

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
%1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	n/a	n/a	100%	100%
Evidence						
Compliant recording process						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Only two formal written complaints received.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	97.2%	91.7%	95.1%	94.6%

Evidence

Report from the database and payment system

Additional breakdown as follows:

	Oct-12	Nov-12	Dec-12
<b>Deposits - no disputes</b>			
BACS payments	108	303	1033
CHQ payments	1	15	33
Total number repaid	<b>109</b>	<b>318</b>	<b>1066</b>
Number within 5 days	106	292	1018
Number over 5 days	3	26	48
KPI %	97%	92%	95%
<b>Deposits - undisputed amounts</b>			
BACS payments	0	8	22
CHQ payments	0	0	0
Total undisputed	<b>0</b>	<b>8</b>	<b>22</b>

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

	Number within 5 days	0	7	17		
	Number over 5 days	0	1	5		
	KPI %	100%	88%	77%		
	<b>Deposits - adjudications complete</b>					
	BACS payments	0	0	0		
	CHQ payments	0	0	0		
	Total adjudication completed	0	0	0		
	Number within 5 days	0	0	0		
	Number over 5 days	0	0	0		
	KPI %	100%	100%	100%		
Total	Payments due to be made			109	326	1088
	Within 5 days	106	299	1035		
	longer than 5 days	3	27	53		
	KPI	97.2	91.7	95.1		

Tenancy Deposit Scheme – Quarterly Performance Report  
Safedeposits Scotland  
Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

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

The cause of the failure to meet the 100% KPI was:

- 1) Initial Volume of Deposits being placed during October and November, which meant not enough resources were dedicated to the payment process.
- 2) A failure of the system to identify the payments which needed to be made correctly and in a timely manner.

Since the end of the year, a new member of staff has been allocated as a dedicated resource to the payment process, and several enhancements to the IT system have been tested and gone live in the live environment .

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

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			October	November	December	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
<p>There have been the following Request for ADR in the quarter :</p> <p>October – 0            November – 21            December – 24.</p> <p>But only 8 cases have been passed for a full adjudication, the remainder having been resolved in the evidence gathering stage.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	n/a	100%	100%	100%
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
See comments above						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	n/a	n/a	n/a	n/a
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report produced out of our Database system</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>No full adjudications completed in this period</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	n/a	n/a	n/a	n/a
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report produced out of our Database system</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>None to date</p>						



Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>st</sup> December 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	n/a	n/a	n/a	n/a
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
None to date						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
%1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence  Evidence  We maintain complaints records for all official complaints.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)  We received 4 complaints in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
15,651 payments of undisputed deposits made in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 6 working days in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>1052 payments following adjudication were made in this quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 2 days in this quarter. 61 review requests were rejected and 12 were accepted in quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> October to 31<sup>th</sup> December 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
12 decisions were reviewed in quarter. Second decisions were issued in an average of 6 days in quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 3 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarter 4</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
16,172 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarter 4</b>
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 10 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarter 4</b>
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
1547 payments following adjudication were made in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

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

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

Evidence

Report from database.

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

Review requests were handled within an average of 3 day in this quarter. 78 review requests were received. 69 review requests were rejected and 9 were accepted in quarter.

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

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**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarter 4</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
9 decisions were reviewed in quarter. Second decisions were issued in an average of 4 days in quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2015**

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 1 complaint in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
17,213 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 10 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Decisions were issued in an average of 1 working day in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>1,553 payments following adjudication were made in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 2 days in this quarter. 60 review requests were received. 69 review requests were rejected and 7 were accepted in quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>th</sup> December 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarter 4</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
5 decisions were reviewed in quarter. Second decisions were issued in an average of 8 days in quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 2 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
17,360 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	99%	99%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 8.6 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Decisions were issued in an average of 1 working day in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
1,841 payments following adjudication were made in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 3 days in this quarter. 80 review requests were received. 67 review requests were rejected and 13 were accepted in quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> October to 31<sup>st</sup> December 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarter 4</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
13 decisions were reviewed in quarter. Second decisions were issued in an average of 6 days in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 4 complaints in this quarter.</p>						



Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
14,517 payments of undisputed amounts made in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 6 days in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from databse.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>667 payments following adjudication were made in this quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 3 days in this quarter. 49 review requests were rejected and 6 were accepted in quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> April to 30<sup>th</sup> June 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
6 decisions were reviewed in quarter. Second decisions were issued in an average of 7 days in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 4 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarter 2</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
722 payments of undisputed deposits made in quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarter 2</b>
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarter 2</b>
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 3 working day in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

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

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 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%

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

Report from database.

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

Review requests were handled within an average of 3 day in this quarter. 41 review requests were received. 32 review requests were rejected and 9 were

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

accepted in quarter.

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
9 decisions were reviewed in quarter. Second decisions were issued in an average of 5 days in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>st</sup> June 2016**

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p><b>Evidence</b></p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p><b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b></p> <p>We received 2 complaints in this quarter.</p>						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			April	May	June	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%
<b>Evidence</b>  Report from database.						
<b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b>  924 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of Instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarter 2</b>
<b>3. Resolution of a referral to dispute resolution</b>	<b>20 working days from referral of dispute</b>	<b>95%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>100%</b>
<b>Evidence</b>						
Report from database.						
<b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b>						
Decisions were issued in an average of 8 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarter 2</b>
<b>4. Notification of dispute resolution decision</b>	<b>5 working days from decision</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Evidence</b>						
Report from database.						
<b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b>						
Decisions were issued in an average of 1 working day in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p><b>Evidence</b></p> <p>Report from database.</p>						
<p><b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b></p> <p>1,066 payments following adjudication were made in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			April	May	June	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p><b>Evidence</b></p> <p>Report from database.</p>						
<p><b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b></p> <p>Review requests were handled within an average of 3 days in this quarter. 67 review requests were received. 57 review requests were rejected and 10 were accepted in quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> April to 30<sup>th</sup> June 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>April</b>	<b>May</b>	<b>June</b>	<b>Quarter 2</b>
<b>7. Complete review of adjudicator decision</b>	<b>10 working days from referral under regulation 38(1)5 working days from receipt of request</b>	<b>95%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Evidence</b>						
Report from database.						
<b>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</b>						
10 decisions were reviewed in quarter. Second decisions were issued in an average of 5 days in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	n/a	n/a	100%	100%
Evidence						
Compliant recording process						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	100%	100%	99.3%
Evidence						
Report from the database and payment system						
Comments						



Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

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

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2013

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	n/a	n/a	100%	100%
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
None until March						

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

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

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

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

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

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



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

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

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

Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
5. Return of deposit following notification of dispute resolution decision		5 working days from the expiry of the 10 day period allowed for request of review	100%									
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.												
<b>Actual Performance</b>												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	90%	85%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Delays in July and August were a consequence of the large volumes and payments that exceeded 5 working days were all due to the volume of manual payments, as opposed to automated payments. Subsequent changes to the system to enable all payments to be automated, and the recruitment of an additional member of staff, addressed the issues.</p>												

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

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		100%								
Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will take this into account when assessing performance against this KPI.												
<b>Actual Performance</b>												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												

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

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

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence  Evidence  We maintain complaints records for all official complaints.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)  We received 1 complaint in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
11,796 payments of undisputed deposits made in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 7 working days in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						



Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>777 payments following adjudication were made in this quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 2 days in this quarter. 50 review requests were rejected and 12 were accepted in quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> January to 31<sup>st</sup> March 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			October	November	December	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
12 decisions were reviewed in quarter. Second decisions were issued in an average of 6 days in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 3 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
16,776 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 9 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
1107 payments following adjudication were made in this quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31st March 2016**

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

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

Report from database.

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

Review requests were handled within an average of 1 day in this quarter. 75 review requests were received. 65 review requests were rejected and 10 were

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31st March 2016**

accepted in quarter.

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
10 decisions were reviewed in quarter. Second decisions were issued in an average of 5 days in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31st March 2016**

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 4 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
768 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	99%	99%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 10 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of Instances in which performance is achieved)	Actual performance			
			January	February	March	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
1397 payments following adjudication were made in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

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

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

Report from database.

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

Review requests were handled within an average of 2 days in this quarter. 73 review requests were received. 64 review requests were rejected and 9 were accepted in quarter.

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> January to 31<sup>st</sup> March 2017**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarter 1</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
9 decisions were reviewed in quarter. Second decisions were issued in an average of 7 days in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	n/a	n/a	n/a	n/a
Evidence						
Compliant recording process						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
None received						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	n/a	n/a	100%	100%
Evidence						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Only 49 payments paid in September						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	n/a	n/a	n/a	n/a
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
None to date						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	n/a	n/a	n/a	n/a
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
None received to date						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	n/a	n/a	n/a	n/a
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report produced out of our Database system</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>None received to date</p>						



Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	n/a	n/a	n/a	n/a
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report produced out of our Database system</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>None to date</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 02 July – 30 September 2012

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 1
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	n/a	n/a	n/a	n/a
Evidence						
Report produced out of our Database system						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
None to date						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
%1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence  Evidence  We maintain complaints records for all official complaints.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)  We received 3 complaints in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
26,038 payments of undisputed amounts made in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 6 days in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>794 payments following adjudication were made in this quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 2 days in this quarter. 80 review requests were rejected and 15 were accepted in quarter.</p>						



Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 1<sup>st</sup> July to 30<sup>th</sup> September 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
15 decisions were reviewed in quarter. Second decisions were issued in an average of 6 days in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 4
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 3 complaints in this quarter</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
27,668 payments of undisputed deposits made in quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 5 working days in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 1 working day in this quarter.						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
<p>Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>787 payments following adjudication were made in this quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 4
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 1 day in this quarter. 61 review requests were received. 52 review requests were rejected and 9 were accepted in quarter.</p>						

Tenancy Deposit Scheme – Quarterly Performance Report  
 Safedeposits Scotland  
 Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2015

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
9 decisions were reviewed in this quarter. Second decisions were issued in an average of 5 days in quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 0 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarter 3</b>
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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
1425 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key Indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarter 3</b>
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 6 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

<b>Performance area</b>	<b>Acceptable performance time</b>	<b>Key indicator for acceptable performance (% of instances in which performance is achieved)</b>	<b>Actual performance</b>			
			<b>July</b>	<b>August</b>	<b>September</b>	<b>Quarter 3</b>
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 3 working day in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

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

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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%

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

Report from database.

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

Review requests were handled within an average of 2 days in this quarter. 71 review requests were received. 52 review requests were rejected and 19 were

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

accepted in quarter

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
19 decisions were reviewed in quarter. Second decisions were issued in an average of 6 days in quarter.						



**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2016**

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Evidence</p> <p>We maintain complaints records for all official complaints.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>We received 2 complaints in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
31,784 payments of undisputed deposits made in quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	99%	99%	100%
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
Decisions were issued in an average of 7.6 working days in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Decisions were issued in an average of 1 working day in this quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.						
Evidence						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
11,77 payments following adjudication were made in this quarter.						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%
<p>Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.</p>						
<p>Evidence</p> <p>Report from database.</p>						
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>Review requests were handled within an average of 2 days in this quarter. 80 review requests were received. 68 review requests were rejected and 12 were accepted in quarter.</p>						

**Tenancy Deposit Scheme – Quarterly Performance Report**  
**Safedeposits Scotland**  
**Period: 01<sup>st</sup> July to 30<sup>th</sup> September 2017**

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
			July	August	September	Quarter 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						
Report from database.						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)						
12 decisions were reviewed in quarter. Second decisions were issued in an average of 5 days in quarter.						