

Nowhere in the document could we find how they intend to define second homes, however there is a commitment at the end of the document to work with Stakeholders.

We will be putting together a survey to try and access some key facts and impacts of this, and will be working with Partners in Wales, including the Wales Tourism Alliance and the Facebook FHL Support Group on this.

What's important is that we have a cohesive message. There are issues caused by second home ownership in some areas, there is a need for a registration scheme to try and harness the worst impacts of the free for all that is anyone with anything can list on some major platforms. However bad regulation and taxation could severely impact genuine business operators, and these businesses can be part of a complex fabric that IS the industry in some areas, providing the income and jobs. Busy holiday cottages mean local services, like shops, Post Offices and pubs, that are enjoyed by locals all year around purely because of the visitor economy.

More next week and please if you are in Wales, let us have your thoughts on this to chair@pascuk.co.uk

It's Going to be a busy summer.
<https://bit.ly/3yDzG3B>

COMMERCIAL TV LICENCE REFUND

It's possible to get a refund of part of your Commercial TV Licence due to be closed during Covid and You can apply for a refund for the period that you were closed.

It says.... You need to provide:

A holiday home's opening and closing dates

This must be on official headed paper, showing the open and close dates of the holiday home. This will confirm that you won't be watching or recording programmes as they're being shown on TV or live on an online TV service at both properties at the same time.

Some have done this and have been successful, others are saying that they have been refused. If you have a separate Commercial TV licence for your business, then these reclaims appear to be successful.

Filling in the form, once you have found the reference numbers on your Commercial TV Licence just takes a couple of minutes, with the property owner preparing a short note, on headed paper saying when closed due to pandemic.

If you are turned down for no good reason, let us know at chair@pascuk.co.uk Please remember, this is for the Commercial TV licence not your domestic one.

Apply for a refund here:
<https://bit.ly/3hlqwmu>

GUIDANCE ON FIFTH SEISS GRANT

HMRC has produced new guidance for self-employed people wanting to claim the fifth SEISS payment. To be eligible you must meet all three of the following sets of criteria

- **Stage 1: Your trading status and when you must have traded**

You must be a self-employed individual or a member of a partnership. You must also have traded in both tax years:

2019 to 2020

2020 to 2021

You cannot claim the grant if you trade through a limited company or a trust.

- **Stage 2: Tax returns and trading profits**

You must have:

- submitted your 2019 to 2020 tax return on or before 2 March 2021
- trading profits of no more than £50,000
- trading profits at least equal to your non-trading income

Non-trading income is any money that you make outside of your business. For example, if you also have a part-time job or pension. If you're not eligible based on the trading profits in your 2019 to 2020 return, HMRC look back at previous years.

HMRC will contact you in mid-July if you're eligible for the grant based on your tax returns.

- **Stage 3: Deciding if you can claim**

When you make your claim, you must tell HMRC that you:

- intend to keep trading in 2021 to 2022
- reasonably believe there will be a significant reduction in your trading profits due to the impact of COVID-19 between 1 May 2021 and 30 September 2021

<https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

There is also further guidance on how to calculate your turnover:

<https://www.gov.uk/guidance/work-out-your-turnover-so-you-can-claim-the-fifth-seiss-grant#contents>

How trading conditions could impact your eligibility:

<https://www.gov.uk/guidance/how-your-trading-conditions-affect-your-eligibility-for-the-self-employment-income-support-scheme>

How HMRC calculates your trading profit:

<https://www.gov.uk/guidance/how-hmrc-works-out-total-income-and-trading-profits-for-the-self-employment-income-support-scheme>

And how your circumstances could impact you eligibility:

<https://www.gov.uk/guidance/how-different-circumstances-affect-the-self-employment-income-support-scheme>

UPDATED FINANCIAL SUPPORT FINDER

The Government has updated its online tools for businesses and employees to use to determine what support is available.

For businesses, support covers:

- Business loans
- Tax relief
- Cash grants

More information here: <https://bit.ly/3gxFq8K>

For employees, support covers:

- what to do if they're feeling unsafe where they live, or they're worried about someone else
- paying bills, rent, or mortgage
- getting food or medicine
- being made redundant or unemployed, or not having any work if they're self-employed
- what to do if they're worried about going into work
- self-isolating
- having somewhere to live
- mental health and wellbeing, including information for children

More information here: <https://bit.ly/2TLVomz>

BUSINESS RATES UPDATE AND FORM VO6048

The much-vaunted Business Rates Review has been launched. It was quietly launched without fanfare last Thursday. Over the next weeks we will update you on progress and PASC UK will be submitting a paper to this consultation.

Details are here: <https://bit.ly/3dVQbzR>

The Valuation Office is sending out Form VO6048 to nearly 50,000 of you in England and Wales. Filling in this form is a legal requirement, and PASC UK have provided a guide to filling it on: <https://www.pascuk.co.uk/publications>

This is part of the next Revaluation of all Rateable Values that will come into force on 1 April 2023.

We will be notified of our new Rateable Values around October 2022, and then have about six months to try and sort them if they are wrong before they go live.

PASC UK will be working as closely as we can with the VOA regarding the revaluation mechanism.

We are also expecting an update on how the reductions in rating value metrics, negotiated by PASC UK, and applicable to units of three and up, might be applicable to units of one and two in certain cases. It has always been an anomaly that units of 3 x sleeps 2's can get the reduction but 1 x sleeps 30 cannot.

The Business Rates review is now underway, following on from the Consultation over last winter into the Multiplier. It's worth noting that when the Multiplier was introduced in 1990 it was

.346, it is now .491 for businesses under the £51k threshold and .504 for those over, which in itself has been massive inflation.

Over the last two years PASC UK has helped hundreds of Members get reductions in their Business Rates and have both telephone support and written guides to aid doing this. This is a free service to paid up Members. Successful 'checks have resulted members getting back over-payments to April 2017.

WELCOME PACKS FOR GUESTS KEEP THE FEEDBACK COMING IN

Lots of feedback on welcome packs. Keep it coming... We want to know what questions you want answering, as well as what you provide, what the guests feedback on your welcome packs are and any other related feedback. The main questions cover what can you, and what can't you put in guest welcome packs and issues around labelling and licensing?

- Homemade cakes?
- Allergen labelling?
- Veggie/Vegan offers?
- Your own eggs?
- Alcohol?
- Dog treats?

We will add to the list a 'best practice' note on this, so if anyone has any comments, please let us know by emailing chair@pascuk.co.uk Thanks

RECORDINGS OF PASC UK WEBINARS

The Property Ghosting Webinar

Date 30 June 2021

Time 1400-1530

Recording can be viewed here: <https://youtu.be/IPsVICCpY9c>

This webinar will explain to holiday accommodation owners what 'Ghosting' is and how it harms their business. It will help owners learn how to identify if their property is being ghosted using self-catering examples, and what steps they can take to remedy this. We will also cover intellectual property, how to protect yours and how not to breach others intellectual property. We will end the presentations on guest review management which will be followed by a Q&A to the whole panel.

The Agenda

- Introduction. Alistair Handyside
- How can you find out if you are being 'ghosted'? Pete Stevens
- What can you do about it? Tom Chartres Moore
- How you can protect your intellectual property and not breach others: Tom Chartres Moore
- How to protect your reputation through good guest review management: Pete Stevens
- Summary: Alistair Handyside
- Q&A: All panellists

Free Webinar on Cancellation Policies

Date Broadcast 3rd February

Recording can be viewed here: <https://www.youtube.com/watch?v=zhtHyXDswI4>

Beth Bailey, Chair Premier Cottages
Tom Chartres Moore, Solicitor, Stephens & Scown
Nick Clayson, Pitt Farm Holiday Cottages and Solicitor
Alistair Handyside, Chair PASC UK and Owner

This webinar covered the pros and cons of various cancellation policies applicable to self-catering and should be viewed in conjunction with the Cancellations Policies paper available on the PASC UK website.

Free Webinar on 'Self-catering Futures, building a world class business'

Date Broadcast: 7th April

Time: 1600-1730

Recording can be viewed here: <https://youtu.be/RSOcLT7b1t8>

We are poised to have a really busy summer this year, as most will not be able, or perhaps willing, to go abroad. What can we do with our businesses to win over these new customers long term? How can we increase our repeat customers as we head towards a really competitive landscape in 2022/2023 when the international markets open up?

Clean: Deborah Heather, Director, Quality in Tourism

Green: Alistair Handyside, Chair PASC UK and owner Higher Wiscombe Ltd

The Experience: Bill Lee, Founder and CEO of Yonder, an ethical OTA

How tech will play its part?

Robert Kennedy: Director SuperControl. Beyond Pricing

Richard Vaughton: Rentivo and Yes Consulting

Andy McNulty: Touch Stay enhancements

Panel Questions

How to become an Accessible Business and Why?

Why should you consider getting involved in the Accessible market? Find out from a panel of experts about the market, what you can expect, what is the financial impact, what you need to do, and how to go about entering this sector.

Key points to consider:

- Market worth £3.2 billion in overnight stays
- Make up 15% of overnight stays
- The guests spend more per night and stay longer

The team will present the market opportunity, the how to's and the benefits, followed by a Q&A session to the whole panel

Date Broadcast: 24 March

Time: 1100 - 1230

Recording can be viewed here: <https://youtu.be/vgU8F-Ww-q8>

Agenda

- Intro: Alistair Handyside, Chair PASC UK
- The Market Opportunity: Ross Calladine, Head of Business Support VisitEngland.
- Accessible does not mean design compromise: Diane Howarth, Cottages in the Dales.
- Marketing the accessible product: Beth Bailey, Kernock Cottages.
- Impact on the bookings: Robert Kennedy, Director SuperControl.
- The National Accessible Scheme: Annette Burgess, Regional Operations Manager, VE Assessments.
- Panel Q & A

Touch Stay Free Webinar

Touch Stay have organised a webinar to share short term lettings successes during the pandemic.

Date: Broadcast 16 March 2021

Time: 5pm

Recording can now be viewed here: <https://touchstay.com/pandemic-self-catering-success/>

Come meet, listen to and chat with four industry professionals who will share stories of happy guests and accommodation professionals during Covid.

Hosting success stories

Tips and tricks gleaned from different countries

How their organizations supported their members during the pandemic crisis

What can self-catering/vacation rental owners do to make 2021 a success and help 2022 sell itself

Panellists:

- Alistair Handyside (Chair, PASC UK; Owner of Higher Wiscombe)
- Merilee Karr (Chair, Short Term Accommodation Association; Founder & CEO, UndertheDoormat)
- Dave Krauss (Founder & Exec., Rent Responsibly)
- Alexa Nota (Founder & Exec., Rent Responsibly)

“Pros and Cons of Self-catering Agents or Going Direct?”

Recording can now be viewed here: <https://youtu.be/491JitUxBOs>

Date broadcast: Wednesday 24 February 2021

Time: 1500 -1630

This webinar featured the pros and cons of both the self-catering agency route and of taking your bookings direct. Plus, it also features the Q&A on the Road Maps

“Chargebacks”

Recording can now be viewed here: <https://youtu.be/OhR2Q3Dbxes>

Date Broadcast: Wednesday 17 February 2021

Time: 1500 -1630

Avoid them (why they occur, how to minimise the probability).
Understand what they are, the variants, and what to expect.
Be competent and efficient at dealing with them.
Put a good case together to win a dispute.

“Cyber Security Webinar”

Your Chair helped organise this webinar in his role as Chair of the SW Tourism Alliance, in Conjunction with the SW business Council and The SW Cyber Resilience Centre.

<https://youtu.be/aY8p716GA1g>

LEGIONELLA

Legionella is the big risk. No more than a week before having your first guests back in you must do a flush and clean through of the water systems. Water that has been standing, in many cases luke-warm, is a far greater risk to your guests in your property than Covid is. You can download from the website an easy-to-use short guide on what you need to do to deal with this.

HOW TO REDUCE YOUR BUSINESS RATES BILL

Many of you have been waiting for me to finish updating the Business Rates paper that enables you to make a self ‘check’ on your Business Rates Bill.

Please bear in mind:

- The Business Rates Papers are only available to paid up Members.
- The reduced rates negotiated by PASC UK only apply to England and Wales
- The reduced rates negotiated by PASC UK for self-catering are only currently available to Businesses that have 3+ units on one hereditament.
- It will take a while to work through the backlog as each Members needs to have a run through, before applying their “Check”.
- We will be in touch directly to arrange these short sessions.

Our apologies that this has taken longer than anticipated.

NEW PASC UK WEBSITE + DOWNLOAD ISSUES

The work is now well underway on the new PASC UK website. The current one has taken a beating during 2020/21 and some of you, with high levels of security, particularly if you use AVAST security software, are finding downloads difficult. This will be resolved by the new website.

If you cannot download anything, just drop us an email in the interim, saying what you need, and we will email it to you. Send to chair@pascuk.co.uk

There will be changes made, to reflect what PASC UK is in 2021, so there will be a Members only area so that we can provide additional value to those that pay Membership fees. We anticipate the launch being in early July.

PASC UK MEMBERS LOGO



Please only display if you are a fully paid up Member. You can get a copy by sending an email to admin@pascuk.co.uk Thanks.

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 haven't directly asked before, 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, proper PR firms to assist with campaigns such as the #justpayit (which we will shortly need to run again, more on that later) and Memberships to other organisations that provide common lobbying, information feeds and support.

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, Associate Membership is £200.

Members get telephone support and priority email support.

You can join here, simple form, takes 2 mins, and we'll send an invoice, payable by BACS.

<https://www.pascuk.co.uk/copy-of-become-a-member-1>

MEMBER RENEWALS

Huge favour to ask of regulars, when you get your renewal through please pay it. The logistics of chasing waste hugely valuable time that could be spent doing far more useful things for all. If you don't want to renew, all you have to do is say so.

PASC UK CLOSING AT WEEKENDS

PASC UK is now closed at the weekends for phone and email. We have a self-catering business as well to run and manage through all the same issues that you all have. Many thanks.

ABOUT PASC UK

PASC UK was formed three years ago. It had three principle objectives at that time. The overriding purpose of PASC UK is to help make your business more profitable.

- 1/ Reduce Business Rates for self-catering
- 2/ Lobby for a 'level playing field', where all accommodation providers had to operate under the same rules, (think the 350,000 AirBnB properties). So that all have the same proportionate costs and regulations to operate under.
- 3/ Recover the right to Inheritance Tax Relief for legitimate business operating under FHL (Furnished Holiday Lettings rules).

And more.... See www.pascuk.co.uk

In January 2019, PASC UK succeeded in negotiating a reduction in Business Rates of up to 35% for most self-caterers in England and Wales. Despite a tortuous year with getting the Valuation Office to apply the new system, in January 2020 they switched the system to manual for Self-Caterers, (SCAT-131) and we now hear daily of Members getting great reductions and refunds. Guides on how to Check your Business Rates are available to Members.

After years of lobbying, giving evidence to all Party Parliamentary Groups and working with all the other major accommodation associations in the UK, we had finally got HMG to agree to a roundtable on how to regulate the short-term accommodation sector. Our approach has been one of keeping the sector 'safe and legal'. This meeting has been delayed by the COVID-19 outbreak but will be high on the agenda post the virus restrictions being lifted.

We were also making good progress in our representations to HMG about the reinstatement of Inheritance Tax Relief to FHL businesses provided they complied with a basic business criteria. This is also on hold whilst we all deal with the COVID-19 challenge but will be picked up as soon as practicable.

And much more....

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- **UPDATE** QR Codes and Recording guests contact details in England **See 16 April**
- Cookies and Privacy Policies will become out of date this summer **See 16 April**
- Revised Cleaning Protocols **See 16 April**
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- Second Homes and the correct mortgage **See 16 April**
- How best to communicate all the changes to guests? **See 9 April**
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- WIFI Support UK Gigabit Voucher launched **See 9 April**
- Ethical Low Commission OTA to launch in the UK **See 9 April**
- The PASC UK/ASSC Grants Survey is published **See 9 April**
- Checklist for opening properties **see 26 March**
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- COVID risk Assessments to enable you to open in Wales **see 26 March**
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- **Cancellations Policy Paper** see 26 March
- **PASC UK Awards** see 26 March

Wishing each and every one of you all the best during these trying times, and please Stay Safe.

Best regards

Alistair Handyside MBE
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DISCLAIMER

We are in completely uncharted territory here, and any suggestions that we make are merely that and you should carefully consider your own business policies, and if necessary, consult with your Professional Advisors. PASC is your lobbying Association, not a legal service. In addition, please be very wary of some of the advice given on internet communities, blogs and social media. There appear to be thousands of experts out there where my understanding is that there are very few.

To that end, any information you get from any source you must double check. I will always try and put the actual link to the information in the newsletters so that you can read and assess yourselves. These are unprecedented times, please take exceptional care.

