

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area			Acceptable performance time			Key indicator for acceptable performance (% of instances in which performance is achieved)			
1. Response to customer enquiry or complaint			15 working days from receipt of enquiry or complaint			100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area			Acceptable performance time			Key indicator for acceptable performance (% of instances in which performance is achieved)			
2. Return of undisputed deposit			5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))			100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time			Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resolution of a referral to dispute resolution		20 working days from referral of dispute			95%				
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
				100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area			Acceptable performance time			Key indicator for acceptable performance (% of instances in which performance is achieved)			
4. Notification of dispute resolution decision			5 working days from decision			100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
						100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) Decisions are being issued within 2 days of completing by the adjudicator									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)					
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%					
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.									
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
				100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									
Payment is made the day following expiry of 10 day review period and released within 2 days.									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)					
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		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 take this into account when assessing performance against this KPI.									
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
								100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									
No review requests were received until March. From the date review is requested within 24 hours the other party is invited to provide comments within 3 days and when that date passes the reject or accept decision is made within 2 days.									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area			Acceptable performance time			Key indicator for acceptable performance (% of instances in which performance is achieved)			
7. Complete review of adjudicator decision			10 working days from referral under regulation 38(1)			95%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>No reviews were accepted for a new decision in March.</p>									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints have been responded to within the KPI.</p> <p>9 complaints have been dealt with over the year.</p>												
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All disputed funds have been 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 – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resolution of a referral to dispute resolution				20 working days from referral of dispute				95%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>597 Adjudications have been completed over the year, all Decisions have been 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 – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notification of dispute resolution decision				5 working days from decision				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
All notifications have been issued within the KPI.												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
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%

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.

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

All payments have been made within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

83 requests have been received over the year, all requests have been dealt with within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2013 – 31 March 2014

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)		95%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>29 reviews have been accepted over the year, all reviews have been completed within the KPI.</p>												
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints have been responded to within the KPI.</p> <p>28 complaints have been dealt with over the year.</p>												
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
All disputed funds have been 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 – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resolution of a referral to dispute resolution				20 working days from referral of dispute				95%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>927 Adjudications have been completed over the year, all Decisions have been 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 – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notification of dispute resolution decision				5 working days from decision				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All notifications have been issued within the KPI.</p>												
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
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%

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.

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

All payments have been made within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

117 requests have been received over the year, all requests have been dealt with within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2014 – 31 March 2015

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
7. Complete review of adjudicator decision				10 working days from referral under regulation 38(1)				95%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
40 reviews have been accepted over the year, all reviews have been completed within the KPI.												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints have been responded to within the KPI.</p> <p>48 complaints have been dealt with over the year.</p>												
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
All disputed funds have been 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 – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resolution of a referral to dispute resolution				20 working days from referral of dispute				95%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	80%	80%	90%	80%	80%	100%	93%
<p>Evidence</p> <p>820 Adjudications have been completed over the year. Within April to September and 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> <p>KPI failed in October to February due to a number of factors-</p> <ul style="list-style-type: none"> *Departure of two adjudicators *Sickness and bereavements *Injury to an adjudicator *New adjudicators on training *Seasonally high volumes <p>The following was instigated to address the problem-</p> <ul style="list-style-type: none"> *A period of overtime *Recruitment of new adjudicators *Forecasted volume reduction *Stabilisation returning following high levels of sickness/bereavement and injury 												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notification of dispute resolution decision				5 working days from decision				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
All notifications have been issued within the KPI.												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
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%

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.

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

All payments have been made within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

80 requests have been received over the year, all requests have been dealt with within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2016

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)		95%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
33 reviews have been accepted over the year, all reviews have been completed within the KPI.												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
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 Period: 01 April 2016 – 31 March 2017

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Evidence</p> <p>All enquiries and complaints have been responded to within the KPI.</p> <p>43 complaints have been dealt with over the year.</p>												
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
All disputed funds have been 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.												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
3. Resolution of a referral to dispute resolution		20 working days from referral of dispute		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
<p>658 Adjudications have been completed over the year. Within April to March all Decisions were completed within 20 working days.</p>												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

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 Period: 01 April 2016 – 31 March 2017

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notification of dispute resolution decision				5 working days from decision				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
All notifications have been issued within the KPI.												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

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 Period: 01 April 2016 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
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%

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.

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

All payments have been made within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Evidence

117 requests have been received over the year, all requests have been dealt with within the KPI.

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 Letting Protection Service Scotland
 Period: 01 April 2016 – 31 March 2017

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence												
43 reviews have been accepted over the year, all reviews have been completed within the KPI.												
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

2.0 Overview of the Scheme

Deposits for the period ending 31 March 2014

Total number of tenancy deposits paid to the Scheme	22,362
Total value of tenancy deposits paid to the Scheme	£15,581,575
Total number of tenancy deposits repaid to tenants	8,672
Total number of tenancy deposits repaid to landlords (and their agents)	3,687
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	12,395
Total number of tenancy deposits repaid	24,754
Total value of tenancy deposits repaid to tenants	£5,112,016
Total value of tenancy deposits repaid to landlords (and their agents)	£1,960,945
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£4,491,835
Total value of tenancy deposits repaid	£11,564,796
Total number of tenancy deposits held in designated accounts at 31 March 2014	24,577
Total value of tenancy deposits held in designated accounts at 31 March 2014	£23,735,045
Total number of 'unclaimed' deposits	438
Total value of 'unclaimed' deposits	£153,775.10

Dispute Resolution during the period ended 31 March 2014

Number of referrals requested by landlord	0
Number of referrals requested by tenant	1,002

Basis of the Dispute	% of total referrals
Rent Arrears	17.6%
Cleaning	74.8%
Other	27.6%
Gardening	10.3%
Missing Items	16.0%
Damage to Property Contents	48.2%
Utilities/Outstanding Bills	3.2%
Redecoration	26.2%

Time taken to resolve disputes (average number of working days)	19
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Outcome of referrals (%):	% of total	average value of award
Award to landlord	19.20%	£384.78
Award to tenant	16.69%	£245.59
Split award (landlord)	64.11%	£166.32
(tenant)		£212.30

Time taken to repay the deposit in accordance with the decision (average number of working days)	5
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	Accepted	Rejected
Number of requests for review	27	64

Affirm decision	Different decision	Affirm decision	Different decision
Outcome of review		6	21

Complaints during the period ended 31 March 2014



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
Complaints about the operation of the Scheme	7
Complaints about the dispute resolution mechanism	5

Average time taken to respond – 4.2 working days

2.0 Overview of the Scheme

Deposits for the period ending 31 March 2015

Total number of tenancy deposits paid to the Scheme	20,630
Total value of tenancy deposits paid to the Scheme	£14,343,368
Total number of tenancy deposits repaid to tenants	9,904
Total number of tenancy deposits repaid to landlords (and their agents)	3,504
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	14,332
Total number of tenancy deposits repaid	27,740
Total value of tenancy deposits repaid to tenants	£5,917,958
Total value of tenancy deposits repaid to landlords (and their agents)	£1,917,783
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£4,997,727
Total value of tenancy deposits repaid	£12,833,468
Total number of tenancy deposits held in designated accounts at 31 March 2015	33,365
Total value of tenancy deposits held in designated accounts at 31 March 2015	£26,060,386
Total number of 'unclaimed' deposits	568
Total value of 'unclaimed' deposits	£182,573.06

Dispute Resolution during the period ended 31 March 2015

Number of referrals requested by landlord	0
Number of referrals requested by tenant	999

Basis of the Dispute	% of total referrals
Rent Arrears	16.9%
Cleaning	74.3%
Other	24.2%
Gardening	8.9%
Missing Items	10.7%
Damage to Property Contents	45.2%
Utilities/Outstanding Bills	2.4%
Redecoration	21.4%

Time taken to resolve disputes (average number of working days)	20
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Outcome of referrals (%):	% of total	average value of award
Award to landlord	20.12%	£328.27
Award to tenant	23.72%	£254.92
Split award (landlord)	56.16%	£165.69
(tenant)		£217.97

Time taken to repay the deposit in accordance with the decision (average number of working days)	5
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	Accepted	Rejected
Number of requests for review	40	77

Affirm decision	Different decision	Affirm decision	Different decision
Outcome of review		15	25

Complaints during the period ended 31 March 2015



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
Complaints about the operation of the Scheme	10
Complaints about the dispute resolution mechanism	18

Average time taken to respond – 5 working days

2.0 Overview of the Scheme

Deposits for the period ending 31 March 2016

Total number of tenancy deposits paid to the Scheme	20,933
Total value of tenancy deposits paid to the Scheme	£15,501,138
Total number of tenancy deposits repaid to tenants	10,209
Total number of tenancy deposits repaid to landlords (and their agents)	4,222
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	14,987
Total number of tenancy deposits repaid	29,418
Total value of tenancy deposits repaid to tenants	£6,206,953
Total value of tenancy deposits repaid to landlords (and their agents)	£2,290,696
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£5,773,961
Total value of tenancy deposits repaid	£14,271,610
Total number of tenancy deposits held in designated accounts at 31 March 2015	33,904
Total value of tenancy deposits held in designated accounts at 31 March 2015	£27,548,603
Total number of 'unclaimed' deposits	793
Total value of 'unclaimed' deposits	£281,117.59

Dispute Resolution during the period ended 31 March 2016

Number of referrals requested by landlord	0
Number of referrals requested by tenant	1032

Basis of the Dispute	% of total referrals
Rent Arrears	23.3%
Cleaning	68.8%
Other	25.5%
Gardening	8.8%
Missing Items	11.1%
Damage to Property Contents	52.2%
Utilities/Outstanding Bills	1.1%
Redecoration	33.3%

Time taken to resolve disputes (average number of working days)	20
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Outcome of referrals (%):	% of total	average value of award
Award to landlord	19.0%	£336.27
Award to tenant	25.3%	£311.28
Split award (landlord)	55.7%	£162.61
(tenant)		£207.55

Time taken to repay the deposit in accordance with the decision (average number of working days)	5
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	Accepted	Rejected
Number of requests for review	50	40
Affirm decision		
Different decision	Affirm decision	Different decision
Outcome of review	25	25

Complaints during the period ended 31 March 2016



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
Complaints about the operation of the Scheme	20
Complaints about the dispute resolution mechanism	29

Average time taken to respond – 5 working days

2.0 Overview of the Scheme

Deposits for the period ending 31 March 2017

Total number of tenancy deposits paid to the Scheme	20,669
Total value of tenancy deposits paid to the Scheme	£14,732,948.13
Total number of tenancy deposits repaid to tenants	10,879
Total number of tenancy deposits repaid to landlords (and their agents)	4,780
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	14,253
Total number of tenancy deposits repaid	29,912
Total value of tenancy deposits repaid to tenants	£6,533,905.28
Total value of tenancy deposits repaid to landlords (and their agents)	£2,695,571.73
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£5,725,395.84
Total value of tenancy deposits repaid	£14,954,872.85
Total number of tenancy deposits held in designated accounts at 31 March 2017	33,473
Total value of tenancy deposits held in designated accounts at 31 March 2017	£27,460,679.38
Total number of 'unclaimed' deposits	989
Total value of 'unclaimed' deposits	£350,491.87

Dispute Resolution during the period ended 31 March 2017

Number of referrals requested by landlord	0
Number of referrals requested by tenant	1260

Basis of the Dispute	% of total referrals
Rent Arrears	13%
Cleaning	70%
Other	20%
Gardening	10%
Missing Items	12%
Damage to Property Contents	46%
Utilities/Outstanding Bills	2%
Redecoration	23%

Time taken to resolve disputes (average number of working days)	20
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Outcome of referrals (%):	% of total	average value of award
Award to landlord	17%	£397.68
Award to tenant	22%	£384.98
Split award (landlord)	61%	£174.39
(tenant)		£225.82

Time taken to repay the deposit in accordance with the decision (average number of working days)	5
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	Accepted	Rejected
Number of requests for review	43	74
Affirm decision		
Different decision	Affirm decision	Different decision
Outcome of review	10	33

Complaints during the period ended 31 March 2017



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
Complaints about the operation of the Scheme	17
Complaints about the dispute resolution mechanism	26

Average time taken to respond – 4 working days

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint				100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))				100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
N/A	N/A	100%	100%	99%	98%	99%	99%	97%	98%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>As explained previously we have issues with Users and Tenants providing the correct bank details so payment fails</p>									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
3. Resolution of a referral to dispute resolution		20 working days from referral of dispute				95%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
4. Notification of dispute resolution decision		5 working days from decision				100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
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%			
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.									
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request				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 take this into account when assessing performance against this KPI.									
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)				95%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	99%	99%	98%	98%	97%	94%	97%	95%	99%	100%	99%	98%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	98%	100%	98%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
4. Notification of dispute resolution decision	5 working days from decision	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Performance area										
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%										
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.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Performance area
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	50%	83%	100%	100%	100%	100%	100%	94%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2013 – 31st March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

From the 1st quarterly report: In total for the quarter there were 18 payments of the 3,445 releases which we failed to send payment within 5 working days. All of these were payments to parties who we did not have sufficient payment details. These payment requests remain pending until we are able to release the funds.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
4. Notification of dispute resolution decision	5 working days from decision	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Performance area
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%

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.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	98%	98%	100%	99%	100%	100%	100%	100%	100%

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

From the 2nd quarterly report: 1 out of 44 cases in August and 1 out of 45 cases in September took longer than 5 working days for us to send payment.

From the 3rd quarterly report: 1 case out of 82 in November took longer than 5 working days for us to send payment, due to a mix up with having to wait 10 working days for a review request before release could be initiated.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Performance area
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

From the 1st quarterly report: One case failed this KPI in April, with the review being rejected on the sixth working day due to awaiting a written response from the other party.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2014 – 31st March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
my|deposits Scotland
Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
4. Notification of dispute resolution decision	5 working days from decision	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Performance area
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%

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.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%

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

From the 3rd Quarter report: 1 case out of 296 took longer than 5 days to send payment in October (7 days taken). The release of the disputed money was initiated too early and so an IT “stop” was set in place. However on releasing this “stop” our system timers were re-set to the original start date of the release process and so delayed the process by 2 days. Steps have now been taken to ensure there is no further repeat of this.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Performance area
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	94%	100%

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

From the 2nd Quarter report: One case failed KPI 6 in July, taking 6 working days rather than the required 5 working days. This failure was an isolated incident resultant from our absence management policy not being followed promptly, causing delay in workload reallocation. We have highlighted the importance of prompt initiation of our absence management policy upon notification of unplanned absence within our management team to ensure this does not reoccur.

From the 4th Quarter report for March: We suffered a failure to KPI 6 due to the office being closed on the England & Wales Bank holiday of Monday 28th March (Easter Monday). We had 1 case where the decision on the review should have been made on Monday 28th March but due to our office closure the decision was not taken until Tuesday 29th March making this 1 day late. To ensure that this doesn't occur again we will ensure that any such cases will be actioned prior to any Bank Holiday by setting up a diary alert.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2015 – 31st March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	99%	99%	99%	99%	100%	99%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	99%	99%	99%	99%	100%	99%	100%	100%	100%	100%

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

KPI 2 - The 99% achievement is due to us being provided with incorrect tenant payment details which in turn makes us unable to complete the payment process in our system. If we remove these cases we achieve the full 100% of this KPI.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
4. Notification of dispute resolution decision	5 working days from decision	100%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Performance area
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%

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.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	95%	100%	100%	95%	99%	100%	100%	100%	100%	100%	100%

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

KPI 5 - We had 1 case where the deposit was released on day 10 (instead of day 5) thus causing a 95% achievement for September 2016. This was caused by a review adjudication which resulted in the release of the deposit being delayed due to additional evidence being submitted.

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
mydeposits Scotland
Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Performance area
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	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 take this into account when assessing performance against this KPI.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	94%	100%

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

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Tenancy Deposit Scheme – Annual Report – Key Performance indicators
 my|deposits Scotland
 Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)	95%

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

my|deposits Scotland
Annual Report 1st April 2013 - 31st March 2014

Deposits

Total number of tenancy deposits paid to the scheme		50,966
Total value of tenancy deposits paid to the scheme		£30,478,598
Total number of tenancy deposits repaid to tenants	8,752	
Total number of tenancy deposits repaid to landlords (and their agents)	3,073	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	5,548	
Total number of tenancy deposits repaid		17,373
Total value of tenancy deposits repaid to tenants	£4,713,475.07	
Total value of tenancy deposits repaid to landlords (and their agents)	£1,284,539.77	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£3,993,936.09	
Total value of tenancy deposits repaid		£9,991,951
Total number of tenancy deposits held in designated accounts at 31 March 2014		34,399
Total value of tenancy deposits held in designated accounts at 31 March 2014		£19,829,261
Total value of 'unclaimed' deposits		£407,547
Total number of 'unclaimed' deposits		1,430

Dispute Resolution

Number of referrals requested by landlord	0	
Number of referrals requested by tenant	639	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	34%	£299
Damage	14%	£395
Redecoration	9%	£394
Missing Items	6%	£381
Rent Arrears / Outstanding Bills	16%	£421
Other	21%	£266
Total	100%	£344
Time taken to resolve disputes (average number of working days)	12	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	18%	£343
Award to tenant	29%	£285
Split award	53%	£185
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	19	47
	Affirm decision	Different decision
Outcome of reviews	6	13

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	108	3
Complaints about the dispute resolution mechanism	12	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)

my|deposits Scotland
Annual Report 1st April 2014 - 31st March 2015

Deposits

Total number of tenancy deposits paid to the scheme		24,477
Total value of tenancy deposits paid to the scheme		£14,699,315
Total number of tenancy deposits repaid to tenants	10,930	
Total number of tenancy deposits repaid to landlords (and their agents)	3,142	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	5,642	
Total number of tenancy deposits repaid		19,714
Total value of tenancy deposits repaid to tenants	£6,382,992	
Total value of tenancy deposits repaid to landlords (and their agents)	£1,588,093	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£3,741,578	
Total value of tenancy deposits repaid		£11,712,663
Total number of tenancy deposits held in designated accounts at 31 March 2014		43,728
Total value of tenancy deposits held in designated accounts at 31 March 2014		£23,395,860
Total value of 'unclaimed' deposits		£755,120
Total number of 'unclaimed' deposits		2,648

Dispute Resolution

Number of referrals requested by landlord	0	
Number of referrals requested by tenant	645	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	19%	£292
Damage	10%	£411
Redecoration	5%	£426
Missing Items	3%	£426
Rent Arrears / Outstanding Bills	8%	£381
Other	54%	£329
Total	100%	£343
Time taken to resolve disputes (average number of working days)	12	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	14%	£316
Award to tenant	29%	£275
Split award	57%	£204
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	26	132
	Affirm decision	Different decision
Outcome of reviews	3	23

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	20	2
Complaints about the dispute resolution mechanism	21	2

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)

my|deposits Scotland
Annual Report 1st April 2015 - 31st March 2016

Deposits

Total number of tenancy deposits paid to the scheme		102,140
Total value of tenancy deposits paid to the scheme		£60,869,951
Total number of tenancy deposits repaid to tenants	31,697	
Total number of tenancy deposits repaid to landlords (and their agents)	9,747	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	17,845	
Total number of tenancy deposits repaid		59,289
Total value of tenancy deposits repaid to tenants	£17,681,384	
Total value of tenancy deposits repaid to landlords (and their agents)	£4,516,732	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£12,339,260	
Total value of tenancy deposits repaid		£34,537,376
Total number of tenancy deposits held in designated accounts at 31 March 2014		48,742
Total value of tenancy deposits held in designated accounts at 31 March 2014		£26,206,994
Total value of 'unclaimed' deposits		£1,114,326
Total number of 'unclaimed' deposits		4,004

Dispute Resolution

Number of referrals requested by landlord	0	
Number of referrals requested by tenant	1,404	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	31%	£310
Damage	20%	£351
Redecoration	12%	£434
Missing Items	7%	£337
Rent Arrears / Outstanding Bills	12%	£416
Other	18%	£314
Total	100%	£315
Time taken to resolve disputes (average number of working days)	10	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	16%	£303
Award to tenant	20%	£238
Split award	64%	£390
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	49	171
	Affirm decision	Different decision
Outcome of reviews	11	38

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	66	3
Complaints about the dispute resolution mechanism	29	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)

my|deposits Scotland
Annual Report 1st April 2016 - 31st March 2017

Deposits

Total number of tenancy deposits paid to the scheme		102,140
Total value of tenancy deposits paid to the scheme		£60,869,951
Total number of tenancy deposits repaid to tenants	44,790	
Total number of tenancy deposits repaid to landlords (and their agents)	13,819	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	24,240	
Total number of tenancy deposits repaid		82,849
Total value of tenancy deposits repaid to tenants	£16,733,639	
Total value of tenancy deposits repaid to landlords (and their agents)	£51,191,851	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£8,910,880	
Total value of tenancy deposits repaid		£76,836,370
Total number of tenancy deposits held in designated accounts at 31 March 2017		55,643
Total value of tenancy deposits held in designated accounts at 31 March 2017		£28,635,103
Total value of 'unclaimed' deposits		£1,400,347
Total number of 'unclaimed' deposits		5,119

Dispute Resolution

Number of referrals requested by landlord	0	
Number of referrals requested by tenant	1,274	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	29%	£382
Damage	20%	£442
Redecoration	11%	£467
Missing Items	8%	£413
Rent Arrears / Outstanding Bills	14%	£505
Other	18%	£393
Total	100%	£357
Time taken to resolve disputes (average number of working days)	10	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	14%	£313
Award to tenant	19%	£301
Split award	67%	£408
Time taken to repay the deposit in accordance with the decision (average number of working days)	2	
	Accepted	Rejected
Number of requests for review	47	142
	Affirm decision	Different decision
Outcome of reviews	10	37

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	44	3
Complaints about the dispute resolution mechanism	19	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)

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint				100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>During the year, there have been a number of comments and queries about the company's performance, but no formal complaints have been received under our Complaints Procedure. The first two have been received in May 2013.</p>									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))				100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	92%	95%	97%	92%	95%	99%	100%	100%	95%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>As discussed in the Monthly Meetings , the failure in the opening 6 months was due to a lack of resources and problems with the software system. These have been rectified including the addition of more qualified staff.</p>									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
3. Resolution of a referral to dispute resolution		20 working days from referral of dispute				95%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
4. Notification of dispute resolution decision		5 working days from decision				100%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
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%			
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.									
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)					
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		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 take this into account when assessing performance against this KPI.									
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(scheme provider name)
Period: 02 July – 31 March 2013

Performance area		Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)				95%			
Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)									

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area					Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
1. Response to customer enquiry or complaint					15 working days from receipt of enquiry or complaint				100%			
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
n/a	100%	n/a	n/a	n/a	100%	100%	n/a	n/a	100%	100%	n/a	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
2. Return of undisputed deposit				5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100%	100%	100%	74%	94%	100%	100%	100%	100%	100%	100%	97%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Delays in August were a consequence of the large volumes and payments that exceeded 5 working days were all due to the volume of manual payments, as opposed to automated payments. Subsequent changes to the system to enable all payments to be automated, and the recruitment of an additional member of staff, addressed the issues. There was a slight knock-on effect into September, but payments were back in line with acceptable levels from October.</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution													20 working days from referral of dispute	95%
Actual Performance														
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%		
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
4. Notification of dispute resolution decision		5 working days from decision		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
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%									
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.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	90%	85%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Delays in July and August were a consequence of the large volumes and payments that exceeded 5 working days were all due to the volume of manual payments, as opposed to automated payments. Subsequent changes to the system to enable all payments to be automated, and the recruitment of an additional member of staff, addressed the issues.</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		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 take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2013 – 31 March 2014

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision													10 working days from referral under regulation 38(1)	95%
Actual Performance														
May		June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	n/a	100%	n/a	100%	100%	100%	n/a	100%	n/a	n/a	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resolution of a referral to dispute resolution				20 working days from referral of dispute				95%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
4. Notification of dispute resolution decision		5 working days from decision		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
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%									
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.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		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 take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2014 – 31 March 2015

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision													10 working days from referral under regulation 38(1)	95%
Actual Performance														
May		June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area					Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
1. Response to customer enquiry or complaint					15 working days from receipt of enquiry or complaint				100%			
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	n/a	100%	n/a	100%	100%	100%	n/a	100%	n/a	n/a	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
2. Return of undisputed deposit				5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>75,781 payments made for the year.</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution													20 working days from referral of dispute	95%
Actual Performance														
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) Decisions where issued in an average of 6 working days in the year.														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
4. Notification of dispute resolution decision													5 working days from decision	100%
Actual Performance														
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														
Decisions were issued in an average of 1 working day in this year.														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
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%									
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.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
3,009 payments following adjudication were made in this year.												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		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 take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Review requests were handled in an average of 2 days this year. 263 review requests were received. 231 review requests were rejected and 32 were accepted in the year.												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2015 – 31 March 2016

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision													10 working days from referral under regulation 38(1)	95%
Actual Performance														
May		June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														
32 decisions were reviewed in the year. Second decisions were issued in an average of 5 days in the year.														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area					Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)			
1. Response to customer enquiry or complaint					15 working days from receipt of enquiry or complaint				100%			
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	n/a	100%	n/a	100%	100%	100%	n/a	100%	n/a	n/a	100%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>16 complaints were made through the year. Average response time was 4 working days.</p>												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
61,114 payments made for the year.												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution													20 working days from referral of dispute	95%
Actual Performance														
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														
Decisions where issued in an average of 7 working days in the year.														

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
4. Notification of dispute resolution decision		5 working days from decision		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) Decisions were issued in an average of 2 working day in this year.												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
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%									
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.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
4635 payments following adjudication were made in this year.												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		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 take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Review requests were handled in an average of 2 days this year. 261 review requests were received. 217 review requests were rejected and 44 were accepted in the year.												

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2016 – 31 March 2017

Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
7. Complete review of adjudicator decision													10 working days from referral under regulation 38(1)	95%
Actual Performance														
May		June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)														
44 decisions were reviewed in the year. Second decisions were issued in an average of 7 days in the year.														