

**Letting Protection Service Scotland
Annual Report 02 July 2012 - 31 March 2013**

Deposits

Total number of tenancy deposits paid to the scheme		30,944
Total value of tenancy deposits paid to the scheme		£21,568,992.16
Total number of tenancy deposits repaid to tenants	1,472	
Total number of tenancy deposits repaid to landlords (and their agents)	502	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	954	
Total number of tenancy deposits repaid		2,928
Total value of tenancy deposits repaid to tenants	£949,194.28	
Total value of tenancy deposits repaid to landlords (and their agents)	£320,083.83	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£698,988.14	
Total value of tenancy deposits repaid		£1,968,266.25
Total number of tenancy deposits held in designated accounts at 31 March 2013		28,210
Total value of tenancy deposits held in designated accounts at 31 March 2013		£19,633,755.78
Total value of 'unclaimed' deposits		£13,362.18
Total number of 'unclaimed' deposits		36

Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	107	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	56%	not available
Damage	38%	not available
Rent arrears	23%	not available
Redecoration	5%	not available
Gardening	10%	not available
Missing Items	5%	not available
Unpaid Utilities / Bills	3%	not available
Other	31%	not available
Total		
Time taken to resolve disputes (average number of working days)	20	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	28%	£243.59
Award to tenant	18%	£173.29
Split award (LL/T)	54%	£109.99 / £107.67
Time taken to repay the deposit in accordance with the decision (average number of working days)	5	
	Accepted	Rejected
Number of requests for review	2	4
	Affirm decision	Different decision
Outcome of reviews	0	2

Complaints

(any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service, or failure to provide a service, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.)

	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	5	2
Complaints about the dispute resolution mechanism	0	N/A

my|deposits Scotland
Annual Report 02 July 2012 - 31 March 2013

Deposits		
Total number of tenancy deposits paid to the scheme		26,627
Total value of tenancy deposits paid to the scheme		£16,042,160.12
Total number of tenancy deposits repaid to tenants	1,054	
Total number of tenancy deposits repaid to landlords (and their agents)	319	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	524	
Total number of tenancy deposits repaid		1,897
Total value of tenancy deposits repaid to tenants	£675,797.67	
Total value of tenancy deposits repaid to landlords (and their agents)	£159,264.80	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£381,602.76	
Total value of tenancy deposits repaid		£1,216,665.23
Total number of tenancy deposits held in designated accounts at 31 March 2013		24,730
Total value of tenancy deposits held in designated accounts at 31 March 2013		£14,825,494.89
Total value of 'unclaimed' deposits		£56,257.34
Total number of 'unclaimed' deposits		128

Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	74	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	51%	£453.29
Damage	10%	£425.40
Redecoration	2%	£287.50
Missing Items	7%	£391.07
Rent Arrears / Outstanding Bills	22%	£372.32
Other	8%	£299.57
Total	100%	£544.29
Time taken to resolve disputes (average number of working days)	9	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	34%	£349.70
Award to tenant	34%	£202.16
Split award	31%	£166.34
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	2	5
	Affirm decision	Different decision
Outcome of reviews	2	0

Complaints (any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service, or failure to provide a service, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.)		
	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	5	3
Complaints about the dispute resolution mechanism	2	3

To be attached:
Statement of the financial position of the Scheme
Set of independently audited accounts
Breakdown of income and expenditure during the financial year assessed against the projected income and expenditure for that year
Statement of how accrued interest has been distributed, applied or invested
Business Plan - During the original evaluation of proposals, all schemes were asked to provide a business plan up to the point of being able to cover the cost of its operations using only its own finances, including interest - self-financing. All schemes are asked to revisit this and to provide a revised business plan for a minimum of 3 years including a revised estimate of when each scheme believes they will be self financing.
Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 02 July 2012 - 31 March 2013

Deposits

Total number of tenancy deposits paid to the scheme		69,901
Total value of tenancy deposits paid to the scheme		£47,069,195.12
Total number of tenancy deposits repaid to tenants	3,235	
Total number of tenancy deposits repaid to landlords (and their agents)	910	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	1,807	
Total number of tenancy deposits repaid		5,952
Total value of tenancy deposits repaid to tenants	£1,906,578.56	
Total value of tenancy deposits repaid to landlords (and their agents)	£503,366.47	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£1,279,754.61	
Total value of tenancy deposits repaid		£3,689,699.64
Total number of tenancy deposits held in designated accounts at 31 March 2013		63,796
Total value of tenancy deposits held in designated accounts at 31 March 2013		£43,313,810.92
Total value of 'unclaimed' deposits		£36,367.81
Total number of 'unclaimed' deposits		103

Dispute Resolution

Number of referrals requested by landlord	0	
Number of referrals requested by tenant	43	
Note : this has been defined as "Number of referrals requested by landlord or tenant that have completed final review" a		
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	63%	£127.61
Damage	56%	£299.57
Rent arrears	16%	£290.49
Redecoration	35%	£192.00
Gardening	16%	£157.00
Missing Items	2%	£30.00
Unpaid Utilities / Bills	0%	£0.00
Other	19%	£50.11
Total	207%	£397.17
Time taken to resolve disputes (average number of working days)	10	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	16%	£247.03
Award to tenant	21%	£273.28
Split award	63%	£344.47
Time taken to repay the deposit in accordance with the decision (average number of working days)	2	
	Accepted	Rejected
Number of requests for review	1	14
	Affirm decision	Different decision

Outcome of reviews	0	1
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Complaints

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	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	0	n/a
Complaints about the dispute resolution mechanism	0	n/a

To be attached:

Statement of the financial position of the Scheme

Set of independently audited accounts

Breakdown of income and expenditure during the financial year assessed against the projected income and expenditure for that year

Statement of how accrued interest has been distributed, applied or invested

Business Plan - During the original evaluation of proposals, all schemes were asked to provide a business plan up to the point of being able to cover the cost of its operations using only its own finances, including interest - self-financing. All schemes are asked to revisit this and to provide a revised business plan for a minimum of 3 years including a revised estimate of when each scheme believes they will be self financing.

Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 1 April 2013 - 31 March 2014

Deposits

Total number of tenancy deposits paid to the scheme		59,812
Total value of tenancy deposits paid to the scheme		£39,676,009.62
Total number of tenancy deposits repaid to tenants	21,553	
Total number of tenancy deposits repaid to landlords (and their agents)	6,472	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	13,128	
Total number of tenancy deposits repaid		41,152
Total value of tenancy deposits repaid to tenants	£12,871,616.30	
Total value of tenancy deposits repaid to landlords (and their agents)	£3,715,679.86	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£9,848,588.39	
Total value of tenancy deposits repaid		£26,435,884.56
Total number of tenancy deposits held in designated accounts at 31 March 2014		82,032
Total value of tenancy deposits held in designated accounts at 31 March 2014		£56,394,068.94
Total value of 'unclaimed' deposits		£225,551.61
Total number of 'unclaimed' deposits		577

Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	1884	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	64%	£134.22
Damage	41%	£208.82
Rent arrears	20%	£381.27
Redecoration	19%	£205.35
Gardening	8%	£113.63
Missing Items	2%	£125.34
Unpaid Utilities / Bills	1%	£372.63
Other	24%	£162.98
Total	179%	£338.29
Time taken to resolve disputes (average number of working days)	8	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	19%	£340.46
Award to tenant	29%	£278.57
Split award	52%	£334.59
Time taken to repay the deposit in accordance with the decision (average number of working days)	3	
	Accepted	Rejected
Number of requests for review	46	259
	Affirm decision	Different decision
Outcome of reviews	20	26

Complaints

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	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	3	2
Complaints about the dispute resolution mechanism	3	2

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Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 1 April 2014 - 31 March 2015

Deposits

Total number of tenancy deposits paid to the scheme		55,735
Total value of tenancy deposits paid to the scheme		£37,312,507.29
Total number of tenancy deposits repaid to tenants	15,560	
Total number of tenancy deposits repaid to landlords (and their agents)	7,068	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	22,506	
Total number of tenancy deposits repaid		45,133
Total value of tenancy deposits repaid to tenants	£12,284,776.17	
Total value of tenancy deposits repaid to landlords (and their agents)	£3,971,942.84	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£13,945,387.20	
Total value of tenancy deposits repaid		£30,202,106.21
Total number of tenancy deposits held in designated accounts at 31 March 2015		91,751
Total value of tenancy deposits held in designated accounts at 31 March 2015		£63,334,970.44
Total value of 'unclaimed' deposits		£395,051.19
Total number of 'unclaimed' deposits		1,461

Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	2886	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	67%	£126.00
Damage	47%	£199.00
Rent arrears	25%	£110.00
Redecoration	20%	£202.00
Gardening	10%	£131.00
Missing Items		
Unpaid Utilities / Bills		
Other	39%	£175.00
Total	208%	£157.17
Time taken to resolve disputes (average number of working days)	6	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	35%	£370.92
Award to tenant	19%	£296.33
Split award	46%	£368.02
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	45	232
	Affirm decision	Different decision
Outcome of reviews	11	34

Complaints

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	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	6	5
Complaints about the dispute resolution mechanism	5	5

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Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 1 April 2015 - 31 March 2016

Deposits

Total number of tenancy deposits paid to the scheme		67,143
Total value of tenancy deposits paid to the scheme		£40,237,689.74
Total number of tenancy deposits repaid to tenants	17,810	
Total number of tenancy deposits repaid to landlords (and their agents)	7,816	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	25,313	
Total number of tenancy deposits repaid		50,939
Total value of tenancy deposits repaid to tenants	£13,660,255.70	
Total value of tenancy deposits repaid to landlords (and their agents)	£4,227,753.51	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£15,232,079.35	
Total value of tenancy deposits repaid		£33,120,088.57
Total number of tenancy deposits held in designated accounts at 31 March 2016		101,631
Total value of tenancy deposits held in designated accounts at 31 March 2016		£70,304,536.50
Total value of 'unclaimed' deposits		£543,086.30
Total number of 'unclaimed' deposits		2,063

Dispute Resolution		
Number of referrals requested by landlord		
Number of referrals requested by tenant	2534	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	69%	£136.00
Damage	43%	£192.00
Rent arrears	20%	£131.00
Redecoration	19%	£184.00
Gardening	9%	£151.00
Missing Items		
Unpaid Utilities / Bills		
Other	43%	£191.00
Total	203%	£164.17
Time taken to resolve disputes (average number of working days)	6	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	34%	£370.92
Award to tenant	17%	£348.15
Split award	48%	£348.32
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	32	231
	Affirm decision	Different decision
Outcome of reviews	13	19

Complaints

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	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	8	5
Complaints about the dispute resolution mechanism	4	8

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Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 1 April 2016 - 31 March 2017

Deposits

Total number of tenancy deposits paid to the scheme		65,099
Total value of tenancy deposits paid to the scheme		£45,208,958.57
Total number of tenancy deposits repaid to tenants	21,923	
Total number of tenancy deposits repaid to landlords (and their agents)	9,286	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	29,905	
Total number of tenancy deposits repaid		61,114
Total value of tenancy deposits repaid to tenants	£14,556,853.94	
Total value of tenancy deposits repaid to landlords (and their agents)	£4,405,724.65	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£15,809,824.67	
Total value of tenancy deposits repaid		£34,772,403.26
Total number of tenancy deposits held in designated accounts at 31 March 2017		111,003
Total value of tenancy deposits held in designated accounts at 31 March 2017		£78,500,841.75
Total value of 'unclaimed' deposits		£596,144.86
Total number of 'unclaimed' deposits		2,395

Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	3,128	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	68%	£138.00
Damage	43%	£201.00
Rent arrears	20%	£137.00
Redecoration	18%	£194.00
Gardening	9%	£128.00
Missing Items		
Unpaid Utilities / Bills		
Other	43%	£213.00
Total	201%	£168.50
Time taken to resolve disputes (average number of working days)	8	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	39%	£360.98
Award to tenant	14%	£286.23
Split award	47%	£371.72
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	36	222
	Affirm decision	Different decision
Outcome of reviews	8	28

Complaints

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	Number	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	4	4
Complaints about the dispute resolution mechanism	12	4

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Key Performance Indicators (See separate word table)