Management Response

This template has been completed by Hillhead Housing Association to provide a formal management response to each recommendation made by the Tenant Scrutiny Group. It is intended to record whether each recommendation is accepted, the actions to be taken, who will be responsible, expected timescales and progress updates.

Recommendation	Management Response	Status	Actions to be Taken	Lead	Timescale
1. ASB journey information	Management accepts this recommendation and agrees that clearer information would help tenants understand what happens after an ASB report is made.	Accepted	• Develop a simple ASB journey guide or process map covering reporting, assessment, investigation, updates, evidence, partner agencies and case closure. • Either work with tenants to develop the guide/process map or test the draft with tenants before publication (dependent on tenant participation).	Head of Housing Services	Within 6 months
2. Online reporting journey	Management accepts this recommendation as part of the wider website review and recognises the need to make online reporting easier and more accessible.	Accepted	• Replace the current PDF form with a simpler online form on the website. • Add clear guidance about what information tenants should provide and what happens next.	Head of Housing Services	By 4th November 2026
3. Communication standards	Management accepts this recommendation and agrees that communication standards should be more	Accepted	• Develop minimum communication standards for ASB cases, including acknowledgement, agreed	Head of Housing Services	By 4th November 2026

	clearly defined and consistently applied.		contact methods, update frequency and arrangements for keeping tenants informed where there is limited progress to report. • Where possible, these standards should be agreed with the reporting tenant and recorded on Housing Management system – system configuration may require update.		
4. Closure communications	Management accepts this recommendation and agrees that closure communications should explain outcomes more clearly and manage expectations about what closure means.	Accepted	• Review closure letter templates and outcome descriptions so tenants are told what action has been taken, why the case is being closed, what the outcome means and what to do if incidents continue. • Develop a simple ASB journey guide or process map covering reporting, assessment, investigation, updates, evidence, partner agencies and case closure.	Head of Housing Services	Within 6 months
5. Visible outcomes	Management partially accepts this recommendation. The Association agrees with the principle of increasing visibility of action, while ensuring confidentiality and	Partially Accepted	• Review closure letter templates and outcome descriptions so tenants are told what action has been taken, why the case is being	Head of Housing Services	Within 6 months

	data protection requirements are fully maintained.		closed, what the outcome means and what to do if incidents continue. • Identify suitable ways to share general ASB outcomes, such as anonymised examples, service updates, information about partnership working and "You Said, We Did" style communications, without identifying individuals or specific cases.		
6. Anonymous and confidential reporting	Management accepts this recommendation and recognises that clearer information may help tenants feel more confident about reporting concerns.	Accepted	• Update tenant information to explain the difference between anonymous and confidential reporting, what action may be possible in each circumstance, and how tenant information will be managed (e.g. alongside new online reporting tool). • Develop a simple ASB journey guide or process map covering reporting, assessment, investigation, updates, evidence, partner agencies and case closure.	Head of Housing Services	Within 6 months
7. Proactive tenant communications	Management accepts this recommendation and agrees that regular tenant communications can help	Accepted	• Develop a communications schedule using newsletters, website updates and social media to explain how to report	Head of Housing Services	Initial schedule will tie in with Policy Review implementation

	improve understanding of the ASB service.		ASB, what evidence is useful, the role of other agencies, and what tenants can expect from the service.		(4th November 2026); ongoing after
8. Tenant-facing language	Management accepts this recommendation and agrees that tenant-facing information should be clear, supportive and easy to understand.	Accepted	• Part of the policy & process review will include the review of ASB leaflets, website text, forms and standard letters to identify technical or unclear wording and replace it with plain English. • Seek tenant feedback on revised wording if possible.	Head of Housing Services	Within 6 months