

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%				
Evidence There were no formal complaints.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

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			October	November	December	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed deposits have been returned well within the timescales permitted.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
There are only two cases that have been completed through Adjudication. Both were completed within the timescales.						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

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			October	November	December	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Both the cases referred to in 3. Above were notified to both parties within the timescales.						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%			100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Only 1 case has completed the Adjudication process fully. The funds were transferred according to the Adjudicator's decision within the timescales permitted.</p>						

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 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

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			October	November	December	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%				
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>There are no cases that have been referred for a review of the Adjudicator's decision but one case is in the delay period awaiting a request for a review.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 01 October to 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%				
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
No cases have been reviewed.						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2013 – 31 December 2013

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			October 2013	November 2013	December 2013	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There was one complaint dealt with in October, four complaints dealt with in November and zero complaints dealt with in December.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2013 – 31 December 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2013	November 2013	December 2013	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2013 – 31 December 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2013	November 2013	December 2013	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>77 Adjudications were completed in October, 92 in November and 62 in December. All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 October 2013 – 31 December 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2013	November 2013	December 2013	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 Letting Protection Service Scotland
 Period: 1 October 2013 – 31 December 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2013	November 2013	December 2013	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2013 – 31 December 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2013	November 2013	December 2013	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>12 review requests were received in October, 8 in November and 14 in December. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2013	November 2013	December 2013	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 4 reviews were accepted in October, 3 in November and 2 in December. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2014 – 31 December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2014	November 2014	December 2014	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 8 complaints dealt with in October, 1 complaint in November and 0 complaints in December.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Letting Protection Service Scotland
 Period: 1 October 2014 – 31 December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2014	November 2014	December 2014	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

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 Letting Protection Service Scotland
 Period: 1 October 2014 – 31 December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2014	November 2014	December 2014	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>153 Adjudications were completed in October, 61 in November and 102 in December.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Letting Protection Service Scotland
 Period: 1 October 2014 – 31 December 2014

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			October 2014	November 2014	December 2014	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 Letting Protection Service Scotland
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			October 2014	November 2014	December 2014	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 Letting Protection Service Scotland
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			October 2014	November 2014	December 2014	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>16 review requests were received in October, 16 in November and 18 in December. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Letting Protection Service Scotland
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			October 2014	November 2014	December 2014	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
11 review request were accepted in October, 6 in November and 5 in December. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
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 Letting Protection Service Scotland
 Period: 1 October 2015 – 31 December 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2015	November 2015	December 2015	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 8 complaints dealt with in October, 8 complaints in November and 3 complaints in December.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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Letting Protection Service Scotland
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			October 2015	November 2015	December 2015	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

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 Letting Protection Service Scotland
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			October 2015	November 2015	December 2015	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	80%	80%	90%	83.3%
<p>Evidence</p> <p>82 Adjudications were completed in October, 76 in November and 54 in December.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>KPI has failed due to a number of factors –</p> <ul style="list-style-type: none"> *Departure of two adjudicators *Increased levels of sickness *A number of bereavements *Injury to an adjudicator *Seasonally high volumes <p>We have instigated the following to address the problem</p> <ul style="list-style-type: none"> *A period of overtime *Recruitment of two new adjudicators *Forecasted volume reduction *Stabilisation returning following high levels of sickness/bereavement and injury 						

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 Letting Protection Service Scotland
 Period: 1 October 2015 – 31 December 2015

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			October 2015	November 2015	December 2015	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 Letting Protection Service Scotland
 Period: 1 October 2015 – 31 December 2015

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			October 2015	November 2015	December 2015	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2015 – 31 December 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2015	November 2015	December 2015	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>11 review requests were received in October, 7 in November and 2 in December. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 October 2015 – 31 December 2015

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			October 2015	November 2015	December 2015	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
9 review request were accepted in October, 4 in November and 2 in December. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance).						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2016 – 31 December 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2016	November 2016	December 2016	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 10 complaints dealt with in October, 1 in November and 1 in December.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Letting Protection Service Scotland
 Period: 1 October 2016 – 31 December 2016

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			October 2016	November 2016	December 2016	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

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 Letting Protection Service Scotland
 Period: 1 October 2016 – 31 December 2016

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			October 2016	November 2016	December 2016	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
64 Adjudications were completed in October, 79 in November and 31 in December.						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2016 – 31 December 2016

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			October 2016	November 2016	December 2016	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 Letting Protection Service Scotland
 Period: 1 October 2016 – 31 December 2016

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			October 2016	November 2016	December 2016	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 October 2016 – 31 December 2016

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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2016	November 2016	December 2016	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%

Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.

Evidence

11 review requests were received in October, 10 in November and 4 in December. All requests were dealt with within the KPI.

Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

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Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2016	November 2016	December 2016	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
5 review request were accepted in October, 4 in November and 2 in December. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance).						

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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October 2017	November 2017	December 2017	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There was 1 complaint dealt with in October, 3 complaints in November and 2 complaints in December.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Letting Protection Service Scotland
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			October 2017	November 2017	December 2017	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

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			October 2017	November 2017	December 2017	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	91%	95%	100%	95.3%
Evidence 81 Adjudications were completed in October, 65 in November and 17 in December.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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Letting Protection Service Scotland
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			October 2017	November 2017	December 2017	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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			October 2017	November 2017	December 2017	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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			October 2017	November 2017	December 2017	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>9 review requests were received in October, 1 in November and 0 in December. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Letting Protection Service Scotland
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			October 2017	November 2017	December 2017	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
3 review requests were accepted in October, 1 in November and 0 in December. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
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Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries were responded to within the KPI. There were no complaints received in April, May or June.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>22 Adjudications were completed in April, 29 in May and 32 in June. All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>6 requests were received in April, 6 in May and 5 in June. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2013 to 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
<p>Evidence</p> <p>2 reviews were accepted in April, 2 in May and 3 in June. All reviews were completed within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 3 complaints dealt with in April, 1 complaint dealt with in May and 1 complaint dealt with in June.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>37 Adjudications were completed in April, 34 in May and 58 in June.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>All payments were made within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Three review requests were received in April, three in May and seven in June. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2014 – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2014	May 2014	June 2014	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence Two reviews were accepted in April, one in May and none in June. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 5 complaints dealt with in April, 1 complaint in May and 4 complaints in June.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undisputed funds were returned within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>66 Adjudications were completed in April, 74 in May and 44 in June.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>4 review requests were received in April, 4 in May and 11 in June. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2015	May 2015	June 2015	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 1 review request were accepted in April, 2 in May and 10 in June. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 6 complaints dealt with in April, 1 complaint dealt with in May and 4 complaints dealt with in June.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>42 Adjudications were completed in April, 20 in May and 36 in June.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>8 review requests were received in April, 8 in May and 7 in June. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2016	May 2016	June 2016	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
4 reviews were accepted in April, 4 in May and 1 in June. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
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Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were zero complaints dealt with in April, 3 complaints in May and 3 complaints in June.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>5 Adjudications were completed in April, 17 in May and 20 in June.</p> <p>All decisions were completed within 18 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>6 review requests were received in April, 3 in May and 2 in June. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 April 2017 – 30 June 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2017	May 2017	June 2017	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
5 review request were accepted in April, 1 in May and 1 in June. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
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Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>There was 1 complaint in January and there were 2 in March. Neither were justified and all were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>It is a fully automated process in that where both parties agree on an undisputed amount, the funds are audited and released overnight and paid by BACS (or cheque). The BACS payment means that in general, the funds are cleared in the recipients' account 2 working days later.</p> <p>We have never had a cause for concern.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>37 Adjudications were completed in January, 12 in February and 23 in March. All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>We are finding no difficulty with the KPI. 3 requests were received in March.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2013 to 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2013	Feb 2013	March 2013	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
1 review was accepted in March and a new decision issued.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
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Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were three complaints dealt with in January, one complaint dealt with in February and zero complaints dealt with in March.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>81 Adjudications were completed in January, 37 in February and 40 in March. All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Five review requests were received in January, Four in February and one in March. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 January 2014 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2014	February 2014	March 2014	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
<p>Evidence</p> <p>Three reviews were accepted in January, one in February and one in March. All reviews were completed within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 4 complaints dealt with in January, 4 complaints in February and 1 complaint in March.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>74 Adjudications were completed in January, 82 in February and 52 in March.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>6 review requests were received in January, 8 in February and 7 in March. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2015 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2015	February 2015	March 2015	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 2 review request were accepted in January, 3 in February and 1 in March. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 7 complaints dealt with in January, 1 complaint in February and 4 complaints in March.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	80%	80%	100%	86.7%
<p>Evidence</p> <p>51 Adjudications were completed in January, 47 in February and 49 in March.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>KPI has failed in January and February due to a number of factors –</p> <ul style="list-style-type: none"> *Recruitment due to previous departure of adjudicators *Training of new adjudicators, with less cases being completed whilst they get up to speed *Continued sickness within the team <p>We have instigated the following to address the problem –</p> <ul style="list-style-type: none"> *Recruitment drive completed *Forecasted volume reduction *Period of overtime <p>We are now back to 100% and are currently 4 days ahead of requirement, with this timescale continuing to reduce.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>4 review requests were received in January, 5 in February and 9 in March. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2016	February 2016	March 2016	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 2 review request were accepted in January, 1 in February and 1 in March. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were zero complaints dealt with in January, 1 complaint in February and 3 complaints in March.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>45 Adjudications were completed in January, 36 in February and 32 in March.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>6 review requests were received in January, 10 in February and 8 in March. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 January 2017 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January 2017	February 2017	March 2017	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 1 review request was accepted in January, 2 in February and 2 in March. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	65+ help desk	28+ help desk	58+ help desk	
We collated this information from 2 sources; the help desk where emails are received and responded to and an email box that is managed by Anthony Cox for general enquiries.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
We have no issues with time scale and all emails are responded to.						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	0	0	0	0
In September we had no repayments completed.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	0	0	0	0
We have had no requests to refer to the Adjudicators for a decision in September.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	0	0	0	0
In September we had no Adjudicators decisions to make.						

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	0	0	0	0

Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.

There have been no return of deposits after Adjudication in September.

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)
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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	0	0	0	0
Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.						

Tenancy Deposit Scheme – Quarterly Performance Report
Letting Protection Service Scotland
Period: 02 July – 30 September 2012

There have been no acceptances or requests to review the Adjudicators decisions.

Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

Tenancy Deposit Scheme – Quarterly Performance Report
 Letting Protection Service Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	0	0	0	0
There has been no review requested.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
Letting Protection Service Scotland
Period: 02 July – 30 September 2012

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries were responded to within the KPI. There were no complaints received in July, August or September.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>18 Adjudications were completed in July, 47 in August and 60 in September. All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
All payments were made within the KPI						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>9 review requests were received in July, 8 in August and 5 in September. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2013 to 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April 2013	May 2013	June 2013	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 3 reviews were accepted in July, 2 in August and 3 in September. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There was 1 complaint dealt with in July, zero complaints in August and 4 complaints in September.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>42 Adjudications were completed in July, 83 in August and 149 in September.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>7 review requests were received in July, 13 in August and 13 in September. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2014 – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2014	August 2014	September 2014	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
<p>Evidence</p> <p>1 review request was accepted in July, 1 in August and 7 in September. All reviews were completed within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 3 complaints dealt with in July, 2 complaints in August and 3 complaints in September.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>52 Adjudications were completed in July, 77 in August and 124 in September.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>8 review requests were received in July, 7 in August and 6 in September. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2015	August 2015	September 2015	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 1 review request was accepted in July, 4 in August and 3 in September. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were 3 complaints dealt with in July, 0 complaints in August and 3 complaints in September.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
<p>Evidence</p> <p>51 Adjudications were completed in July, 81 in August and 59 in September.</p> <p>All decisions were completed within 20 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence All payments were made within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>10 review requests were received in July, 15 in August and 8 in September. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2016	August 2016	September 2016	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence 2 review request were accepted in July, 4 in August and 1 in September. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints were responded to within the KPI. There were zero complaints dealt with in July, 1 complaint in August and 3 complaints in September.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All undisputed funds were returned within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Our automated system processes payments as soon as they have been authenticated by both parties, or a 30 day period has expired where a response has not been received to a claim that has been started. Undisputed deposit amounts are returned within 2 working days.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	90%	87%	83%	86.6%
<p>Evidence</p> <p>37 Adjudications were completed in July, 50 in August and 55 in September.</p> <p>All decisions were completed within 24 working days.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Three new adjudicators started at the end of July, due to leavers. All progressing well and working towards the required volume of cases on a weekly basis. Number of cases have peaked through busy period, where overtime and external resource being utilised. Volumes starting to fall back in line with predictions. Approval received for two additional adjudicators, to enable performance to be consistently maintained below the actual target.</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications were issued within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Performance Report
Letting Protection Service Scotland
Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>All payments were made within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>5 review requests were received in July, 4 in August and 8 in September. All requests were dealt with within the KPI.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Performance Report
 Letting Protection Service Scotland
 Period: 1 July 2017 – 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July 2017	August 2017	September 2017	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence Zero review request were accepted in July, zero in August and 2 in September. All reviews were completed within the KPI.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) .						