



Hull Student
Accommodation
Rating System
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HULLSTARS
CODE >

OUR MISSION

To work proactively with landlords to improve the standard of student accommodation in Hull whilst giving prospective tenants the information they require to make an informed choice when it comes to selecting a property.

New for 2017



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ABOUT THE CODE

The criteria contained within this document are reviewed annually and have been formulated against legislation and guidance from local authorities and services.

The views of students are also included from the Students' Union annual Rate Your Union survey.

1. Equality

1.1 Equality

1.1.1 In letting and managing accommodation, a landlord must ensure that no person or group of persons is treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, sex, disability or sexual orientation.

Source: Equality Act 2010

1.1.2 The landlord should not discriminate against a tenant or prospective tenant because of their entitlement to any benefits or financial aid, and should not advertise vacant properties in a manner that could be described as discriminatory.

2. Communication

2.1 Marketing of the Property

2.1.1 Landlords should not let accommodation where it will result in the property becoming overcrowded and must take reasonable steps to assess this before the tenancy commences.

2.1.2 Prospective tenants should be given clear and accurate details of:

- the accommodation-to-let particulars;
- the important rights and responsibilities of the tenant and landlord;
- the rent, service charges, utility and council tax liabilities of both parties;
- any other charges for which they are responsible;
- the potential of property inspections to be undertaken including those associated with the compliance procedures of the accreditation scheme.

2.2 Tenancy Agreement

2.2.1 Where the let is on an Assured or Short Assured Tenancy basis, the tenant must be given a written document (the tenancy agreement) setting out the terms of the let and any relevant Notices.

2.2.2 The tenancy agreement should set out, in clear, fair and lawful terms, the rights and responsibilities of both landlord and tenant and in particular, should include:

- the term of rent and rent payment;
- a statement of the repair and maintenance duties of both parties;
- a statement of the standard of cleaning and of the condition in which the property should be kept, wear and tear excepted, by the tenant, throughout the tenancy; and
- a statement that the tenant must not engage in any anti-social behaviour and that any such behaviour will constitute a breach of the agreement.

Source: Unfair terms in Consumer Contracts Regulations 1999

2.2.3 The tenancy agreement clarifies who is responsible for the payment of water charges, utility charges and Council Tax and where any service charges are levied by the owner, that such services and charges are properly specified and detailed in the agreement.

2.3 Deposit & Payment

- 2.3.1 No payment must be taken from a prospective tenant to have their name placed on an accommodation list.
Source: Accommodations Agencies Act 1953
- 2.3.2 The first rent payment and any deposit should only be taken at the point the tenancy agreement is signed. A reasonable exception is where both parties agree that a holding deposit is taken and for which a receipt is issued.
- 2.3.3 Where a deposit is required, it must be no more than equivalent of two months' rent and the tenant should receive a written statement of what the deposit (or guarantee) covers and a statement of what will require to be done, or in place, for the full deposit to be returned at the end of the tenancy. Deposits should be returned within one month of the final information being available.
Source: Rent Act 1977
- 2.3.4 The tenant should be provided with a receipt for a deposit. The deposit (or its balance) should be returned as soon as possible at the end of the tenancy or when any receipted tenant account(s) is settled subsequent to the tenant having left the accommodation.
- 2.3.5 If on the return of the deposit, a deduction is made, the tenant should receive a written statement identifying the reason(s) for the deduction(s).
- 2.3.6 When taking a deposit, landlord must register the deposit with one of the three government backed schemes within 30 days of receiving the money.
Source: Localism Bill 2011

2.4 Inventory

- 2.4.1 At the start of the tenancy, the tenant should be provided with an inventory. The tenant should be given up to seven days to check and agree the inventory.
- 2.4.2 A revised inventory should be given to the tenant when there is an agreed change to the contents of the original inventory.
- 2.4.3 At the end of the tenancy, the landlord should check the inventory. The tenant should be invited to attend the inventory check and, if they wish to, a mutually suitable time should be arranged.

2.5 Utilities

- 2.5.1 Broadband at a minimum average speed of half the UK average is available in all bedrooms. (11.4Mbps)
Source: OFCOM – Average UK speed of 22.8Mbps, February 2015

2.6 Miscellaneous

- 2.6.1 Tenants are issued with clear written guidelines regarding the standard of cleaning and other arrangements for bringing the tenancy to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the property expected at the end of the tenancy.

2.7 Promotion of Audited Rating

- 2.7.1 Upon completed audits, landlords are required to position the rating certificate in a prominent communal area in the property, as close to the entrance as is practically possible.

3. Quality

3.1 Communal Living Areas & General Standards

- 3.1.1 Communal living areas meet the below habitable sizes:

Dining Rooms		Living Rooms	
1-3 persons	10m ²	1-3 persons	8.5m ²
4-6 persons	11.5m ²	4-6 persons	11m ²
7-9 persons	15m ²	7-9 persons	16.5m ²
10-12 persons	19.5m ²	10-12 persons	21.5m ²

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

- 3.1.2 All loft rooms (regardless of designation) should have a minimum ceiling height of 2m of living space for any of these rooms is only measured on sloping ceilings **1.5m** above floor level.

- 3.1.3 At least two double 13amp electrical sockets are provided in every communal living area (excluding kitchens and bathrooms).

- 3.1.4 Carpets (or other suitable flooring) shall be provided to all rooms. It shall have a good quality underlay, be clean, of reasonable quality and free from all defects such as excessive wear, loose seams, staining, bare patches and so on.

- 3.1.5 Curtains or blinds are provided to all windows. They are clean, of reasonable quality and free from all defects such as excessive wear, staining and so on.

Source: Hull University Union

- 3.1.6 A suitable number of lounge chairs (suite or easy chairs) are provided per occupant (i.e. a ratio of 1:1).

Source: Hull University Union

3.1.7 The property is provided with an efficient and serviceable vacuum cleaner, a mop and bucket, & a dustpan and brush at the start of the tenancy.

Source: Hull University Union

3.2 Kitchens

3.2.1 Shared kitchens without an adjacent living space must be situated not more than one floor distant from any living accommodation, except in the case of single attic occupancy.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.2.2 Kitchen areas meet the below habitable sizes:

Kitchens		Kitchen-Diners	
1-3 persons	5m ²	1-3 persons	10m ²
4 persons	6m ²	4-6 persons	11.5m ²
5 persons	7m ²	7-9 persons	15m ²
6 persons	8m ²	10-12 persons	19.5m ²
7-9 persons	9m ²		
10-12 persons	13.5m ²		

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.2.3 For single occupant properties, one cooker is provided comprising at least two rings, a grill and an oven. For shared properties, one properly fitted cooker is provided consisting of an oven, a grill and at least four hobs for each group of up to five occupiers.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.2.4 One suitable sized sink and drainer is provided, with constant supplies of hot water and cold drinking water for each group of up to five occupiers. Sinks are 180mm deep and are provided with a draining board, with minimum dimensions of 500x600mm.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.2.5 At least 75L of refrigerated space is provided per group of every five occupants.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.2.6 Freezer space is provided or a compartment in a refrigerator.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.2.7 At least 75L of freezer space is provided per group of every five occupants.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

- 3.2.8 A washing machine, or access to a communal washing machine facility within the curtilage of the building, is provided.
Source: Hull University Union
- 3.2.9 Where the house does not contain a garden or yard for the exclusive use of that house, a dryer (vented or recirculation type) is also provided for the use of tenants.
Source: Hull University Union
- 3.2.10 A functioning dishwasher is provided in every shared kitchen.
Source: Hull University Union
- 3.2.11 Functioning and clean small kitchen appliances (kettle, toaster and microwave) are provided at the start of the tenancy for every five occupants.
Source: Hull University Union
- 3.2.12 For single occupant properties, a fixed worktop, in addition to the drainer, easily washable, with a non-porous covering to any adjacent walls and not less than 1.0m x 0.5m is provided. An additional 0.5m in length should be provided for every additional occupier, to a maximum of 3.0m x 0.5m.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.2.13 Work surfaces provided are non-porous and easily cleanable with domestic disinfectant products. Work surfaces provided are located no more than 0.5m away from the sink and the cooker.
- 3.2.14 For the first five occupants, provide a minimum of four 13amp electrical sockets are provided in the food preparation area adjacent to the worktop, in addition to those provided for any white goods and major appliances (fridge, freezer, microwave, washing machine, dishwasher, cooker) and any others used for non food-preparation purposes. For an additional five occupants, a minimum of six 13amp electrical sockets are required.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.2.15 0.08m³ (or 500x720x300mm) two shelf wall unit space is provided for every occupant. Storage under the sink is not acceptable. Storage for crockery, pans and cutlery must be supplied separately.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.2.16 Appropriate refuse disposal facilities are provided within the kitchen.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.3 Bathrooms

- 3.3.1 One shower and/or bath is provided for each bedroom, or where shared facilities are supplied, at least one for every five occupants.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

- 3.3.2 Baths and showers must be located not more than one floor distant from any bedroom (or unit of accommodation).
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.3 All baths that are provided have a footprint not less than 1700x760mm +/- 40mm.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.4 All showers that are provided have a footprint not less than 800x800mm (can be curved on one corner) +/- 40mm.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.5 All showers are provided with water that can be maintained at a constantly regulated and suitably hot temperature.
Source: Health & Safety Executive
- 3.3.6 All showers are provided with an appropriate surround that sealed with a bathroom grade silicone sealant – the surround may be a cubicle or tiled walls and a screen (which may be a shower curtain).
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.7 All baths and wash hand basins are provided with a tiled (or suitable PVC water barrier) to a minimum height of 300mm.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.8 One wash-hand basin per room is provided where reasonably practicable, plus one per water-closet compartment. Where there are no more than four occupants in the property, at least one shared wash-hand basin is provided.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.9 All wash-hand basins that are provided have a footprint not less than 560x430mm and are sealed with a bathroom grade silicone sealant.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.10 One toilet is provided for every five occupants of the property.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.11 All walls and floor coverings provided in any bathroom must be reasonably smooth and non-porous. All surfaces must also be easily cleanable with domestic disinfectant products.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.3.12 Privacy door locks are provided that can be accessed from outside the bathroom in the event of an emergency.
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

3.4 Bedrooms

- 3.4.1 All bedrooms are a minimum of 6.5m².
Source: Hull City Council, Amenity Standards for licensed HMO's, 2006
- 3.4.2 All bedrooms are provided with a modern single bed and mattress (at least 1900x900mm – UK & Ireland small single size).
Source: Hull University Union
- 3.4.3 In bedrooms of more than 11m² a modern double bed is provided with a mattress (at least 1900x1200mm – UK & Ireland small double size) with minimum surrounding space of 500mm on at least three sides.
Source: Hull University Union
- 3.4.4 At least two double 13amp sockets are provided to every bedroom.
Source: Hull University Union
- 3.4.5 Every bedroom is provided with a study desk and chair, a wardrobe and a chest of drawers.
Source: Hull University Union

3.5 Gardens

- 3.5.1 The garden is clear of rubbish and all vegetation, shrubs and trees are cut back and maintained in a tidy fashion.
Source: Weeds Act 1959, Environmental Health Guidance
- 3.5.2 Have their walls and fences in good order, and any gates (if present) operate well with gate posts/pillars that are secure.
Source: Party Wall Act 1996
- 3.5.3 Where tenants are responsible for the upkeep of any garden areas, appropriate tools (e.g. lawn mower) are provided with the manufacturer's instructions for use.

3.6 Repairs & Maintenance

- 3.6.1 The landlord should undertake a risk assessment of each property detailing potential risks, measures to mitigate against risks and any tenant responsibilities to prevent such risks manifesting. This risk assessment should be available to the tenant at the creation of a tenancy.
- 3.6.2 A landlord has a duty to repair and maintain the property at the start of the tenancy, and at all times during the tenancy, including a duty to make good any damage caused by carrying out this work.
Source: Housing Act 1988

- 3.6.3 The property must be free from any hazards as defined by the Housing Act 2004.
Source: Housing Act 2004
- 3.6.4 Access to the property by the landlord (or anyone acting on their behalf) for a repair inspection or for carrying out a repair should be the subject of mutual agreement between the landlord and tenant.
Source: Housing Act 1988
- 3.6.5 The tenant must give the landlord reasonable access to the property but failing mutual agreement, the landlord must give 24 hours advance notice in writing of their intention to enter the property - except where an emergency repair is required.
Source: Housing Act 1988
- 3.6.6 The landlord should provide the tenant with a contact name and phone number for emergency and non-urgent repair requests to be made. If appropriate, emergency numbers for tradesmen should be made available to the tenant.
- 3.6.7 The tenant should be informed what types of repairs constitute emergencies and that such repairs will be carried out within 24 hours of being reported.
- 3.6.8 Where the landlord carries out major repairs or improvements to the property during the tenancy that restrict the occupancy of a rooms(s) or the use of facilities for a period of time, an appropriate rent restriction should be applied for the period of disruption.
- 3.6.9 Evidence can be provided that on occasions where the landlord is notified of a defect or disrepair within the property repairs should be completed within the following timescales:
Emergency repairs: Any disrepair that poses a risk to health and safety of the tenants or serious damage to the property or residents belongings. These repairs should be completed within 24 hours of the defect being reported. In circumstances where this is not practical, landlords should make the best temporary arrangement and complete the work as soon as possible.
Urgent Repairs: repairs to defects which materially affect the comfort or convenience of the residents should be resolved within five working days of report of defect.
Day to day repairs: Repairs should be made within reasonable timescales at worst within 28 working days of being reported.
- 3.6.10 All homes shall be free from damp, mould, condensation, peeling paper, etc. Recognition is made that condensation occurs sometimes in all homes. Condensation problems due to structural features shall not be so pervasive as to constitute a health hazard or be a statutory nuisance.
- 3.6.11 The landlord must provide all tenants with advice on how to prevent damp from occurring.
Source: Hull University Union
- 3.6.12 All walls should be finished to an appropriate standard with paint or suitable wall covering. All plaster shall be sound and show no movement when examined.
Source: Landlord and Tenant Act 1985

3.6.13 All woodwork shall be free from rot of any description and painted to a reasonable standard with gloss paint, suitable stain or varnish.

Source: Landlord and Tenant Act 1985

4. Green Impact

4.1 Energy Efficiency

4.1.1 There is an energy performance certificate (EPC) for each self contained unit of accommodation (e.g. flat), or for the whole building, if it is occupied as a shared house with all tenants on a single joint tenancy agreement. N.B. There is no need for an EPC for a shared house where all tenants are on individual tenancy agreements.

Source: Housing Act 2004

4.1.2 On the energy performance certificate the energy efficiency rating and potential environmental impact rating must be a minimum of E rating or above.

Source: Energy Act, 2011 (this legislation comes in to force in 2018)

4.1.3 The make and model of all white goods is clearly identifiable and/or a valid EPC is displayed for that model, where the energy efficiency rating and potential environmental impact rating must be a minimum of E rating or above.

Source: EU Directive 92/75/EC

4.1.4 Low energy light bulbs are provided to at least 50% of light fittings at the start of the tenancy and included on the inventory.

Source: EU Directive 92/75/EC

4.2 Recycling

4.2.1 The property is provided with suitable recycling facilities sufficient for the number of occupants, as advised by the local authority's waste collection service.

Source: Hull City Council

4.3 Glazing

4.3.1 At least 50% of the glazed areas of the property are double-glazed.

4.3.2 100% of glazed areas of the property is double-glazed or meets Window Energy Rating of 1.8 W/m².K as per building regulations.

Source: Building Regulations: Approved Document, Part L1B, 2010

4.4 Insulation & Heating

- 4.4.1 All habitable rooms within the house (including hallways) must have suitable, controllable energy efficient fixed heating appliances. These appliances must be capable of heating the main living room to 21° Centigrade when the outside temperature is -1° Centigrade, and capable of heating all other rooms to 18° Centigrade when the outside temperature is -1° Centigrade.
- 4.4.2 All tenants are provided with advice on how best to heat their accommodation and use hot water in an energy efficient way, with regard to the facilities provided.
Source: Hull University Union, Green Impact
- 4.4.3 All accessible loft spaces shall have minimum insulation of 200mm of Rockwool insulation or equivalent where possible.
Source: Building Regulations: Approved Document, Part L1B, 2010
- 4.4.4 All hot water tanks should be foam lagged or have a good quality insulating cylinder jacket, which has been properly fitted.

5. Health & Safety

5.1 Fire Safety

- 5.1.1 All furnishings and furniture supplied as part of the let must comply with relevant parts of the Furniture and Furnishings (Fire) (Safety) Regulations.
Source: The Furniture & Furnishings (Fire) (Safety) Regulations 1988
- 5.1.2 A Fire Risk Assessment has been conducted to determine the level of fire protection required in each property.
Source: LACORS Housing – Fire Safety guidance, July 2008 & March 2009
For further information on Fire Risk Assessments, please see the LACORS guidance document which can be found at <http://www.lacors.gov.uk/lacors/upload/21063.pdf>, supplementary guidance which can be found at <http://www.lacors.gov.uk/lacors/upload/21029.pdf> or the Government's Fire Safety Risk Assessment guidance for Sleeping Accommodation which can be found at www.firesafetyguides.communities.gov.uk
- 5.1.3 One mains wired smoke detector with battery back up to be provided on each floor and one suitably sited mains operated heat detector within the kitchen which meet with BS 5446 Part 1. All detectors should be interlinked so that detection by one unit triggers the alarm in the other units.
- 5.1.4 All self closing fire doors (where appropriate) should be fitted with intumescent seals, and combined seals for doors to any high risk rooms that open onto the escape route.
- 5.1.5 An appropriate fire extinguisher is provided on every floor of the property, and evidence can be provided that it has been checked within the previous twelve months. Also, one fire blanket (certified to BS EN 1869) is provided in every shared kitchen.

"Fire alarm systems need to be regularly tested. The routine tests which are to be carried out frequently do not require specialist knowledge and can either be carried out by the landlord or the tenant. It is essential that a log book record is kept. If the tenant is to be responsible for testing, the landlord must instruct the tenant as to what must be done and periodically check the situation to see if everything is being done (e.g. by checking the log book)."

5.1.6

In houses in multiple occupation (whether licensable or otherwise) the landlord is obligated under the management regulations to ensure that fire alarms are in proper working order.

The testing/maintenance requirements vary according to the type of system, more details can be found on the Electrical Safety Council's website. Periodic testing for all systems, Grade A – F should be carried out by an alarm specialist or engineer every 6 months, testing the full alarm system including detector heads. A Fire Detection and Alarm System Inspection Report should be issued to certify that the checks have been completed.

Source: Electrical Safety Council 2009

5.2 Electrical Safety

5.2.1

The landlord should ensure that all reasonable steps are taken to ensure that all electrical appliances supplied as part of the let, are safe to use.

Source: Electrical Equipment (Safety) Regulations 1994

5.2.2

The landlord should arrange for a qualified electrician or qualified person holding the appropriate Portable Appliance Certificate to complete:

- portable electrical appliances safety test (PAT) as per the Electrical Safety Council's guidance; and
- a regular 5 year check of electrical wiring circuits and mains board.

In each case, an electrical safety report should be obtained from an approved electrical contractor to ensure equipment or circuits conform to current relevant Electrical Regulations.

5.2.3

Within all rooms containing baths and showers, all lighting should be controlled by a ceiling mounted pull-cord switch, where the cord is made of insulating material, or a wall switch, which must be mounted outside the bathroom.

Source: Building Regulations: Approved Document, Part P, 2010

5.3 Gas Safety

5.3.1

The landlord must comply with current Gas Safety (Installation and Use) Regulations (which cover Liquid Propane Gas installations) by:

- arranging for annual gas safety checks to be completed by a Gas Safe registered contractor and a gas safety certificate obtained;
- ensuring all servicing, repairs and replacements to be completed by a Gas Safe registered contractor;
- providing tenants with a copy of the servicing certificate; and
- retaining records of safety checks for at least 2 years.

Source: Gas Safety (Installations and Use) Regulations 1998

5.3.2

The landlord should provide the tenant with clear, written instructions of how to operate the central heating system safely and what action to take with a suspected gas leak or faulty gas appliance.

5.3.3 Where gas, including liquid propane gas, is supplied to the accommodation, the landlord should provide suitably located, mains-wired or battery operated carbon monoxide alarm(s) or visual carbon monoxide detectors where a boiler is located in a contained compartment.

5.3.4 Where rooms have a solid fuel appliance, carbon monoxide alarms must be placed within those rooms.

Source: The Smoke and Carbon Monoxide Alarm (England) Regulations 2015.

5.3.5 Before the start of the tenancy, and at regular intervals thereafter, the landlord should test that the carbon monoxide alarm(s) is operating properly.

5.4 Prevention of Accidents

5.4.1 All staircases, internal and external, that consist of three or more steps or have a level change of more than 300mm have a fitted handrail.

Source: Building Regulations: Approved Document, Part K, 2010

5.4.2 All handrails are a consistent height of not less than 900mm nor higher than 1,000mm from the pitch line or floor.

Source: Building Regulations: Approved Document, Part K, 2010

5.4.3 All staircases have a pitch of not less than 42° with risers between 100 and 180mm and a tread depth of between 280 and 360mm.

Source: Housing Health and Safety Rating System Guidance, May 2006

5.4.4 All showers have an appropriate mat or surface that minimises the risk of any slip or fall
Windows open freely without obstruction or the requirement of excessive force.

5.5 Lighting & Ventilation

5.5.1 Mechanical extract ventilation is provided in all communal kitchens.

Source: Building Regulations: Approved Document, Part F, 2010

5.5.2 Natural or mechanical extract ventilation is provided in all bath or shower rooms. If facilities are communal, mechanical ventilation is provided.

Source: Building Regulations: Approved Document, Part F, 2010

5.5.3 In the event of a water closet compartment opening into the kitchen, mechanical ventilation should be provided.

Source: Building Regulations: Approved Document, Part F, 2010

5.5.4 Any windows in bathrooms and toilets shall be glazed with obscure glass or treated with plastic film to provide privacy.

5.5.5 All glazing which is under 800mm/2.8 feet from the floor (and greater than 25cm in any direction) shall be re-glazed with toughened glass or have safety film properly applied to prevent shattering if it is broken.

Source: Building Regulations: Approved Document, Part N, 2010

5.5.6 All main habitable rooms (living rooms and bedrooms) shall have a reasonable glazed window area allowing reasonable levels of natural light. Bedrooms and living rooms should not have borrowed light.

5.5.7 All habitable rooms are provided with adequate electrical lighting, with conveniently located switches that are not located behind doors or obstructed by furniture.

5.6 Sanitation & Drainage

5.6.1 All sinks, wash basins, showers and baths are properly connected to the drainage system by a trapped waste outlet and have constant supplies of hot and potable cold water.

Source: Hull City Council, Amenity Standards for licensed HMO's, 2006

5.6.2 The property has adequate drainage from any roofs, and all downpipes secured to walls. All gutters and downpipes are free from blockages and in a good state of repair (no holes, visible leaks or overflow).

Source: Building Regulations: Approved Document, Part H, 2010

5.7 Security

5.7.1 If present, burglar alarm systems should have a 20 minute cut out.

5.7.2 All external entrance/exit doors are fitted with a robust lock, which includes an integrated anti-slip mechanism for Yale type locks and which conforms to BS 3621 or BS 8621. All doors are openable from inside without the use of a key, i.e. thumb turns should be fitted. Where uPVC doors have been fitted externally, these will be acceptable if they have a multi-point locking system and are openable from the inside without the use of a key, conforming to BS 3621 or BS 8621.

Source: The Crime Prevention Website 2015

5.7.3 Letterboxes are positioned at least 400mm distance from the door locking mechanism to ensure access to internal locks from outside and have a deflector or cage is fitted.

Source: Crime Watch 2014

5.7.4 Patio doors and French windows must have locks that comply with BS 3621 or BS 8621. Patio doors are also fitted with an anti-lift device.

5.7.5 All internally locked doors to bedrooms are fitted with a lock capable of being opened from inside without the use of a key. All locks meet BS 3621 or BS 8621.

5.7.6 All ground floor windows can be locked, and a provided with a supply of keys.

5.7.7 Any garages or outbuildings are appropriately secured against unauthorised access.

5.7.8 There is adequate external lighting either by street lighting or security/dusk to dawn lights.

6. Welfare & Community

6.1 Refuse Provision

- 6.1.1 The property is provided with suitable refuse disposal facilities sufficient for the number of occupants, as advised by the local authority's waste collection service.
- 6.1.2 Additional black bins are provided at properties where there are more than six residents
- 6.1.3 All refuse bins provided, the house number and street initials are displayed on them. Where possible, wheelie bins should be located at the rear of the property, and tenants clearly informed of the need to return them to that location as soon as possible after they have been collected.

6.2 Anti-Social Behaviour

- 6.2.1 A landlord has prepared policies in relation to anti-social behaviour and recorded procedures for dealing with occurrences of anti-social behaviour.

Source: Housing Act 1996

6.3 Crime Prevention

- 6.3.1 Upon moving tenants are provided with crime prevention information from the local police authority, the local Students's Union or the local Authority.
Upon moving into a property tenants are provided with information on Immobilise.
- 6.3.2 Landlords should provide all tenants with a Humberside Police Crime Prevention keyring.
- 6.3.3 Properties should clearly display posters regarding locking doors at both the front and the rear exit doors.

Source: Humberside Police 2016

6.4 Complaints

- 6.4.1 At the outset of the tenancy, the landlord should advise the tenant in writing of the way or ways that any complaints should be registered.
- 6.4.2 A record should be kept by the landlord of complaints made by the tenant or a third party and the outcome of the complaint should be recorded.

6.5 Disputes

- 6.5.1 The landlord should seek to resolve any dispute linked to the tenancy or property, involving their tenant, including a dispute with neighbours, promptly and lawfully.

7. Code of Conduct

7.1 Code of Conduct

- 6.1.1 All HullSTARS registered landlords must behave in a manner not likely to cause harassment, alarm or distress to a student. Should your behaviour or actions be found and proven to fall below these expected standards, HullSTARS may rescind the invitation to the annual Housing Fair, or terminate membership entirely..

