

Tenancy Deposit Scheme – Quarterly Performance Summary
 My|deposits Scotland
 Period: 01 October - 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 My|deposits Scotland
 Period: 01 October - 31 December 2012

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			October	November	December	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	99%	98%	99%
<p>Evidence</p> <p>Please see attached Excel Workbook 'KPI2 Report' 99%.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 Period: 01 October - 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	N/A	N/A	N/A	N/A
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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			October	November	December	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	N/A	N/A	N/A	N/A
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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

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

Tenancy Deposit Scheme – Quarterly Performance Summary
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 Period: 01 October - 31 December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	N/A	N/A	N/A	N/A
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 Oct – 31 Dec 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	94%	97%	95%	94%
<p>Evidence</p> <p>Please see attached 'KPI2 Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>These failures are due to lack of tenant bank details and a delay being caused whilst we request and await instruction from the tenant. They are largely overseas payments.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 Oct – 31 Dec 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	98%	100%	99%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 Oct – 31 Dec 2013

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

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 Oct – 31 Dec 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	83%	100%	100%	94%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>This failure is down to one case where additional evidence was requested from both parties and extra time was allocated with agreement from both the tenant and user.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 Oct – 31 Dec 2013

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			October	November	December	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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			October	November	December	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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			October	November	December	Quarter 3
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Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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Evidence Please see attached 'KPI Report'						
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<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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.</p>						

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6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
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			October	November	December	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
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 My|deposits Scotland
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			October	November	December	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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			October	November	December	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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			October	November	December	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
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 My|deposits Scotland
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4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
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<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>1 case out of 296 took longer than 5 days to send payment in October (7 days taken).</p> <p>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.</p>						

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			October	November	December	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 November be difficult to achieve given that the scheme administrator November not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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			October	November	December	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 My|deposits Scotland
 Period: 01 October 2016 – 31 December 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
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			October	November	December	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	100%	99%	99%
Evidence Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) We failed on 49 of the 4,589 payments. 41 of the failed payments were due to tenants. Similar to last quarter the failure of this KPI was due to us being provided incorrect tenant payment information - we are then unable to complete the payment process in our system. If we remove these cases, we easily pass this KPI.						

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 My|deposits Scotland
 Period: 01 October 2016 – 31 December 2016

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3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
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<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

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 My|deposits Scotland
 Period: 01 October 2016 – 31 December 2016

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<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
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			October	November	December	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	98%	99%	99%	98%
<p>Evidence</p> <p>Please see attached 'KPI2 Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Please see attached 'KPI2 Report' for individual months for details about the failure.</p>						

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 My|deposits Scotland
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Evidence						
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Evidence						
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Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 Period: 01 April – 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.</p>						
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			April	May	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	99%	99%	99%
Evidence Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

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 My|deposits Scotland
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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	100%	99%
<p>Evidence</p> <p>Please see attached 'KPI2 Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
My|deposits Scotland
Period: 01 April – 30 June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	92%	100%	100%	96%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April – 30 June 2014

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2015 – 30 June 2015

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
My|deposits Scotland
Period: 01 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	95%	99%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Unfortunately we had a KPI failure in June under KPI 5 (return of the deposit following notification of the dispute resolution decision). This affected 3 cases – two payments were released on day 6 and 1 payment was released on day 10. This resulted in a 99% achievement.</p> <p>We are still investigating the reasons behind this but we do know that this delay was due to an IT bug. Until we have fully investigated and remedied the bug we have implemented a manual process of checking payments each day to ensure that this not occur again.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2016 – 30 June 2016

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 April 2016 – 30 June 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
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)
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
 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)
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
my|deposits 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
 my|deposits 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)

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)

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	97%	98%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	100%	99%	99%
<p>Evidence</p> <p>Please see attached 'KPI2 Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>19 payments failed to be sent within the required 5 working days for the quarter, of these 16 were payments to tenants who we did not have sufficient or any payment details. These payment requests remain pending until we are able to release the funds.</p> <p>With the 16 payments excluded we would be achieving a 100% pass rate.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	98%	100%	100%	99%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2016 – 31 March 2016

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

Tenancy Deposit Scheme – Quarterly Performance Report
My|deposits Scotland
Period: 01 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	94%	98%
<p>Note: It is acknowledged that KPI 6 February be difficult to achieve given that the scheme administrator February not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2016 – 31 March 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Performance	Acceptable	Key indicator for acceptable	Actual performance			

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	100%	100%	100%
Evidence Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Performance	Acceptable	Key indicator for acceptable	Actual performance			

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Performance	Acceptable	Key indicator for acceptable	Actual performance			

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 January 2017– 31 March 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	N/A	N/A	100%	100%
<p>Evidence</p> <p>Please see attached Excel Workbook 'KPI2 Report' 100%.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	N/A	N/A	N/A	N/A
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	N/A	N/A	N/A	N/A
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
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%	N/A	N/A	N/A	N/A
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	N/A	N/A	N/A	N/A
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'. Please be aware emails start to queue from the time that they are received even if they are received on weekends and bank holidays and outside of office hours.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	98%	98%	97%	98%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	50%	82%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	98%	98%	99%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July – 30 September 2014

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	94%	100%	100%	98%
<p>Note: It is acknowledged that KPI 6 August be difficult to achieve given that the scheme administrator August not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2015 – 30 September 2015

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	99%	99%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
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 – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	95%	99%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Please see attached 'KPI Report'</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>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.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2016 – 30 September 2016

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports. Please be aware emails Wait time includes out of office hours, weekends and bank holidays.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p>						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	99%	99%
Evidence						
Please see attached 'KPI2 Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Please see attached 'KPI2 Report' for individual months for details about the failure.						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	99%	100%	100%
Evidence						
Please see attached 'KPI Report'						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

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

Tenancy Deposit Scheme – Quarterly Performance Report
 My|deposits Scotland
 Period: 01 July 2017– 30 September 2017

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