



HullSTARS Advisory Committee Meeting

Wednesday 3rd August 2016

10.30am

Meeting Room 2, University House

Attending:

Toni Proctor (TP) (HullSTARS); Samantha Page (SP) (HullSTARS); George Bainbridge (GB) (VP Welfare & Community); Jill Cooper (JC) (Head of Accommodation – University of Hull); Debbie Drake (DD) (Humber Landlord Association (HLA)); Christine Kirk (CK) (Hull Student Landlord Association (HSLA)).

1. Apologies:

None.

2. General Updates:

TP commenced by introducing GB to the committee as the new Vice President of Welfare and Community. The members introduced themselves to GB.

TP then asked the committee for feedback on the Open Meeting held on Wednesday 20th July. JC felt the meeting was productive, however the room was uncomfortably warm and it seemed that getting feedback from the floor on the day was a struggle.

CK felt the Police attending was a success. DD second CK and added she felt the talk on street drinking was positive, and that since the meeting she had noticed an increase in Police presence around Newland Avenue.

JC liked the posters and keyrings given out by the Police, and she has already begun handing them out to students.

DD asked TP if she was aware about an organised litter picking day around Newland Avenue recently, which appeared to be affiliated or sponsored by Dove House Hospice. TP believed it was an event organised by a member of the Residents Association who was fed up with the volume of waste on the streets around her home address.

CK queried why the landlord associations, Waste Management Meeting, or HullSTARS didn't know anything about it, as we are all supposed to be working together. CK expressed she felt the joined up thinking has stopped again, and a meeting with the local councillors would be beneficial to ensure it does not become "us and them", as we need to all work together to combat the waste issue.

DD agreed that should she have been notified about it, she would have been happy to help and get involved with the residents. DD also stated with prior notice the HLA would also be keen to get involved in any locally organised events.

TP clarified by stating this was organised by a resident and was nothing to do with the University. TP noted that a representative from the Residents Association will be invited to the Student Community Partnership Strategy (SCPS), a meeting at which HullSTARS is represented and that this will hopefully improve communication links going forward.

CK asked if the councillors could be contacted, and the question asked if they would be willing to include information on litter picking days in their ward newsletters to residents, allowing more people to help.

TP added that it has come to light that a number of councillors had been missed off the invitation to the waste management meeting, for no other reason than she didn't know they existed. TP stated this has caused some upset with the councillors, as those invited belong to the same political party. TP confirmed that she now has a list of all of the councillors and these will be invited to the next waste meeting.

TP noted that the council have no planned BOYRD's in at present, and has been advise that anyone who has an issue with this should raise it with their local councillors.

CK asked if like the Police have "Gun Amnesty" days, the Council would be willing do so something similar with waste? TP replied that this has been discussed in the past and it was something the Council were not been keen to do, on the basis that they feel they should not subsidise the landlords to get rid of commercial waste, when landlords should be paying for a waste carriers licence.

CK felt this was something to be raised again at the next waste management meeting.

DD added that landlords have to pay council tax when properties become empty, and she thinks they only get a 28 day grace period if unfurnished. CK clarified that the 28 day grace period is only allowed once.

TP referred the meeting back to litter picking days, noting that she will explore more joined up ways of working where possible.

ACTION – TP to explore the possibility of joined up working in relation to litter picking days.

DD asked TP who attends the Student Community Partnership Strategy (SCPS) meeting.

TP gave an overview and outlined that the purpose of the meeting is to build relationships with the community, allowing transparency and also providing the community with a single point of contact.



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TP also added that another part of the strategy is the complaints/compliments forum. This has not been advertised yet as it is only being soft launched. Community members can write in with complaints or praise, they will initially go to JD who will disseminate to the appropriate person. This can be found on the universities website, and a link will be included on the HullSTARS page when officially launched. TP noted that community members and residents may wish to use the form to inform the university of litter picking days.

DD asked if there was anyway the HSAC could receive any relevant information resulting from these meetings. TP was unsure as this meeting is still in its infancy and as such the minutes are reserved business at present, but this is something she will pick up at the next meeting, and disseminate any relevant information.

ACTION – TP to disseminate any relevant information from SCPS to HSAC.

The StuRents talk was discussed, with JC commenting that she found it useful. DD was impressed with how proactive they appear to be.

It was felt that inviting external companies was beneficial and discussion was had about inviting the Police to the next open meeting, as well as Chris Paget or Trudi Vout if appropriate.

ACTION – TP to extend invitation to the HSAC Open Meeting 2017 to Trudi Vout or Chris Paget from the University of Hull.

A discussion was then had about concerns surrounding the commercialised direction StuRents were heading in in regards to a student contract. The use of a university/union approved contract was discussed and TP confirmed that discussions are ongoing with StuRents in order to get good student/landlord friendly balance.

A further discussion was had about StuRents and the lack of HullSTARS presence on their website as mentioned at the open meeting. Suggestions to improve the HullSTARS presence included;

- Displaying the HullSTARS logo on the Hull page.
- Having a description of what HullSTARS is.
- Making the HullSTARS affiliation more prominent and eye catching.
- Moving the star rating higher up the property page.
- Adding the disclaimer that not all properties advertised are HullSTARS inspected.
- Search filter to show only whole houses or only single rooms.
- Clarity on availability (eg 3/7 does that mean 3 rooms have been taken or there are 3 rooms left?)

ACTION – TP to pass suggestions onto Michael Rainsford (MR) at StuRents for his consideration and feed back to the group.

DD asked TP if she could also get a percentage scoring list for StuRents so it is clear what actions equate to bonus scoring on the website.

ACTION – TP to obtain a current percentage scoring list from StuRents.

TP briefly informed the meeting of upcoming HullSTARS plans, these included attending the Lawns Roadshow, Taylor Court and The Courtyard promoting HullSTARS and the Housing events for 2016/17, the aim being to build up relationships with first year students as early as possible.

SP asked GB if he will be championing the No Rush No Pressure campaign again, which he confirmed he is.

DD asked if the Housing Fair date will be shared with students from the start. TP confirmed that it is included on the housing calendar that will be available early in the year. TP also discussed the Housing Social events being held this year.

CK raised her concerns about Humberside Police publicising crime figures for the University ward on the HullSTARS website, and the rise in crime figures could put people off moving down a certain street. TP clarified that this is public information, available to anyone and was a recommendation from Humberside Police as it was in the student's interest to have the information available for their home safety and security.

TP confirmed the audit criterion has remained the same for the coming academic year, and the only amendments are adding N/A options where appropriate.

The meeting was concluded.

6. Next Meeting:

Wednesday, 2nd November 2016, 10.30am - University House, Meeting Room 2.

7. Action Table:

Responsible:	Action:	Deadline:
Toni Proctor	To explore the possibility of joined up working in relation to litter picking days.	Summer 2016
Toni Proctor	To disseminate any relevant information from SCPS to HSAC.	Following next meeting, TBC.
Toni Proctor	To extend invitation to the HSAC open meeting 2017 to Trudi Vout or Chris Paget from the University.	July 2017



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Toni Proctor	To pass suggestions onto Michael Rainsford (MR) at StuRents for his consideration and feed back to the group.	19 th August
Toni Proctor	To obtain a current percentage scoring list from StuRents.	19 th August