



## **HullSTARS Advisory Committee Meeting**

Meeting Agenda 18<sup>th</sup> January 2017 – 10.30am

Meeting room 3 University House

### **Attending:**

*Samantha Page (SP) (HullSTARS); Shelly Bennett (SB) (HullSTARS); Ian Sanders (IS) (Hull City Council); Debbie Drake (DD) (Humber Landlord Association); Christine Kirk (CK) (Hull Student Landlord Association); Michael Rainsford - (Via phone link) (MR) (StuRents); Chloe Reed (CR) (HUU Advice Centre). George Bainbridge (GB) (VP Welfare & Community) Liz Pearce (LP) (Director of Membership Services HUU)*

### **1. Apologies**

*Jill Cooper (JC) (University Accommodation Manager)*

### **2. Ratification of minutes**

All present in agreement

### **3. General updates – Hull STARS & Future events**

SP summarised key events in the HullSARS calendar, and their progress to date;

- Toni Proctor is now on maternity leave and will return sometime in October 2017. Toni sends her apologies for not attending this meeting on a catch up day; she will try to attend the next meeting.
- SP introduced new member of staff (SB) Shelly Bennett to HullSTARS as the temporary Administrator.
- SP explained that in TP absence, she would be acting as HullSTARS Co-Ordinator.
- SP explained that HullSTARS have 198 audits to review this year, and approximately 12 weeks left of term-time weeks. SP asked for a little patience, as these may take longer due to staff changes.
- Interviews for a new Auditor will take place on Thursday 19<sup>th</sup> January 2017 due to Dimitar leaving us to work for the University.

### **New Year Clean Up:**

SP discussed with the group the forthcoming HullSTARS New Year Clean Up Day, being held on Wednesday 25<sup>th</sup> January, 11am-1pm, meeting at HUU reception 10.45am

- SP explained the event will be small and low key, with the intention of improving relationships between students and the local community, and to show residents that we are listening to their concerns.
- The message being delivered to students is to make Newland Avenue a community to be proud of, and one befitting a City of Culture.

- Advertising of the event includes, emails to HullSTARS landlords, the Watse Management working group, HullSTARS student staff and HUU student newsletters, along with daily posts on Facebook and Twitter. SP is hopeful that lots of landlords, students and residents alike get involved in this partnership working.
- Hull city council are providing 13 litter picking kits, including Litter picker, gloves, bin bags etc. A collection pick up point has been arranged.

DD raised a concern regarding landlords carrying commercial waste is an offence without a licence. IS stated this is possible as it is not commercial waste so ok to carry to a stated collection point on the day.

SP also clarified;

- The event has been registered on [www.keepbritaintidy.com](http://www.keepbritaintidy.com) which also covers us with a H&S Risk Assessment. She has also opted for the local authority to be made aware of the event – Liz Smith is the point of contact.
- Hull Daily Mail will also be made aware.
- The big event will be held in March, in conjunction with the National Big Spring Clean Up Campaign.

#### **Housing Social:**

- The next event will be held on Tuesday 14<sup>th</sup> February
- Valentines themed “LOVE YOUR HOUSE” to balance out the October “Housing Horrors” review week.
- Not going to be run as a “Housing Social” but as a “Review Day” this has been decided due to the lack of student engagement with previous Housing Socials.
- Venue has been changed to the break out area opposite HUU reception; this was changed, as Asylum has not proven to be a successful venue.
- To encourage student participation and boost engagement on HullSTARS social media sites, there will be a competition run on the day, closing on February 21<sup>st</sup>. Students will be required to tweet or post a photograph about something they like or dislike about their student house on HullSTARS Twitter or Facebook accounts, using #HUUheartache. The winner will be picked at random and will win a £50 Amazon voucher.

#### **4. Housing Fair - Survey & Feedback:**

SP summarised the feedback survey results sent out to all attending landlords.  
(Document attached to bottom of minutes)

Key points discussed were:

- Feedback on the whole was much more positive than the previous year.
- Landlords were happier with the décor this year, however could still be better



- Footfall was down this year at 315. Last year was 350, however the general consensus was that the quality of students this year seemed better and those attending were genuinely looking for a house.
- Landlord stall numbers were down this year, unknown as to why
- Teamed up with the HUU Christmas Fayre as this generates more footfall into the building, in the hope that they would then attend the Housing Fair afterwards.
- Landlords felt the event was better organised this year than previous years.

#### Key areas to work on:

- Advertising prior to the fair needs improvement as when landlord asked students the majority of them were unaware of the event taking place.
- Parking again was an issue, like in previous years attending landlords were unable to get parked, and some received penalty notices.
- The layout of the fair need a re- think to incorporate the Awards better, as landlords felt the awards were too disjointed from the fair, and were reluctant to come and watch the presentations in case they missed potential students.
- Landlords would also like to see the Awards brought forward to the start of the event to optimise advertising.
- StuRents and some landlords feel the fair needs to be brought forward to November as by December 50% of the market has gone.

**Action: SP to collate data, statistics on the pro's and con's of moving the fair forward. To create a survey to distribute to all HullISTARS landlords on their preferred date, to then discuss with SMT and present findings to next meeting.**

**Action: SP to look into moving the awards to the start of the Housing Fair to maximise exposure for the winning landlords. SP to also look at how the Awards can be re-located to feel more apart of the event.**

#### Ideas of Improvement:

SP highlighted areas which she aims to work on this year to improve feedback scores next year, these included:

- Involving landlords in the planning of the event, asking them what décor they want to see more of, what theme they would like to see. She felt this would tailor the event more to the landlords needs, as it is the biggest event on the HullISTARS calendar.
- Look at alternative ways to market the event, not rely on social media. Landlords have suggested more face-to-face interaction.

DD made a suggestion of an open email to landlords to gain suggestions as to how to improve further. All agreed landlords would appreciate more involvement.

SP asked if MR would help with advertising and would like to see the Housing Fair on StuRents. MR confirmed he would be more than happy to support HullSTARS, however felt that there would be a bigger student audience start of November.

**Action: MR to send SP data of housing enquiries and house searches in Hull in November and December and compare those figures to other similar sized campuses nationally.**

Comments made:

CR Made the point about the dangers of the fair being earlier. Pressure to sign contracts earlier. As the advice centre have seen an increase in contract release clients. They had seen 417 accommodation issues 67 contract realise, 69 Landlords & 54 repair issues in semester 1.

MR felt the benefits of an earlier fair far out way the negative points, info provided earlier would enable students to make an informed decision. Find and establish groups to share accommodation with. They need to see all that is on offer to them.

SP expressed concern that the ethos of HullSTARS and HUU “No Pressure No Rush Campaign” would be contradict, however would be happy to look at information supporting a move, as the other side of the argument would be would we prefer students to be under the “umbrella” of HullSTARS landlords early then left to be approached by non registered landlords.

LP made reference to the House mate agreements, and how this is in discussion with the university to find some way of promoting life skills. Starting with year 1 students providing life skills education, in the hope to elevate some of the problems leading to students wanting to be released from contracts.

SP and MR were happy to include any literature made on their websites and agreed it would be a useful information tool for students who are living independently for the first time.

## 5. HLA (suggested amendments to the HullSTARS model)

SP gave a brief explanation behind the survey’s purpose, that it was created to consult HullSTARS registered landlords and obtain their views and feelings on proposed changes to the HullSTARS model, raised by the HLA who are wishing to have the right to reply to negative reviews opened up to all landlords, without paying to become a member.

SP handed the result document to the meeting. SP stated she had not yet completed an analytical report on the results due to lack of time, but would disseminate out as soon as possible.

SP invited the meeting a moment to peruse the document and then summarised the results.





### Key Points:

- Overwhelmingly in favour to NOT open up the right to reply to non registered landlords. 31% voted “Yes”. 69% voted “No”.
- HullSTARS would potentially loose 43% of its current landlords, which would be a catastrophic loss.
- 77% of current members felt that it would NOT encourage non-registered landlords to join up if the right to reply was opened up to all.
- Overwhelming results that if we let non- members have the right to reply it would dilute the value of HullSTARS and discourage the whole benefit of HullSTARS.
- Overall nice comments a wide scope of HullSTARS services are seen as benefits not one specific thing.

To conclude, the HullSTARS model will not be changing, the benefits will remain available to registered landlords only, and the HSAC group will continue to advise.

DD raised a concern over the layout of the website and how unclear it is to see that a review has actually been left. SP agreed this was poor and will be something she looks into, to make it clearer there is a reply to read.

**Action: SP To look at ways to make the replies made more prominent on the website.**

To view further please view the attached HLA Survey at the bottom of this document.

**Action: SP to send feedback and results of the consultation process to Danny Gough, HLA.**

## 6. A.O.B.

SP invited the room to contribute with any other business:

- IS updated the meeting of changes to HMO licensing later this year.
- In preparation for these changes the council are looking to develop a database with the Article 4 area. Looking to gain % of houses which are HMO`s. IS would like HullSTARS to assist.
- SP asked IS if there was a named contact within Hull CC that landlords could contact if they were concerned about their tenants no longer being students, and thus being liable for Council Tax. IS was unaware and advised to call 300 300, but believed the onus was on the tenant to inform Hull CC of a change to their student status.
- DD queried if there was anyway to review the amount of time the verification of details link is active for the HullSTARS website. Currently it is a short time, approx 15min window. DD felt this was not enough time. DD suggested 12hours.
- DD advised the committee that she is opening up her position as a HLA representative at the next AGM. It may be that someone else would like to get voted in. DD will update SP on the result of the election.
- A discussion was had about an agent using high-pressure sales techniques to get students to sign contracts. They are calling landlords asking to show students around

their houses and in return taking a significant finders fee per student. SP believed this is not something HullSTARS can control, however she will work with GB and HUU to reiterate the HUU No Rush No Pressure campaign message.

- SP advised that the next meeting would be moved forward to Wednesday 29<sup>th</sup> March due to the current date falling out of term time and her working hours. Those in attendance were happy with the date change.

**Action – SP to speak to the website developer to see if this can be extended.**

**Action – IS to email SP with data sharing request**

**Action - SP to liaise with GB to send out No Rush No Pressure Campaign message.**

## 7. Next Meeting:

Wednesday 29<sup>th</sup> March 2017, at 10.30am. Venue TBC.

### Action Table:

|                                   |  |  |
|-----------------------------------|--|--|
| Samantha Page                     | <b>SP to collate data, statistics on the pro's and con's of moving the fair forward. To create a survey to distribute to all HullSTARS landlords on their preferred date, to then discuss with SMT and present findings to next meeting.</b> | <b>To be completed before 29<sup>th</sup> March 2017</b> |
| Samantha Page                     | <b>SP to look into moving the awards to the start of the Housing Fair to maximise exposure for the winning landlords. SP to also look at how the Awards can be re-located to feel more apart of the event.</b>                               | <b>To be completed by 1<sup>st</sup> August 2017</b>     |
| Michael Rainsford                 | <b>MR to send SP data of housing enquiries and house searches in Hull in November and December and compare those figures to other similar sized campuses nationally.</b>   | <b>To be completed by 17<sup>th</sup> February 2017</b>  |
| Samantha Page                     | <b>SP To look at ways to make the replies made more prominent on the website.</b>  | <b>To be completed by 31<sup>st</sup> March 2017</b>     |
| Samantha Page                     | <b>SP to send feedback and results of the consultation process to Danny Gough, HLA.</b>  | <b>To be completed by 3<sup>rd</sup> February 2017</b>   |
| Samantha Page                     | <b>SP to speak to the website developer to see if the link for verification of details can be extended.</b>  | <b>To be completed by 1<sup>st</sup> August 2017</b>     |
| Ian Sanders                       | <b>IS to email SP with data sharing request</b>  | <b>To be completed by 17<sup>th</sup> February 2017</b>  |
| Samantha Page & George Bainbridge | <b>SP to liaise with GB to send out No Rush No Pressure Campaign message.</b>  | <b>To be completed by 3<sup>rd</sup> February 2017</b>   |



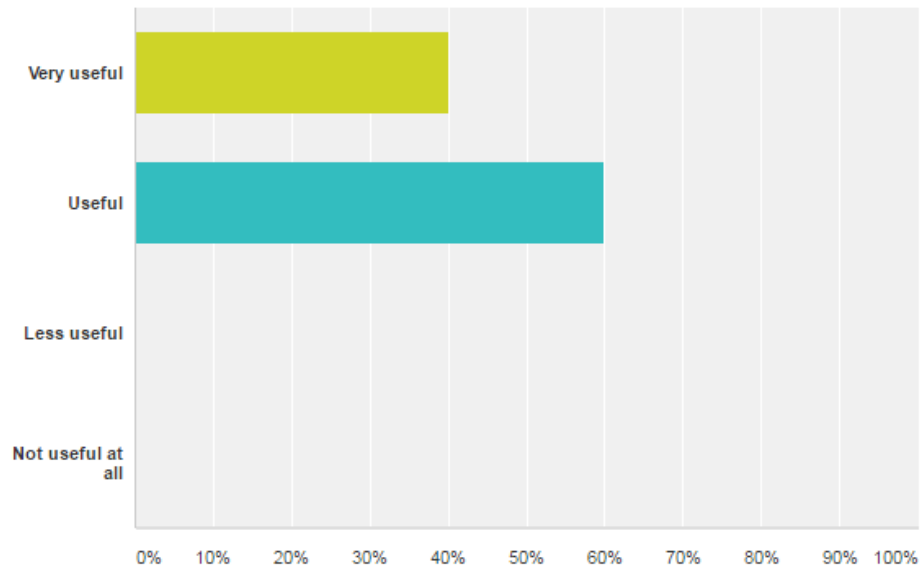
# ADDITIONAL DOCUMENTATION

## Housing Fair Report 2016/17

### Question 1:

How did you find the information prior to the House Fair?

Answered: 10 Skipped: 0



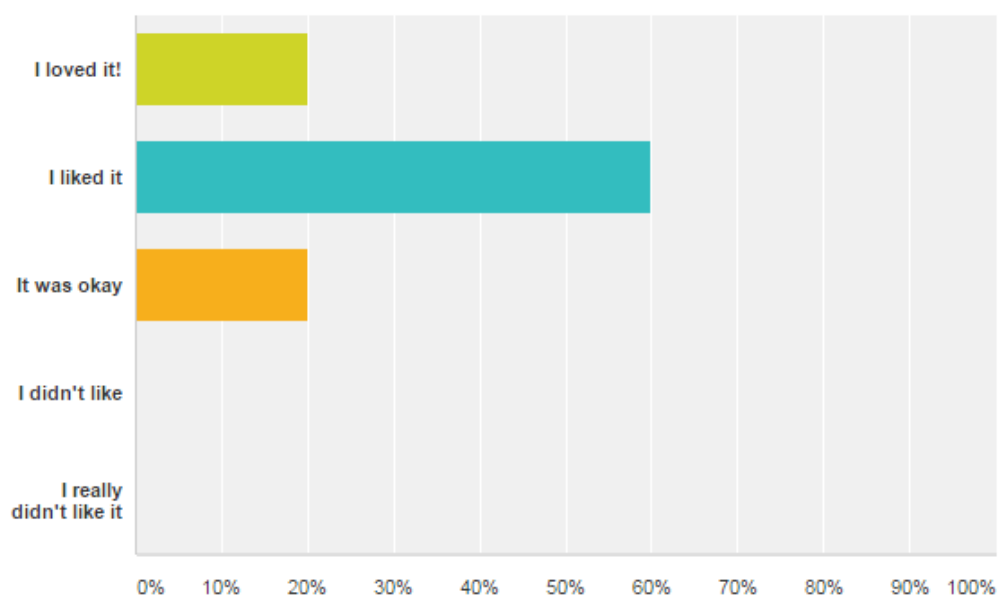
| Answer Choices    | Responses |
|-------------------|-----------|
| Very useful       | 40.00% 4  |
| Useful            | 60.00% 6  |
| Less useful       | 0.00% 0   |
| Not useful at all | 0.00% 0   |
| Total             | 10        |

### Comments:

*“Coordinated.”*

**Question 2:****What did you think of the HullSTARS decor this year?**

Answered: 10 Skipped: 0



| Answer Choices            | Responses |
|---------------------------|-----------|
| ▼ I loved it!             | 20.00% 2  |
| ▼ I liked it              | 60.00% 6  |
| ▼ It was okay             | 20.00% 2  |
| ▼ I didn't like           | 0.00% 0   |
| ▼ I really didn't like it | 0.00% 0   |
| Total                     | 10        |

**Comments:***"I thought the room looked excellent."**"Loved the choir"*

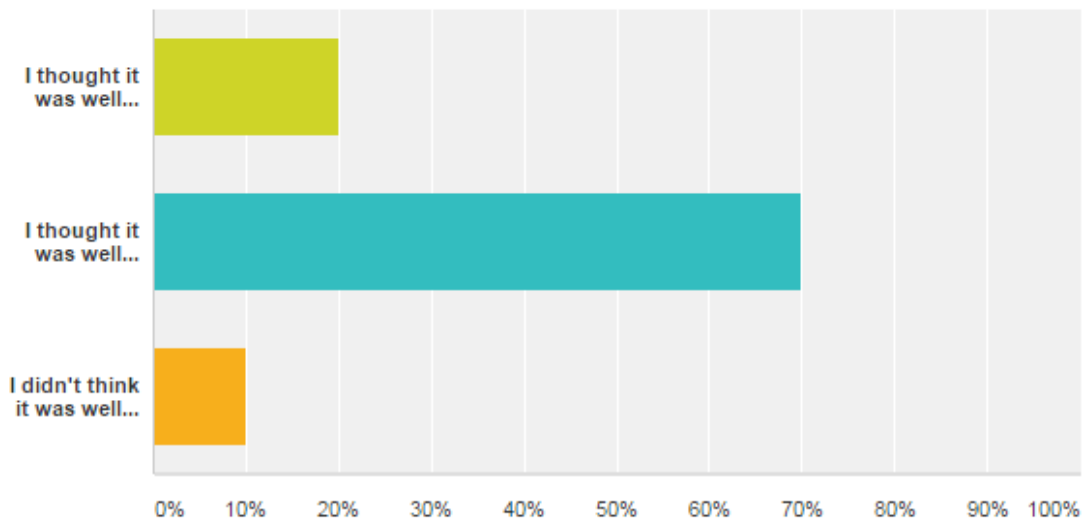




### Question 3:

## What did you think about the advertising and marketing done for the fair?

Answered: 10 Skipped: 0



| Answer Choices   | Responses |
|--|-----------|
| I thought it was well marketed and students knew about it            | 20.00% 2  |
| I thought it was well marketed but not enough students knew about it | 70.00% 7  |
| I didn't think it was well marketed                                  | 10.00% 1  |
| Total  | 10        |

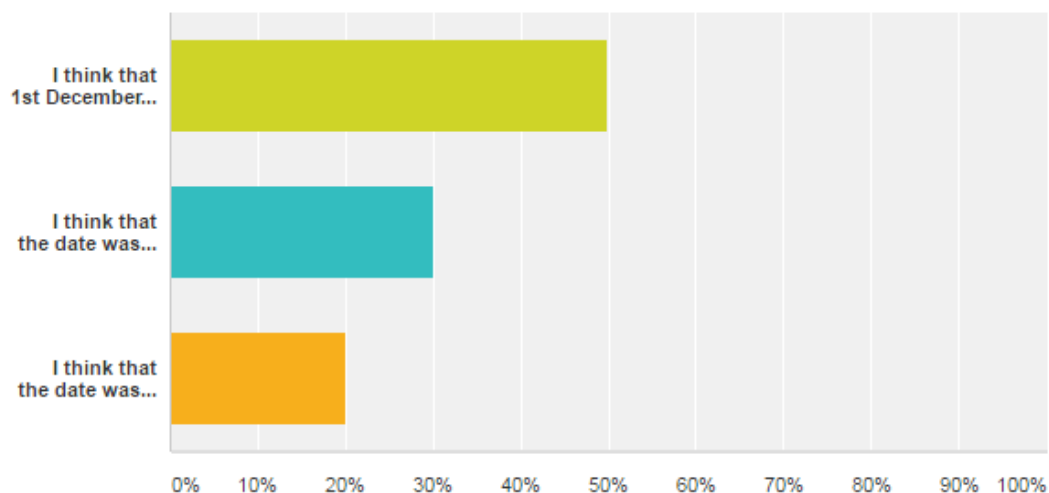
### Comments:

*"Not sure as wasn't aware of what marketing had been done."*

*"Well marketed, but less footfall each year – students increasingly using other ways of finding accommodation"*

**Question 4:****What did you think to the timing of the event? (Please select multiple)**

Answered: 10 Skipped: 0



| Answer Choices                              | Responses |
|---|-----------|
| ▼ I think that 1st December was a good date | 50.00% 5  |
| ▼ I think that the date was too early       | 30.00% 3  |
| ▼ I think that the date was too late        | 20.00% 2  |
| Total Respondents: 10                       |           |

**Comments:**

*"I think, this should maybe happen mid-Jan, as people are pre-occupied mentally with Christmas in December"*

*"November would be better – This would attract many more students to the day and be a large selling point for being part of HullSTARS"*

*"Prior to the event I thought the date was good, but have since found out that Ash Court hold a huge Halloween party kicking off the new letting season. As much as we all want to wait and do things correctly, we have to be reactive to when others are starting"*

*"Far too early for the good of students but commercial competitive pressure from agents using other means to find tenants as early as possible means there is little room for manoeuvre"*

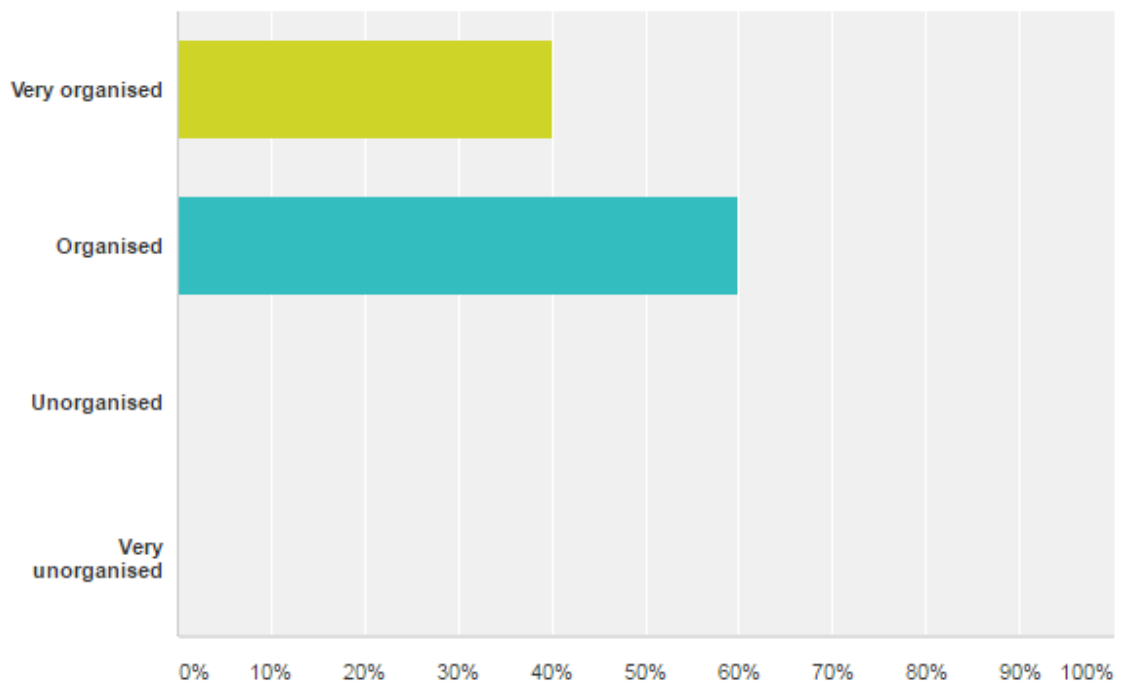
*"Unsure according to StuRents most of views are in November, so by December loads of students have signed up. It's good for those less sure about friendship groups and cautious but whether it is worth the effort for the amount of footfall remains to be seen."*



### Question 5:

## How did you find the organisation of the fair on the day?

Answered: 10 Skipped: 0



| Answer Choices   | Responses |
|------------------|-----------|
| Very organised   | 40.00% 4  |
| Organised        | 60.00% 6  |
| Unorganised      | 0.00% 0   |
| Very unorganised | 0.00% 0   |
| Total            | 10        |

### Comments:

None

**Question 6:****What did you think of the venue, decor and layout?**

Answered: 10 Skipped: 0

**Comments:**

*"Good"*

*"Looked great, lots of space"*

*"It was well presented but no signage from the outside to inform students about what was going on inside"*

*"Great venue, however a bit tucked away from the students"*

*"Layout of the fair was good this year, students seemed interested. I didn't see a great deal of décor to be honest"*

*"Good"*

*"All ok, Awards need to be given out in a different place to engage with everyone in the room at the time. Need to be awarded earlier so those who win can optimise marketing potential"*

*"The venue and signage does not attract students in any number"*

*"I like where the venue is situated i.e. close to cafes etc for student traffic"*

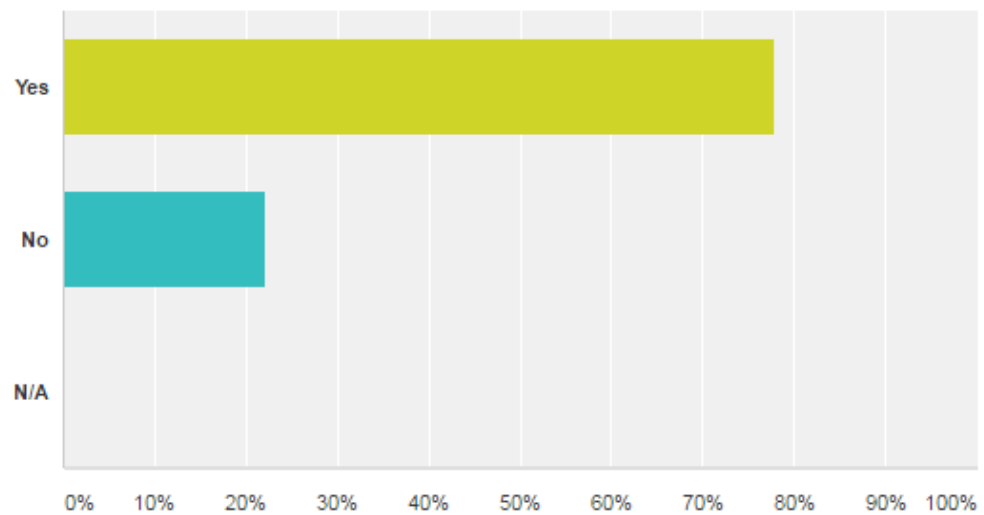
*"Good"*



### Question 7:

#### Did the fair generate any leads?

Answered: 9 Skipped: 1



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 77.78% 7  |
| No             | 22.22% 2  |
| N/A            | 0.00% 0   |
| Total          | 9         |

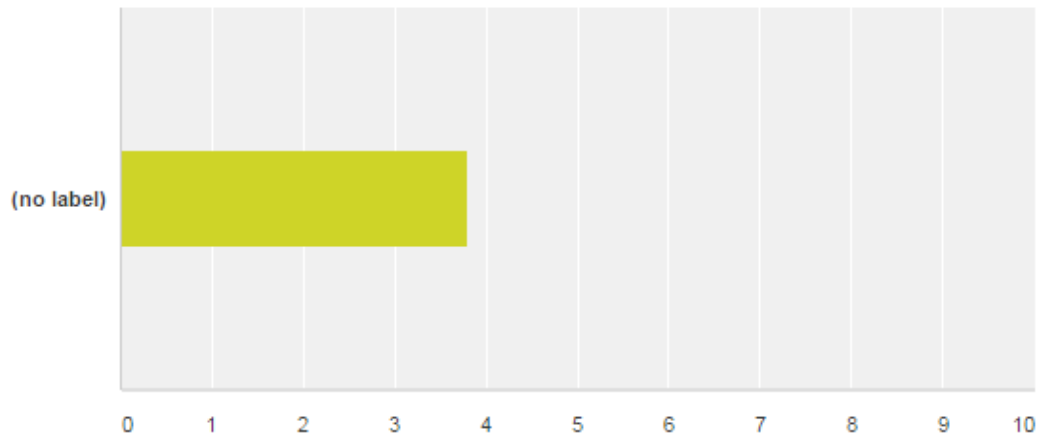
### Comments:

*"The students came in steadily throughout the day"*

*"We have received some data however I feel that by the time the students got round to our stall, they had their hands full and couldn't really be bothered"*

**Question 8:****Overall, how would you rate the fair?**

Answered: 10 Skipped: 0



|            | Poor       | Not so good | Okay        | Good        | Excellent   | Total | Weighted Average |
|------------|------------|-------------|-------------|-------------|-------------|-------|------------------|
| (no label) | 0.00%<br>0 | 10.00%<br>1 | 20.00%<br>2 | 50.00%<br>5 | 20.00%<br>2 | 10    | 3.80             |

**Comments:***None*

Hull Student  
Accommodation  
Rating System



@HullSTARS



/hullstars

www.hullstars.com

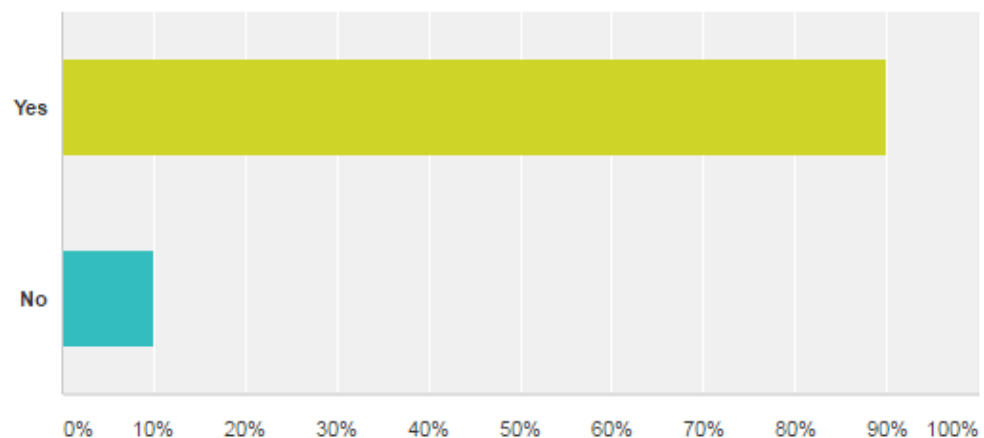
HullSTARS University House, University of Hull, Cottingham Road, Hull, HU6 7RX



### Question 9:

## Do you think we should continue to hold a Housing Fair?

Answered: 10 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 90.00% 9  |
| No             | 10.00% 1  |
| Total          | 10        |

[Comments \(2\)](#)

### Comments:

*"It is an essential part of HullSTARS to generate business within the community of the University offering accommodation"*

*"Yes...but in my case only to meet colleagues (though expensive day just for this). Only once in the last 5 years have I found tenants for one of my 2 large houses."*

**Question 10:**

## There is always room to improve, what are your opinions on how we could improve the Housing Fair for next year?

Answered: 10 Skipped: 0

**Comments:**

*"Parking! There is no way public transport can be used with the volume of items needed and several of us received parking tickets, albeit warnings, it isn't great when you've paid for parking!"*

*"Bring the fair to an earlier date. Early to Mid-November would be ideal"*

*"If agreed with the University, I would like to see some posters around campus displaying about the housing fair"*

*"More stalls to entice students in"*

*"I know it's difficult, but it's just getting more people to the fair, be this holding it earlier or more advertising, I'm not sure"*

*"I find the day a bit chaotic....a bit of a fight to get attention. Time is wasted by students looking for 1 or 2 bed properties approaching landlords with large properties. My suggestion: Landlords provide list of all properties available to HullSTARS who print a guide sheet simply listing 1) Address of Property 2) Landlords name 3) The number of beds at the property. Students can go straight to relevant landlords and also be confident of not missing possible houses more suitable for them."*

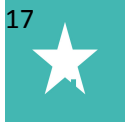
*"Somehow needs more engagement with students to generate more footfall"*

*"I don't think there should be one"*

*"Maybe think of a way of spacing out some more tables perhaps utilise where the stage is as well. That might also work for award ceremony so that it's not stuck out on its own."*

*"Layout could be altered slightly, as students came to us second to last and already had their hands full and couldn't be bothered to give their details out again."*





## HLA Suggested amendments to the HullSTARS Model:

### Survey Results

#### Summary:

HullSTARS recently had a meeting with the Humber Landlord Association (HLA) who expressed their dissatisfaction with the HullSTARS model.

The HLA have requested that we consider changing the governance structure, however as HLA members do not make up the majority of our registered landlord portfolio, we felt it important to include our valued HullSTARS registered landlords in the consultation process.

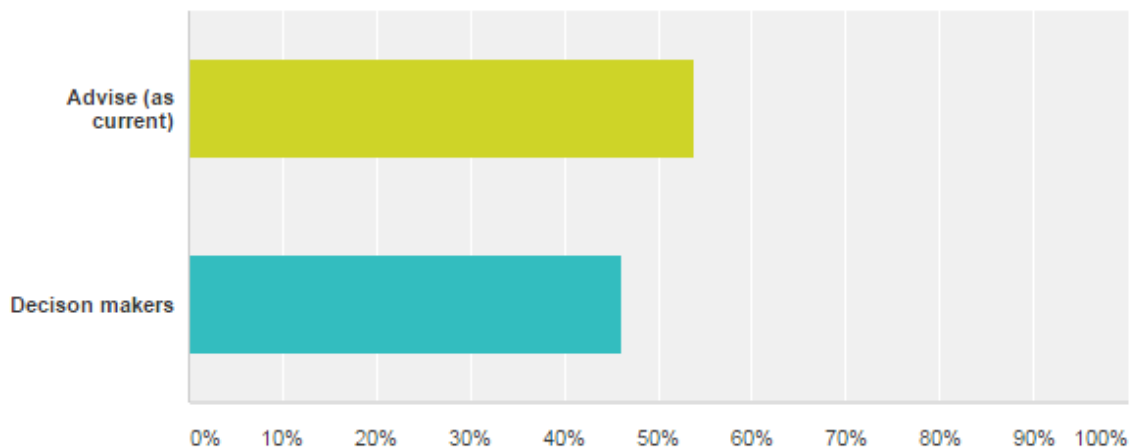
We would be grateful if you would take the time to complete this survey on the proposed changes, however please let me reassure you that this will not affect the terms and conditions of your current membership. No changes would be made this academic year.

#### Results:

#### Question 1:

### **Governance - Should the HullSTARS Advisory Committee (HSAC) be there to advise or make decisions?**

Answered: 13 Skipped: 1



| Answer Choices        | Responses |
|-----------------------|-----------|
| ▼ Advise (as current) | 53.85% 7  |
| ▼ Decison makers      | 46.15% 6  |
| Total                 | 13        |

**Question 2:**

## In your opinion, what are the main benefits of signing up to HullSTARS?

Answered: 13 Skipped: 1

**Comments:**

*"Up-to-date information and closer links between Landlords and Student community to better match offerings to student's requirements"*

*"Let's students know your property is of a good standard, therefore improving chance of letting"*

*"Impartial demonstration of standard actually achieved. Indication of desire to set and uphold standards in best value accommodation for students. Use of membership as a marketing "stamp of approval""*

*"Publicity for the audited property"*

*"The idea is a good one. To help students make an informed decision on safe accommodation"*

*"Shows our tenants we abide by the student accommodation standards"*

*"None"*

*"Advertising and giving students the opportunity to look at honest student reviews on their property (not dishonest ones or ones from summer let students!)"*

*"Advertising tool that evidences standard of accommodation. Students being able to rate standard of accommodation and landlord's service. Improve accommodation."*

*"To obviously attract students to rent your property"*

*"The providence and improvements that comes with being audited and advised by the team"*

*The housing fair and possible reputation from being an accredited member"*



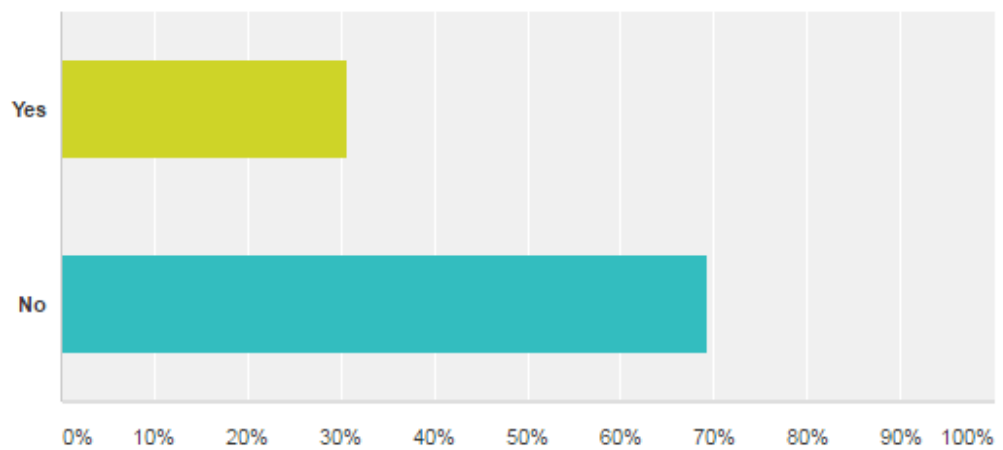


*"To build a good working relationship with a governing body who can help to advise on the best way to improve our properties and service. This also gives tenants peace of mind"*

**Question 3:**

**Should HullSTARS open up the "right to reply" to student reviews to non-registered landlords?**

Answered: 13 Skipped: 1



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 30.77% 4  |
| No             | 69.23% 9  |
| Total          | 13        |

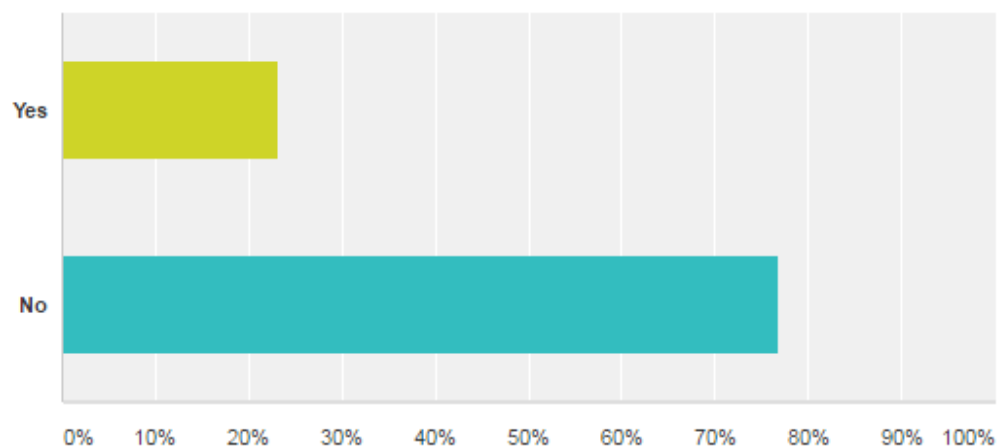
**Comments:**

*None*

**Question 4:**

**Do you think by allowing non-registered landlords the right to reply to reviews, they would be more likely to register with HullSTARS?**

Answered: 13 Skipped: 1



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 23.08% 3  |
| No             | 76.92% 10 |
| Total          | 13        |

**Comments:**

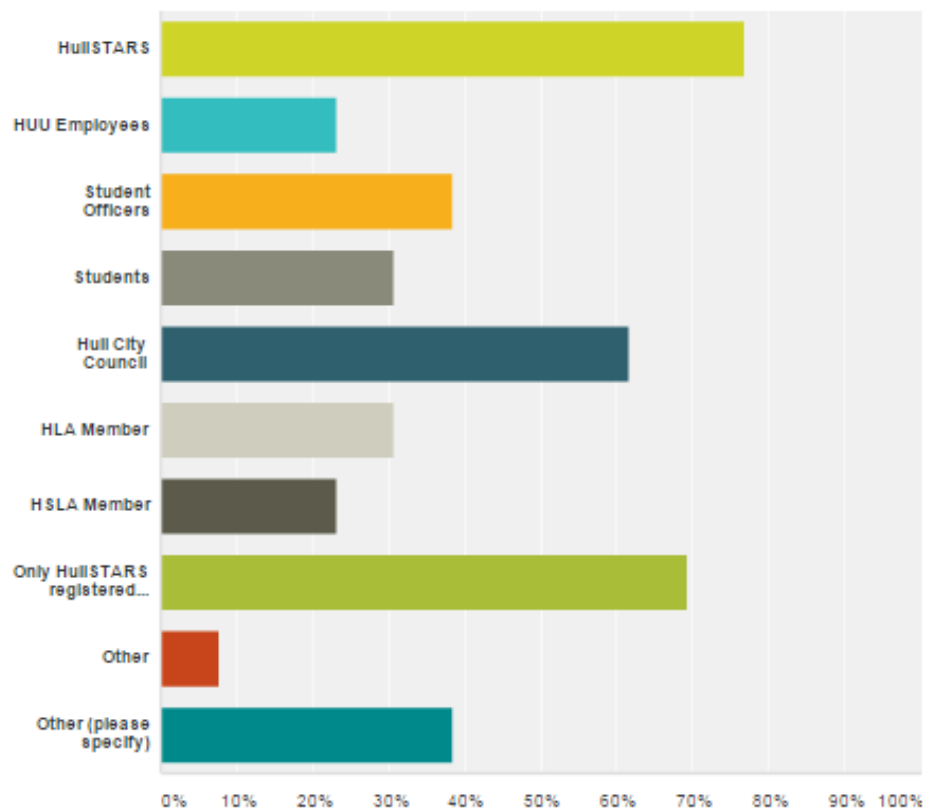
None



### Question 5:

The HLA have suggested that a panel ought to be set up to make decisions on the outcomes of reported reviews, where currently we offer the author the opportunity to amend/remove/or keep the review's original content. If HullSTARS did allow a panel to make decisions in relation to any flagged reviews, in your opinion, who would be suitable to sit on that panel to ensure impartiality in any decision making. (multiple choice)\*Please be mindful that your suggestions are dependent on the availability and resource of those parties.

Answered: 13 Skipped: 1

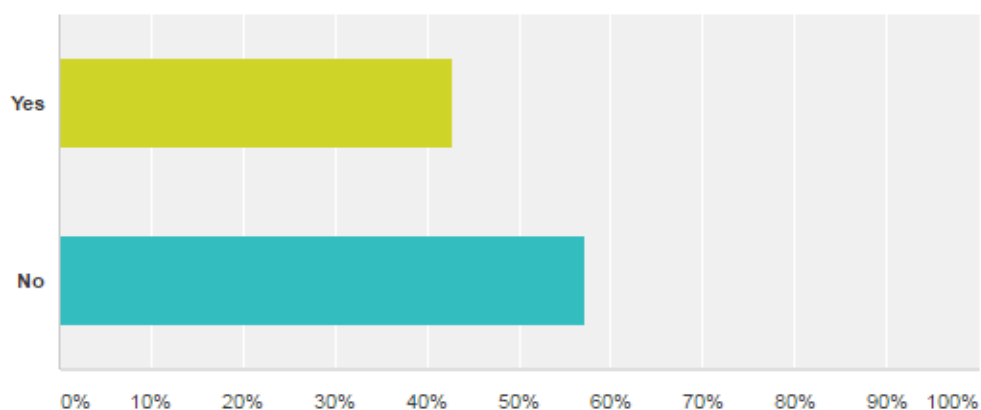


| Answer Choices                      | Responses |
|-------------------------------------|-----------|
| HullSTARS                           | 76.92% 10 |
| HUU Employees                       | 23.08% 3  |
| Student Officers                    | 38.46% 5  |
| Students                            | 30.77% 4  |
| Hull City Council                   | 61.54% 8  |
| HLA Member                          | 30.77% 4  |
| HSLA Member                         | 23.08% 3  |
| Only HullSTARS registered landlords | 69.23% 9  |
| Other                               | 7.69% 1   |

**Question 6:**

**If the current exclusive benefit of having the "right to reply" is opened up to non-registered landlords, would you consider leaving HullSTARS?**

Answered: 14 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 42.86% 6  |
| No             | 57.14% 8  |
| Total          | 14        |

**Comments:**

*"...But...would be disappointed. It would also undermine the "value" of the subscription if anyone has the right to reply."*

*"The incentive to pay subscriptions would be vastly reduced."*

*"To do this dilutes the value of the membership, reducing the value overall"*

*"Wide forum & their experience can only help to improve HullSTARS"*



*"Because they are benefiting without paying for the subscription. They should pay for the benefits. If more joined perhaps membership could be discounted?"*

*"What is the point of having a paid benefit then give the same benefit to those who do not subscribe to ethos of independent property inspections against a given code. We pay to have our properties "rated or slated" to improve them, which subsequently positively impacts the housing experience of students"*

### **Question 7:**

## **Any other comments?**

Answered: 7 Skipped: 7

### **Comments:**

*"As a small landlord, I have confidence in the Council and in HullStars; Nice to feel my voice is heard without being swamped by larger, more powerful/influential groups that have most advantage in the marketing of their properties on their side. Useful also to keep the focus on groups letting uniquely student properties which have different aims/requirements to landlords letting to other clientele"*

*"The current system seems to be working well. If a landlord is happy to have their properties audited they probably have good quality houses. Those who are not happy to be audited probably have something to hide and are more likely to go to great lengths to use 'the right to reply' to their benefit. In my opinion giving them the right could mislead future students."*

*"The HLA request should be denied."*

*"The present system allows a minority of students to make unjustified comments on a property or Landlord. A right of reply by a Landlord would give the whole picture of that specific issue."*

*"I would advise using Unipol/ANUK Code system as a guide for decision making etc."*

*"The purpose of "The Scheme" was for stake-holders to work together, unfortunately this was slewed towards the benefit of landlords. HullStars is a great model to improve living standards for students unfortunately, now the benefit has slewed towards students as the student union will always support a student and NOT what may be right. As HullStars is ring-fenced by HUU then it should be impartial and look at the big picture. Students need protection from unscrupulous landlords/poor housing BUT landlords need support with*

*challenging behaviour of some students. It should not be one-sided either way. It should be a service that the Union provide to the University to improve living standards and relationships with landlords. Landlords provide a service without which The University and Student Union would not survive as neither can accommodate all students who require housing. Given the poor standard of student accommodation across the country and Hull's standard being relatively high and cheap, the model should be being used as a Flagship for further marketing the University. WORKING TOGETHER with IMPARTIALITY is a strength for the whole which is not being utilised or exploited.”*

*“I do feel that a bad review can have a bad effect on a landlords business. You have to take rough with the smooth but some students should don't understand this and write untruthful reviews about a property and landlord and are never seen again. If a landlord disagrees they should have the right to have a very bad review analysed by a hull stars student who can make an informed decision on the review.”*



Hull Student  
Accommodation  
Rating System



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