Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%					
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	e performance)			

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	berformance time performance (% of instances in which performance is achieved)	October	November	December	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Comments (inclu	uding, where appropriate	e, reason for any failure and steps bein	g taken to improv	e performance)		

area performance time which performance is achieved) October November December Quar 3. Resolution of a referral to dispute resolution 20 working days from referral of dispute 95% 100% 100% 100% 100% 100% 100% Evidence Vidence Vidence	Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
a referral to dispute dispute dispute dispute resolution Evidence	area	performance time		October	November	December	Quarter 2
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	a referral to dispute	from referral of	95%	100%	100%	100%	100%
	Indence						
There are only two cases that have been completed through Adjudication. Both were completed within the timescales.	Comments (inclue	ding, where appropriate	e, reason for any failure and steps being	g taken to improv	e performance)		
	There are only tw	o cases that have beer	n completed through Adjudication. Both	n were completed	within the timesca	ales.	

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	e performance)			
Both the cases ref	ferred to in 3. Above w	ere notified to both parties within the tin	nescales.				

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%			100%	100%	
	out in the Schedule to t definition of the KPI, a	o the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 2	011 is incorrect.	Please report or	n performance	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)			
Only 1 case has c permitted.	ompleted the Adjudica	tion process fully. The funds were transf	erred according	to the Adjudicato	r's decision within	n the timescale	

Performance	Acceptable	Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%						
		be difficult to achieve given that the sche other party. SG will be flexible when asse				ew without		
Evidence								
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)				
There are no case review.	s that have been refer	red for a review of the Adjudicator's deci	sion but one cas	e is in the delay p	eriod awaiting a r	equest for a		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%					
Juidanaa							
Evidence							
Commonte (inclu	uding, where appropriate	e, reason for any failure and steps being	aken to improve	performance)			
Comments (incit		·, · · · · · · · · · · · · · · · · · ·		I /			
Comments (incit		, · · · · · · · · · · · · · · · · · · ·	·	, ,			
		,		. ,			
		, ,		. ,			
No cases have b				. ,			

Performance	Acceptable	Key indicator for acceptable		Actual per	rformance	
area	performance time performance (% of instances in which performance is achieved)	October 2013	November 2013	December 2013	Quarter 4	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ing where appropriate	e, reason for any failure and steps bein	n taken to improve	performance)		
				pononnanco)		

	Acceptable	Key indicator for acceptable		Actual pe	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October 2013	November 2013	December 2013	Quarter 4			
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%			
Evidence									
	iding where eppropriate								
Comments (inclu	dung, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)					
·					period has expir	ed where a			
Our automated s	system processes paym	e, reason for any failure and steps being ents as soon as they have been authen im that has been started. Undisputed	iticated by both pa	rties, or a 30 day					
Our automated s	system processes paym	ents as soon as they have been authen	iticated by both pa	rties, or a 30 day					

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area pe	performance time	performance (% of instances in which performance is achieved)	October 2013	November 2013	December 2013	Quarter 4	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
Comments (incluc	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October 2013	November 2013	December 2013	Quarter 4				
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%				
Evidence										
· ·		e, reason for any failure and steps being		,						

Performance	Acceptable			Actual performance				
area	performance time		October 2013	November 2013	December 2013	Quarter 4		
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%		
	t out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla	nd) Regulations 20	11 is incorrect.	Please report or	n performance		
against the correc								
Evidence								
All payments were	e made within the KPI.							
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)				

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

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2013	November 2013	December 2013	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence		1				
4 reviews were a	accepted in October 3 in	November and 2 in December All rev	iews were complet	ed within the KE)]	
4 reviews were a	accepted in October, 3 ir	n November and 2 in December. All rev	lews were complet	ed within the KF	1.	
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October 2014	November 2014	December 2014	Quarter 4	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2014	November 2014	December 2014	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both na	rties or a 30 day	neriod has expir	ed where a
		ents as soon as they have been auther im that has been started. Undisputed				

Performance	Acceptable	Key indicator for acceptable		erformance	}		
area	performance time	performance (% of instances in which performance is achieved)	October 2014	November 2014	December 2014	Quarter 4	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
153 Adjudications	were completed in Oc	tober, 61 in November and 102 in Dec	ember.				
All decisions were	e completed within 20 v	vorking days.					
		5 7					
Comments (incluc	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable		erformance	nce		
area	performance time	performance (% of instances in which performance is achieved)	October 2014	November 2014	December 2014	Quarter 4	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							

Performance	Acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October 2014	November 2014	December 2014	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	t out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 20	11 is incorrect.	Please report or	performance
Evidence						
	e made within the KPI.					
All payments were						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)		

reject request for review of adjudicator decision in dispute resolution Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review withou inviting written representations from the other party. SG will be flexible when assessing performance against this KPI. Evidence
reject request for from receipt of
inviting written representations from the other party. SG will be flexible when assessing performance against this KPI. Evidence
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

	Performance Acceptable Key indicator for acceptable Actual performance						
area	performance time	performance (% of instances in which performance is achieved)	October 2014	November 2014	December 2014	Quarter 4	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
Evidence		L			1		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable		Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October 2015	November 2015	December 2015	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence		1				
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2015	November 2015	December 2015	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undisputed fu	unds were returned withi	n the KPI.				
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		
		ents as soon as they have been auther im that has been started. Undisputed				
			appear amounte a			•

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2015	November 2015	December 2015	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	80%	80%	90%	83.3%
Evidence						
82 Adjudications	were completed in Octo	ober, 76 in November and 54 in Decem	nber.			
Comments (inclue	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		
KPI has failed due	e to a number of factor	S —				
*Departure of two	adjudicators					
*Increased levels						
*A number of bere						
*Injury to an adjuct *Seasonally high						
Seasonally high	Volumes					
We have instigate	ed the following to addr	ess the problem				
*A period of overt						
	vo new adjudicators					
*Forecasted volur						
"Stabilisation retu	rning following high lev	els of sickness/bereavement and injury	ý			

oroo	Performance Acceptable Key indicator for acceptable Actual performance					
area	performance time	performance (% of instances in which performance is achieved)	October 2015	November 2015	December 2015	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
All notifications we	re issued within the K	PI.				
Comments (includ	ing where appropriate	e, reason for any failure and steps being	utaken to improve n	erformance)		
	ing, where appropriate	, reason for any failure and steps being		enomance		

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2015	November 2015	December 2015	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	t out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above	nd) Regulations 20	11 is incorrect.	Please report or	n performance
0						
Evidence						
All payments were	e made within the KPI.					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)		

area	Acceptable	eptable Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	October 2015	November 2015	December 2015	Quarter 4	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
Evidence	sts were received in Oc	tober, 7 in November and 2 in Decemb	per. All requests	were dealt with	within the KPI.		
	ding, where appropriat	e, reason for any failure and steps beir	ng taken to impro	ove performance))		
	ding, where appropriat	e, reason for any failure and steps beir	ng taken to impro	ove performance)		
	ding, where appropriat	e, reason for any failure and steps beir	ng taken to impro	ove performance)		

areaperformance timeperformance (% of instances in which performance is achieved)October 2015November December Quarter 47. Complete review of adjudicator decision10 working days from referral under regulation 38(1)5 working days from 		Acceptable	Key indicator for acceptable		Actual p	erformance	
review of from referral under regulation 38(1)5 working days from receipt of request Evidence	area	performance time			November	December	Quarter 4
	review of adjudicator	from referral under regulation 38(1)5 working days from	95%	100%	100%	100%	100%
		t were accepted in Octo	ober, 4 in November and 2 in Decembe	r. All reviews w	ere completed wi	thin the KPI.	

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October 2016	November 2016	December 2016	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2016	November 2016	December 2016	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undisputed fu	inds were returned withi	n the KPI.				
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		
Our automated	system processes paym	ents as soon as they have been authen	nticated by both par	rties or a 30 day	period has expir	ed where a
		ents as soon as they have been authen im that has been started. Undisputed				
		ents as soon as they have been authen im that has been started. Undisputed				

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October 2016	November 2016	December 2016	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October 2016	November 2016	December 2016	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence	<u> </u>					
All potifications we	ere issued within the Kl	DI				
All notifications we		PI.				
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve p	erformance)		

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October 2016	November 2016	December 2016	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 20	11 is incorrect.	Please report on	performance
Evidence						
	made within the KPI.	reason for any failure and stone bains t		orformanaa)		
Comments (includ	ing, where appropriate	, reason for any failure and steps being t	aken to improve p	errormance)		

Multicly performance is achieved) 2016 2016 2016 2016 6. Accept or reject request for review of adjudicator decision in dispute resolution 5 working days from receipt of request 100%	Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
reject request from receipt of request for review of adjudicator decision in dispute resolution Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review wit inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.	area	performance time					Quarter 4
inviting written representations from the other party. SG will be flexible when assessing performance against this KPI. Evidence	reject request for review of adjudicator decision in dispute	from receipt of	100%	100%	100%	100%	100%
	inviting written re						r review withou
11 review requests were received in October, 10 in November and 4 in December. All requests were dealt with within the KPI.		sts were received in Oc	tober, 10 in November and 4 in Decen	nber. All request	ts were dealt with	within the KPI.	

Performance Acceptable Key indicator for acceptable Actual performance area performance time performance (% of instances in October November December						
area	performance time	performance (% of instances in which performance is achieved)	October 2016	November 2016	December 2016	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
5 review request	were accepted in Octo	ober, 4 in November and 2 in Decembe	r. All reviews w	ere completed wi	thin the KPI.	
Occurrence to the sh	aller av stale and a state state of a	te, reason for any failure and steps bei				
				<i>,</i>	\	

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October 2017	November 2017	December 2017	Quarter 2	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence	1						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable		Actual performance				
area	performance time		October 2017	November 2017	December 2017	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
All undisputed fu	unds were returned withi	n the KPI.					
-							
Comments (inclu	uding, where appropriate	e, reason for any failure and steps bein	g taken to improve	performance)			
		ents as soon as they have been auther im that has been started. Undisputed d				ed where a	

	erformance Acceptable ea performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area			October 2017	November 2017	December 2017	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	91%	95%	100%	95.3%	
Evidence							
Comments (incluc	Jing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area performance time	performance (% of instances in which performance is achieved)	October 2017	November 2017	December 2017	Quarter 2		
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	ea performance time		October 2017	November 2017	December 2017	Quarter 2	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	i out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above	nd) Regulations 20	11 is incorrect.	Please report or	n performance	
against the correc							
Evidence							
All payments were	made within the KPI.						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve p	performance)			
	-						

Performance		Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area			October 2017	November 2017	December 2017	Quarter 2	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
Evidence 9 review requests	were received in Octo	ber, 1 in November and 0 in December.	All requests were	dealt with within	the KPI.		
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance		Actual performance				
area			October 2017	November 2017	December 2017	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		

Performance area	Acceptable Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April 2013	May 2013	June 2013	Quarter 4	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April 2013	May 2013	June 2013	Quarter 4	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both p	arties or a 30 day	upprind has every	rod whore a	
		im that has been started. Undisputed					

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2013	May 2013	June 2013	Quarter 4	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
Comments (incluc	ling, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			

Performance Acceptable area performance time	Acceptable	Key indicator for acceptable	Actual performance				
	performance (% of instances in which performance is achieved)	April 2013	May 2013	June 2013	Quarter 4		
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
	ang, where appropriate	e, reason for any failure and steps being	g taken to improve	penormance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April 2013	May 2013	June 2013	Quarter 4	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotlar as set out above.	nd) Regulations 20)11 is incorrect.	Please report or	performance	
Evidence							
	e made within the KPI						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	taken to improve j	performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area performance time	performance time		April 2013	May 2013	June 2013	Quarter 4	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
Evidence 6 requests were re	eceived in April, 6 in M	ay and 5 in June. All requests were de	alt with within the	KPI.			
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	e performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2013	May 2013	June 2013	Quarter 4	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
Evidence 2 reviews were a	accepted in April. 2 in M	ay and 3 in June. All reviews were com	pleted within the l	KPI.			
z ieviews were a	accepted in April, 2 in M	ay and 5 in June. All reviews were com		ΛF1.			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		April 2014	May 2014	June 2014	Quarter 2	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			

area performance t	Acceptable	 Key indicator for acceptable performance (% of instances in which performance is achieved) 	Actual performance				
	performance time		April 2014	May 2014	June 2014	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Our automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day			
Our automated s	system processes paymo		nticated by both pa	arties, or a 30 day			
Our automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day			
Our automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day			

Performance	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area			April 2014	May 2014	June 2014	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
37 Adjudications	were completed in Apri	I, 34 in May and 58 in June.					
All decisions were	e completed within 20 v	vorking days.					
	•						
Comments (includ	ling, where appropriate	e, reason for any failure and steps bein	g taken to improve	e performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2014	May 2014	June 2014	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence		1					
		e, reason for any failure and steps being		penomianoo)			

Performance	Acceptable			Actual performance				
area performa	performance time		April 2014	May 2014	June 2014	Quarter 2		
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%		
	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	and) Regulations 2	011 is incorrect.	Please report or	n performance		
Evidence								
All payments were	e made within the KPI.							
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)				
, ,				, ,				

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area performance ti	performance time		April 2014	May 2014	June 2014	Quarter 2	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
Evidence Three review requ	ests were received in a	April, three in May and seven in June. A	All requests were	dealt with within	the KPI.		
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		April 2014	May 2014	June 2014	Quarter 2	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
Evidence							
Two reviews we	re accepted in April. one	e in May and none in June. All reviews w	ioro completed wi				
	ie weeepten in pin, ene	, in May and home in June. All reviews w	vere completed wi	thin the KPI.			
	· · · · · · · · · · · · · · · · · · ·		ere completed wi	thin the KPI.			
			ere completed wi	thin the KPI.			
		e, reason for any failure and steps being					

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2015	May 2015	June 2015	Quarter 2	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			

Performance	Acceptable	 Key indicator for acceptable performance (% of instances in which performance is achieved) 	Actual performance				
area	performance time		April 2015	May 2015	June 2015	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
All undisputed fu	unds were returned withi	n the KPI					
All undisputed it	ands were returned with						
Comments (Inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Our automated a	system processes paym	ents as soon as they have been auther	nticated by both na	arties or a 30 day	v neriod has expir		
	system processes paym					en where a	
			dense a strans a constant of		A second state of a second		
esponse has no		im that has been started. Undisputed	deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		
esponse has no			deposit amounts a	are returned withi	n 2 working days		

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

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2015	May 2015	June 2015	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
	ang, where appropriate	e, reason for any failure and steps being		penomance)			

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2015	May 2015	June 2015	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 2	011 is incorrect.	Please report or	n performance
Evidence						
All payments were	e made within the KPI.					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2015	May 2015	June 2015	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
Evidence		other party. SG will be flexible when ass , 4 in May and 11 in June. All requests				
	ling where appropriate	e, reason for any failure and steps being				

7. Complete 10 work review of from refu adjudicator regulation decision working receipt of Evidence	rformance time working days m referral under gulation 38(1)5 rking days from ceipt of request	which performance is achieved) 95%	April 2015	May 2015	June 2015 100%	Quarter 2 100%
review of from refu adjudicator regulation decision working receipt of Evidence	m referral under gulation 38(1)5 rking days from		100%	100%	100%	100%
	accepted in Apri	il, 2 in May and 10 in June. All reviews w	vere completed wi	thin the KPI.		
		te, reason for any failure and steps being				

area	PerformanceAcceptableKey indicator for acceptableActual performanceareaperformance timeperformance (% of instances inApril 2016May 2016					
	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable				
area	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undisputed fu	inds were returned withi	in the KPI.				
		, waaraa fan any failung and stand bein	n talvan ta immunu			
Comments (Incit	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day	period has expir	ed where a
response has no	t been received to a cla	im that has been started. Undisputed	deposit amounts a	are returned withi	n 2 working days	
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			•			

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
42 Adjudications v	were completed in Apri	I, 20 in May and 36 in June.				
All decisions were	e completed within 20 v	vorking days.				
	•	5 /				
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
		e, reason for any failure and steps being		performanioo)		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 2	011 is incorrect.	Please report or	n performance
Evidence						
All payments were	e made within the KPI.					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
		be difficult to achieve given that the sch other party. SG will be flexible when ass				view without
Evidence						
	ware received in April	Q in May and Z in June All requests y		in the KDI		
8 review requests	were received in April,	, 8 in May and 7 in June. All requests w	ere dealt with with	NIN THE KPI.		
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	performance	
area	performance time	performance (% of instances in which performance is achieved)	April 2016	May 2016	June 2016	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
4 reviews were a	accepted in April, 4 in M	ay and 1 in June. All reviews were com	pleted within the k	(PI.		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual pe	rformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2017	May 2017	June 2017	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (Includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	April 2017	May 2017	June 2017	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undisputed fu	Inds were returned withi	n the KPI.				
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Our automated s	system processes paymo	ents as soon as they have been auther	iticated by both pa	arties, or a 30 day		
Our automated s	system processes paymo		iticated by both pa	arties, or a 30 day		
Our automated s	system processes paymo	ents as soon as they have been auther	iticated by both pa	arties, or a 30 day		
Our automated s	system processes paymo	ents as soon as they have been auther	iticated by both pa	arties, or a 30 day		

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2017	May 2017			
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
5 Adjudications w	ere completed in April,	17 in May and 20 in June.					
All decisions were	e completed within 18 v	vorking davs.					
	· · · · · · · · · · · · · · · · · · ·						
Comments (incluc	ling, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			

Performance	Acceptable		Actual performance				
area perform	performance time		April 2017	May 2017	June 2017	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
	ang, where appropriate	e, reason for any failure and steps being		periormance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance April 2017 May 2017 June 2017 Quarter 2			
area	performance time	rmance time performance (% of instances in which performance is achieved)		May 2017	June 2017	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 20	11 is incorrect.	Please report or	performance
Evidence						
	made within the KPI.	e, reason for any failure and steps being t	akon to improvo r	oorformance)		
Comments (includ	ing, where appropriate	, reason for any failure and steps being t	aken to improve p	Jenomance)		

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2017	May 2017	June 2017	Quarter 2	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
		be difficult to achieve given that the sch other party. SG will be flexible when ass				view without	
	were received in April,	3 in May and 2 in June. All requests w	vere dealt with with	hin the KPI.			
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area performance time		performance (% of instances in which performance is achieved)	April 2017	May 2017	June 2017	Quarter 2	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
5 review request	t were accepted in April,	1 in May and 1 in June. All reviews we	ere completed with	nin the KPI.			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable	time Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2013	Feb 2013	March 2013	Quarter 3	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps bein	g taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area performance time	performance (% of instances in which performance is achieved)	January 2013	Feb 2013	March 2013	Quarter 3		
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
Comments (incl	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
t is a fully auton	nated process in that wh	e, reason for any failure and steps being ere both parties agree on an undispute means that in general, the funds are cl	d amount, the fund	s are audited ar			
It is a fully auton BACS (or chequ	nated process in that wh	ere both parties agree on an undispute means that in general, the funds are cl	d amount, the fund	s are audited ar			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January 2013	Feb 2013	March 2013	Quarter 3	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
	were completed in Janue e completed within 20 v	uary, 12 in February and 23 in March. vorking days.					
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2013	Feb 2013	March 2013	Quarter 3	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence		1	1				
Comments (inclue	ding, where appropriate	e, reason for any failure and steps being	taken to improve p	performance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area performance time	performance (% of instances in which performance is achieved)	January 2013	Feb 2013	March 2013	Quarter 3		
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
against the correc	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 20	11 is incorrect.	Please report on	performance	
Evidence All payments were	e made within the KPI						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)			

Performance	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual performance				
area			January 2013	Feb 2013	March 2013	Quarter 3		
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%		
Evidence We are finding no	difficulty with the KPI.	3 requests were received in March.						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)				

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2013	Feb 2013	March 2013	Quarter 3	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
Evidence							
1 review was acc	cepted in March and a n	ew decision issued.					
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January 2014	February 2014	March 2014	Quarter 1	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	January 2014	February 2014	March 2014	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undisputed fu	inds were returned withi	n the KPI.				
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		
		ents as soon as they have been authen				
		ents as soon as they have been authen im that has been started. Undisputed o				

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2014	February 2014	March 2014	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence				l			
		uary, 37 in February and 40 in March.					
All decisions were	e completed within 20 w	vorking days.					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January 2014	February 2014	March 2014	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Comments (incluc	ling, where appropriate	e, reason for any failure and steps being	g taken to improve p	performance)			

Performance	Acceptable			Actual performance				
area perforr	performance time		January 2014	February 2014	March 2014	Quarter 1		
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%		
	t out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 20	11 is incorrect.	Please report on	ı performance		
Evidence								
All payments were	e made within the KPI.							
Commonto (includ	ling whore enprendiate	reason for any failure and stone being	takan ta imprava n	artarmanaa				
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	j taken to improve p	enonnance)				

Performance	Acceptable		Actual performance				
area performan	performance time		January 2014	February 2014	March 2014	Quarter 1	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
Evidence Five review reque	sts were received in Ja	anuary, Four in February and one in Ma	rch. All requests v	vere dealt with v	vithin the KPI.		
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2014		March 2014	Quarter 1	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
Evidence							
Three reviews w	ere accepted in January	v, one in February and one in March. Al	I reviews were com	npleted within th	e KPI.		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January 2015	February 2015	March 2015	Quarter 1	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2015	February 2015	March 2015	Quarter 1	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
		ents as soon as they have been auther					
response nas no	t been received to a cla	im that has been started. Undisputed	deposit amounts a	re returnea withi	n 2 working days.		

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2015	February 2015	March 2015	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
74 Adjudications	were completed in Jan	uary, 82 in February and 52 in March.					
All decisions were	completed within 20 v	vorking davs					
		vorking days.					
Comments (incluc	ling, where appropriate	e, reason for any failure and steps bein	g taken to improve	performance)			

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January 2015	February 2015	March 2015	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
, , , , , , , , , , , , , , , , , , ,		e, reason for any failure and steps being		,			

Performance	Acceptable	time Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area performan	performance time		January 2015	February 2015	March 2015	Quarter 1	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	t out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 20	11 is incorrect.	Please report on	performance	
Evidence							
All payments were	e made within the KPI.						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)			

Performance	Acceptable	ceptable Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January 2015	February 2015	March 2015	Quarter 1		
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%		
inviting written rep Evidence	resentations from the	be difficult to achieve given that the sch other party. SG will be flexible when ass ary, 8 in February and 7 in March. All r	sessing performan	ce against this k	(PI.			
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)				

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

Performance	Acceptable		Actual performance			
area	performance time		January 2016	February 2016	March 2016	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

		Acceptable Key indicator for acceptable	Actual performance				
area	performance time	performance time performance (% of instances in which performance is achieved)	January 2016	February 2016	March 2016	Quarter 1	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
All undisputed fu	inds were returned withi	n the KPI.					
Comments (inclu	Iding where appropriate	e reason for any failure and steps being	n taken to improve	nerformance)			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
					v period has expire	ed where a	
Our automated s	system processes paym	e, reason for any failure and steps being ents as soon as they have been authen im that has been started. Undisputed	nticated by both pa	rties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	nticated by both pa	rties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	nticated by both pa	rties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	nticated by both pa	rties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	nticated by both pa	rties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	nticated by both pa	rties, or a 30 day			

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	ea performance time		January 2016	February 2016	March 2016	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	80%	80%	100%	86.7%	
Evidence 51 Adjudications v	were completed in Janu	uary, 47 in February and 49 in March.					
KPI has failed in *Recruitment due *Training of new a *Continued sickne	January and February of to previous departure adjudicators, with less of ess within the team	cases being completed whilst they get u		performance)			
KPI has failed in *Recruitment due *Training of new a *Continued sickne	January and February of to previous departure adjudicators, with less of ess within the team ed the following to addr e completed me reduction	due to a number of factors – of adjudicators cases being completed whilst they get u		performance)			

Performance	Acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January 2016	February 2016	March 2016	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
	3,	e, reason for any failure and steps being	,				

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2016	February 2016	March 2016	Quarter 1	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations 20	11 is incorrect.	Please report on	performance	
Evidence							
All payments were	e made within the KPI.						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)			

performance time 5 working days from receipt of request	performance (% of instances in which performance is achieved) 100%	January 2016 100%	February 2016 100%	March 2016	Quarter 1
from receipt of	100%	100%	100%	100%	100%
g, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
, ,	esentations from the o	esentations from the other party. SG will be flexible when ass rere received in January, 5 in February and 9 in March. All re	esentations from the other party. SG will be flexible when assessing performance	esentations from the other party. SG will be flexible when assessing performance against this h	dged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for reverse the other party. SG will be flexible when assessing performance against this KPI. There received in January, 5 in February and 9 in March. All requests were dealt with within the KPI.

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

Performance	Acceptable		Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	January 2017	February 2017	March 2017	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	Acceptable Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January 2017	February 2017	March 2017	Quarter 1	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)			
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	rties, or a 30 day	/ period has expire	ed where a	
response has no	ot been received to a cla	im that has been started. Undisputed	deposit amounts a	re returned withi	n 2 working days.		

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

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	e performance (% of instances in which performance is achieved)	January 2017	February 2017	March 2017	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
		e, reason for any failure and steps being		chomance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	January 2017	February 2017	March 2017	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	t out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above	nd) Regulations 20	11 is incorrect.	Please report on	performance
5						
Evidence						
All payments were	e made within the KPI.					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve p	erformance)		

	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	January 2017	February 2017	March 2017	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
Evidence		other party. SG will be flexible when ass ary, 10 in February and 8 in March. All				
				oorformonoo)		
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	performance	
area	performance time	performance (% of instances in which performance is achieved)	January 2017	February 2017	March 2017	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence	t was accepted in Janua	ry 2 in February and 2 in March All re	views were comple	eted within the k	(PI	
1 review reques	t was accepted in Janua	ry, 2 in February and 2 in March. All re	views were comple	eted within the K	ΥI.	
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual pe	rformance	
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	65+ help desk	28+ help desk	58+ help desk	
We collated this in Anthony Cox for g		ces; the help desk where emails are rec	ceived and respon	ded to and an em	ail box that is mar	aged by
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	performance)		
We have no issues	s with time scale and a	all emails are responded to.				

	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	0	0	0	0
In September we	had no repayments co	mpleted.				

Performance areaAcceptable performance timeKey indicator for acceptable performance (% of instances in which performance is achieved)Actual performanceVerticationDefendenceDefendenceDefendence	Quarter	
3. Resolution of a referral to dispute20 working days from referral of dispute95%0000000000000		

Performance area	Acceptable	Key indicator for acceptable		Actual p	performance	
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	0	0	0	0

Quarter 1
0
n performance
· · · · · · · · · · · · · · · · · · ·

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

Performance Acceptable Key indicator for acceptable Actual performance performance time performance (% of instances in July Quarter 1 August September area which performance is achieved) 6. Accept or 5 working days 100% 0 0 0 0 from receipt of reject request for review of request adjudicator decision in dispute resolution 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.

There have been no acceptances or requests to review the Adjudicators decisions.
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

areaperformance time which performance (% of instances in which performance is achieved)JulyAugustSeptemberQua7. Complete review of adjudicator decision10 working days from referral under regulation 38(1)5 working days from95%00000
review of from referral under adjudicator regulation 38(1)5
receipt of request

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April 2013	May 2013	June 2013	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
All enquiries were	responded to within th	ne KPI. There were no complaints rece	eived in Julv. Augu	ist or September.		
			, voa in oaly, / age			
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

Performance		Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April 2013	May 2013	June 2013	Quarter 4	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
All undisputed fu	inds were returned withi	n the KPI.					
2 (1	idina where appropriate						
Commonte (incli		reason for any failure and stops being	r takon to improve	a norformanco)			
comments (inclu	dung, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Jomments (Inclu	ang, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Jomments (inclu	iding, where appropriate	e, reason for any failure and steps being	taken to improve	e performance)			
Our automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			
Dur automated s	system processes paym		ticated by both pa	arties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			
Our automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			
Dur automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			
Dur automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			
Dur automated s	system processes paym	ents as soon as they have been authen	ticated by both pa	arties, or a 30 day			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual performance				
area	performance time		April 2013	May 2013	June 2013	Quarter 4		
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%		
Evidence								
Comments (incluc	ling, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)				

Performance area	Acceptable	Me Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		April 2013	May 2013	June 2013	Quarter 4	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
	ang, where appropriate	e, reason for any failure and steps being	g taken to improve	penormance)			

Performance	Acceptable	Key indicator for acceptable		Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	April 2013	May 2013	June 2013	Quarter 4	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotlan as set out above.	nd) Regulations 20	011 is incorrect.	Please report or	performance	
Evidence							
All payments were	e made within the KPI						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual performance				
area	performance time		April 2013	May 2013	June 2013	Quarter 4		
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%		
Evidence 9 review requests	were received in July,	8 in August and 5 in September. All re	quests were deal	t with within the P	(PI.			

	Acceptable		Actual performance			
area perform	performance time		April 2013	May 2013	June 2013	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
3 reviews were a	accepted in July, 2 in Au	gust and 3 in September. All reviews w	vere completed wi	thin the KPI.		
Comments (inclu	iding, where appropriate	e reason for any failure and steps being	taken to improve	performance)		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable		Actual performance			
area	performance time		July 2014	August 2014	September 2014	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area performance tin	performance time		July 2014	August 2014	September 2014	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
All undicouted fu	inds were returned withi	n tha KPI				
All undisputed fu						
Commonte (inclu	idina whore enprepriate	reason for any failure and stone bain	a takan ta imprava	norformonoo)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
					neriod has evnir	ed where a
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym		nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		

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

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		July 2014	August 2014	September 2014	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
, ,		e, reason for any failure and steps being		. ,		

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	July 2014	August 2014	September 2014	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 20	11 is incorrect.	Please report on	performance
Evidence						
	made within the KPI.	e, reason for any failure and steps being t	akon to improvo r	orformanco)		
	ing, where appropriate		aken to improve p	Jenomance)		

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		July 2014	August 2014	September 2014	Quarter 3	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	
inviting written rep Evidence	resentations from the	be difficult to achieve given that the sch other party. SG will be flexible when ass 13 in August and 13 in September. All	essing performar	nce against this K	PI.	view Willioul	
•		с .					
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	e performance)			

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	July 2014	August 2014	September 2014	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence	was acconted in July 1	in August and 7 in Sontombor All row	iowe were comple	stad within the KD	I	
1 review request	was accepted in July, 1	in August and 7 in September. All rev	iews were comple	eted within the KP	l.	
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

Performance	Acceptable	Key indicator for acceptable		Actual per	ormance		
area	performance time	performance (% of instances in which performance is achieved)	July 2015	August 2015	September 2015	Quarter 3	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			

area	Acceptable	Key indicator for acceptable		Actual pe	rformance	
	performance time	performance (% of instances in which performance is achieved)	July 2015	August 2015	September 2015	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
ali undisputed fu	inds were returned withi	n the KPI.				
Comments (inclu	Iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
·		e, reason for any failure and steps being ents as soon as they have been auther			period has expire	ed where a
Dur automated s	system processes paymo		nticated by both pa	arties, or a 30 day		
Dur automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Dur automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Dur automated s	system processes paymo	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		

Performance	Acceptable	Key indicator for acceptable		Actual pe	rformance	
area	performance time	performance (% of instances in which performance is achieved)	July 2015	August 2015	September 2015	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
52 Adjudications v	were completed in July	, 77 in August and 124 in September.				
All decisions were	e completed within 20 v	vorking davs				
Comments (includ	ling, where appropriate	e, reason for any failure and steps bein	g taken to improve	e performance)		

	Acceptable	Key indicator for acceptable		Actual pe	rformance		
area	performance time	performance (% of instances in which performance is achieved)	July 2015	August 2015	September 2015	Quarter 3	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
		e, reason for any failure and steps being		periornanoo)			

Performance	Acceptable	Key indicator for acceptable		Actual pe	rformance	
area	performance time	performance (% of instances in which performance is achieved)	July 2015	August 2015	September 2015	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 20	11 is incorrect.	Please report on	performance
Evidence						
	e made within the KPI.	e, reason for any failure and steps being t	akan to improve r	performance)		
	ing, where appropriate			Jenomance)		

areaperformance timeperformance (% of instances in which performance is achieved)July 2015August 2015September 2015Quarter 36. Accept or reject request for review of adjudicator decision in dispute resolution5 working days from receipt of request100%100%100%100%100%100%Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.Evidence8 review requests were received in July, 7 in August and 6 in September. All requests were dealt with within the KPI.Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
reject request for request for request for request for request for request adjudicator decision in dispute resolution adjudicator decision in dispute resolution by 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.	area	performance time		July 2015	August 2015		Quarter 3
inviting written representations from the other party. SG will be flexible when assessing performance against this KPI. Evidence 8 review requests were received in July, 7 in August and 6 in September. All requests were dealt with within the KPI.	reject request for review of adjudicator decision in dispute	from receipt of	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	inviting written rep Evidence	resentations from the	other party. SG will be flexible when as	sessing performa	nce against this K	PI.	
	Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	July 2015	August 2015	September 2015	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
1 review request	was accepted in July, 4	in August and 3 in September. All rev	iews were comple	eted within the KP	I.	
Comments (inclu	Iding where appropriate	e, reason for any failure and steps being	n takan to improve	a performance)		
				, penomanee)		

Performance	Acceptable	Key indicator for acceptable		Actual per	formance	
area	performance time	performance (% of instances in which performance is achieved)	July 2016	August 2016	September 2016	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		

	Acceptable	Key indicator for acceptable		Actual pe	rformance	
area	performance time	performance (% of instances in which performance is achieved)	July 2016	August 2016	September 2016	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	10%	100%	100%	100%
Evidence						
All undisputed fu	Inds were returned withi	n the KPI				
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)		
					poriod has evoir	od whore a
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym		nticated by both pa	arties, or a 30 day		
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Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day		

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

Performance	Acceptable	Key indicator for acceptable		Actual performance				
	performance time	performance (% of instances in which performance is achieved)	July 2016	August 2016	September 2016	Quarter 3		
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%		
Evidence								

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July 2016	August 2016	September 2016	Quarter 3	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 20	11 is incorrect.	Please report on	performance	
Evidence							
	made within the KPI.	e, reason for any failure and steps being t	akan to improve r	performance)			
Comments (includ	ing, where appropriate	, reason for any failure and steps being t	aken to improve p	enormance)			

	performance (% of instances in which performance is achieved) 100% be difficult to achieve given that the sch other party. SG will be flexible when ass				Quarter 3
om receipt of equest ged that KPI 6 may	be difficult to achieve given that the sch	neme administrato	or may not accept	a request for rev	
					view without
ere received in July	v, 15 in August and 8 in September. All	requests were de	alt with within the	e KPI.	
, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
				where appropriate, reason for any failure and steps being taken to improve performance)	e received in July, 15 in August and 8 in September. All requests were dealt with within the KPI.

Image: Second of the second		erformance	Actual pe		Key indicator for acceptable	Acceptable	Performance				
review of adjudicator decision from referral under regulation 38(1)5 working days from receipt of request Evidence 2 review request were accepted in July, 4 in August and 1 in September. All reviews were completed within the KPI.	Quarter 3	September		July 2016	performance (% of instances in		area performance time				
2 review request were accepted in July, 4 in August and 1 in September. All reviews were completed within the KPI.	100%	100%	100%	100%	95%	from referral under regulation 38(1)5 working days from	review of adjudicator				
							Evidence				
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)		Ι.	eted within the KP	ews were comple	4 in August and 1 in September. All rev	were accepted in July,	2 review request				
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)											
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)											
			performance)	taken to improve	e, reason for any failure and steps being	ding, where appropriate	Comments (inclu				

Performance	Acceptable		Actual performance				
area performance time	performance time	performance (% of instances in which performance is achieved)	July 2017	August 2017	September 2017	Quarter 2	
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area performance time		performance (% of instances in which performance is achieved)	July 2017	August 2017	September 2017	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
All undisputed fu	inds were returned withi	n the KPI.					
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
Υ.	<i>5,</i> 11 1			, ,			
Our automated s	system processes paym	ents as soon as they have been auther	nticated by both pa	arties, or a 30 day	period has expir	ed where a	
response has no	t been received to a cla	im that has been started. Undisputed d	eposit amounts a	re returned within	2 working days.		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July 2017	August 2017	September 2017	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	90%	87%	83%	86.6%	
Evidence	1						
37 Adjudications v	vere completed in July,	50 in August and 55 in September.					
All decisions were	completed within 24 w	vorking days.					
Comments (includ	ing, where appropriate	, reason for any failure and steps bein	g taken to improve	e performance)			
	•			. ,			
weekly basis. Nu	mber of cases have pe	d of July, due to leavers. All progressi aked through busy period, where over eceived for two additional adjudicators,	time and external	resource being uti	lised. Volumes s	starting to fall	

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual pe	rformance	
	performance time		July 2017	August 2017	September 2017	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Comments (inclue	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July 2017	August 2017	September 2017	Quarter 2	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotlan as set out above.	d) Regulations 20	11 is incorrect.	Please report on	performance	
Evidence							
	made within the KPI.	e, reason for any failure and steps being t	akan to improve r	performance)			
Comments (includ	ing, where appropriate	, reason for any failure and steps being t	aken to improve p	enormance)			

Performance	Acceptable	Key indicator for acceptable		Actual performance				
area performance ti		performance (% of instances in which performance is achieved)	July 2017	August 2017	September 2017	Quarter 2		
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%		
Evidence		other party. SG will be flexible when ass 4 in August and 8 in September. All rec						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	e performance)				

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area performance time	performance (% of instances in which performance is achieved)	July 2017	August 2017	September 2017	Quarter 2		
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	
Evidence		1					
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			