



Referral Policy – HullSTARS and Hull City Council

1. Purpose

The purpose of the Referrals Policy is to improve consistency and transparency between key stakeholders in relation to the quality of student accommodation. HullSTARS will work with Hull City Council to action service requests for minor remedial works, and make referrals to the Council where appropriate.

2. Scope

The Referrals Policy will operate between all HullSTARS administration staff and management, and the Private Housing (Environmental Health) Team at Hull City Council.

3. Referral Procedure

a. Referrals following audit

The bulk of referrals will be made as a result of property audits carried out by student Property Auditors at HullSTARS.

Points relating to the following may be referred to Hull City Council under the referrals policy:

- Fire safety
- Electrical safety
- Gas safety
- Sanitation and drainage
- Provision of hot water
- Room sizes and overcrowding
- Amenities provision

HullSTARS Property Auditors will conduct property audits on registered properties. If and when an issue comes to light in relation to the above points, the HullSTARS Manager may contact Hull City Council for advice or to make a formal referral.

HullSTARS will publish the Referral Policy on the website, www.hullstars.com for transparency.

HullSTARS will give the landlord of a referred property notice of the referral within 24 hours of making contact with Hull City Council.

Hull City Council will inform the landlord that the referral has come through HullSTARS if requested.

b. Advice

HullSTARS staff may liaise with members of staff from Hull City Council regarding quality or health and safety issues to obtain advice without making a formal referral.

All instances of communication from the HullSTARS Administrator should be treated as an advice request in the first instance, unless otherwise stated. In the event that the information received warrants positive action by Hull City Council, this will be confirmed to the HullSTARS Administrator.

c. Referrals from reviews

Reviews left by current student tenants, may on occasion warrant intervention from Hull City Council. Should HullSTARS encounter any review which highlights any issues as outlined in 3.2, HullSTARS may contact the student to encourage them to report the issues to Hull City Council, including for those properties that are not registered to HullSTARS.

d. Unwarranted referrals

Hull City Council may refuse a referral from HullSTARS, should they feel that the issue could be dealt with by HullSTARS.

Hull City Council may use prior knowledge of a property to rule out any requirement for further investigatory action, this would be confirmed at the time of the referral, before the landlord is contacted by HullSTARS staff.

e. Recording of information

HullSTARS will keep a record of all formal referrals and advice requests made to Hull City Council, including but not limited to: the property address; number of bedrooms; landlords name and contact number.

f. Recording of outcomes

Hull City Council will inform HullSTARS of the outcome of the case, and provide a first update within 28 days of the referral being made.

4. Review

HullSTARS and Hull City Council will review the referrals policy annually, to ensure the policy continues to be fit for purpose. Any changes or amendments to the policy will be communicated to landlords via the HullSTARS website.