which performance is achieved) %1. Response to customer enquiry or complaint Evidence Compliant recording process Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	Performance	Acceptable	Key indicator for acceptable	Actual performance					
customer enquiry or complaint from receipt of enquiry or complaint from receipt fr	area	performance time		October	November	December	Quarter 2		
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.	%1. Response to customer enquiry or complaint	from receipt of enquiry or	100%	n/a	n/a	100%	100%		
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	Evidence								
Only two formal written complaints received.	Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improv	e performance)				
Only two formal written complaints received.	· ·	<i>5,</i> 11 1		,	,				
	Only two formal wi	ritten complaints recei	ved.						

Performance Acceptable		Key indicator for acceptable	Actual performance				
area performance tin	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	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
Deposits - no disputes			
BACS payments	108	303	1033
CHQ payments	1	15	33
Total number repaid	109	318	1066
Number within 5 days	106	292	1018
Number over 5 days	3	26	48
KPI %	97%	92%	95%
Deposits - undisputed amounts			
BACS payments	0	8	22
CHQ payments	0	0	0
Total undisputed	0	8	22

	Number within 5 days	0	7	17		
	Number over 5 days	0	1	5		
	KPI %	100%	88%	77%		
Deposit	ts - adjudications complete					
	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
TOtal	Within 5 day s	106	299	1035	320	1000
	longer than 5 days	3	233	53		
	longer than 5 days	3	21	33		
	KPI	97.2	91.7	95.1		

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:
 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.

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

There have been the following Request for ADR in the quarter :

October - 0

November – 21

December – 24.

But only 8 cases have been passed for a full adjudication, the remainder having been resolved in the evidence gathering stage.

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	n/a	100%	100%	100%	
Evidence		<u> </u>					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	g taken to improv	e performance			
See comments ab	oove						

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	n/a	n/a	n/a	n/a
	out in the Schedule to t definition of the KPI, a	the Tenancy Deposit Schemes (Scotla as set out above.	and) Regulations	2011 is incorrect.	Please report or	n performance
Evidence						
Report produced of	out of our Database sy	stem				
Comments (includ	ing, where appropriate	, reason for any failure and steps being	g taken to improv	e performance)		
No full adjudication	ns completed in this pe	eriod				
TNO TUII AUJUUICAIIOI	is completed in this pe	anou				

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

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.

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

Evidence

Period: 1 st October to 31 st December 2012

area performance time performance (% of instances in which performance is achieved) 7. Complete review of from referral under regulation 38(1)5 working days from receipt of request Evidence Report produced out of our Database system		Acceptable	Key indicator for acceptable	Actual performance					
review of adjudicator regulation 38(1)5 working days from receipt of request Evidence Report produced out of our Database system			performance (% of instances in	July			Quarter 1		
Report produced out of our Database system	fron regi	n referral under ulation 38(1)5 king days from	95%	n/a	n/a	n/a	n/a		
	duced out of	our Database sy	stem						
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	(including, \	vhere appropriate	e, reason for any failure and steps being	g taken to improv	ve performance)				
None to date									

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		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	<u> </u>	I.				
Evidence						
We maintain comp	plaints records for all o	fficial complaints.				

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

We received 4 complaints in this quarter.

Performance		Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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						l	
Report from data	abase.						
. toportom date	abacc.						
Comments (incl	uding, where appropriate	e. reason for any failure and steps being	a taken to improve	e performance)			
Comments (incl	uding, where appropriate	e, reason for any failure and steps being	g taken to improve	e performance)			
			g taken to improve	e performance)			
	uding, where appropriate		g taken to improve	e performance)			
			g taken to improve	e performance)			
			g taken to improve	e performance)			

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

Performance	Acceptable			Actual performance		
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from datab	pase.					
Comments (includ	ling where appropriate	e, reason for any failure and steps being	ı taken to improve	e performance		
	mig, whole appropriate	, reason for any famore and ecope being	, taken te imprevi	o portormando		
Decisions were iss	sued in an average of	1 working day in this quarter.				

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time performance (% of instances in which performance is achieved)	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%
against the correc	et definition of the KPI,	as set out above.				
Report from datab	oase.					

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

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

Evidence

Review requests were handled within an average of 2 days in this quarter. 61 review requests were rejected and 12 were accepted in quarter.

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

		which performance is achieved)				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 data						
Comments (inclu	iding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
12 decisions wer	e reviewed in quarter. S	Second decisions were issued in an avera	age of 6 days in o	quarter.		

Period: 01st October to 31th December 2015

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of Instances In which performance is achieved)	October	November	December	Quarter 4	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Evidence							
We maintain comp	laints records for all offic	ial complaints.					
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfoi	mance)			
We received 3 comp	plaints in this quarter.						

Performance			Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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 data	base.						
Comments (inclu	ding, where appropriate, r	eason for any failure and steps being take	n to improve perfo	mance)			
Comments (inclu	ding, where appropriate, r	eason for any failure and steps being take	n to improve perfo	rmance)			
		, <u> </u>	n to improve perfo	mance)			
	ding, where appropriate, r	, <u> </u>	n to improve perfo	rmance)			

Period: 01st	October to 31 ^t	h December 2015
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Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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							
	ng where appropriate r	eason for any failure and steps being taker	n to improve perfoi	rmance)			
Comments (includi	ng, where appropriate, it	cuson for any fanore and steps being taken					
		orking days in this quarter.					
		, , , , , ,					

Period: 01st	October	to 31th	December	2015
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Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Danast frans datab							
Report from databa	ise.						
Comments (includi	ng, where appropriate, re	eason for any failure and steps being taker	n to improve perfor	mance)			
Comments (includi	ng, where appropriate, re	eason for any failure and steps being taker	n to improve perfor	mance)			
		eason for any failure and steps being taker rking day in this quarter.	n to improve perfor	mance)			

	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%	
	ut in the Schedule to the fithe KPI, as set out above	Tenancy Deposit Schemes (Scotland) Reg	ulations 2011 is in	correct. Please rep	ort on performanc	e against the	
	·						
	<u> </u>						
Evidence	·						
Evidence	·						
Evidence Report from databa	·						
Evidence	·						

Performance area	Acceptable performance time	Key Indicator for acceptable performance (% of instances in		Actual p	erformance				
	performance unie	which performance is achieved)	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%			
		l difficult to achieve given that the scheme ill be flexible when assessing performance		not accept a reque	L est for review with	l out inviting writte			
Evidence									
Report from databa	ase.								

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

		which performance is demoved,				
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 databa						
Comments (includin	g, where appropriate, re	eason for any failure and steps being taken to	o improve perform	nance)		
9 decisions were rev	iewed in quarter. Secon	d decisions were issued in an average of 4 da	ays in quarter.			

Period: 01st October to 31th December 2015

Period: 01st October to 31th December 2016

Performance	Acceptable	Key indicator for acceptable		Actual po	erformance	
area	performance time	performance (% of Instances in which performance is achieved)	October	November	December	Quarter 4
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Evidence						
We maintain comp	aints records for all offici	ial complaints.				
'		•				
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfoi	rmance)		
We received 1 com	plaint in this quarter.					

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	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 datab		eason for any failure and steps being take	n to improve perfoi	mance)		
17,213 payments c	of undisputed deposits ma	ide in quarter.	· ·			

Period: 01st October to 31th December 2016

Performance	Acceptable	Key Indicator for acceptable		Actual pe	erformance	
area	performance time	performance (% of instances in which performance is achieved)	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 databa	ase.					
Comments (includii	ng, where appropriate, r	eason for any failure and steps being take	n to improve perfo	rmance)		
Decisions were issu	ed in an average of 10 w	orking days in this quarter.				

Period: 01st October to 31th December 2016

Performance	Acceptable	Key Indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence		<u> </u>				
Comments (includir	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfor	rmance)		
Decisions were issue	ed in an average of 1 wo	rking day in this quarter.				

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%	
_	l ut in the Schedule to the f the KPI, as set out abov	Le Tenancy Deposit Schemes (Scotland) Regree.	l gulations 2011 is in	 correct. Please rep	l ort on performand	e against the	
Evidence							
Report from databa	ase.						
Comments (includir	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfo	rmance)			
1,553 payments foll	owing adjudication were	e made in this quarter.					

Period: 01st October to 31th December 2016

Performance	Acceptable			Actual performance					
area	performance time	performance (% of instances in which performance is achieved)	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%			
	•	difficult to achieve given that the scheme ill be flexible when assessing performance	-	not accept a reque	est for review with	out inviting writter			
Evidence									
Report from databa	se.								
Comments (includir	ng, where appropriate, r	eason for any failure and steps being taker	to improve perfor	rmance)					

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.

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

		winesi periermanes is democret,				
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 databa	se.					
Comments (including	g, where appropriate, re	eason for any failure and steps being taken to	o improve perform	nance)		
5 decisions were rev	iewed in quarter. Secon	d decisions were issued in an average of 8 da	ays in quarter.			

Performance	Acceptable	Key Indicator for acceptable	Actual performance				
area	performance time performance (% of instances in which performance is achieved)	performance (% of Instances in which performance is achieved)	October	November	December	Quarter 4	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
We maintain comp	aints records for all offic	ial complaints					
we maintain comp	ialitis records for all offic	iai compianits.					
Comments (includia	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfor	mance)			
We received a com	plaints in this quarter.						
we received 2 com	piairits iii triis quarter.						

Performance	Acceptable	Key indicator for acceptable		Actual pe	erformance	
area	performance time	performance time performance (% of instances in which performance is achieved)	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 datal		eason for any failure and steps being take	n to improve perfoi	rmance)		
	of undisputed deposits ma	, ,		,		
1/,300 payments	or ondispoted deposits me	ade ili qualter.				

Performance area	Acceptable Key indicator for acceptable		Actual performance					
	performance time	performance (% of instances in which performance is achieved)	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 databa	ase.							
Comments (includi	ng, where appropriate, r	eason for any failure and steps being take	n to improve perfo	rmance)				
Decisions were issu	ed in an average of 8.6 v	vorking days in this quarter.						

Performance	Acceptable	Key Indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Comments (includir	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfor	rmance)			
Decisions were issue	ed in an average of 1 wo	rking day in this quarter.					

Period: 01st October to 31st December 2017

Performance	Acceptable Key Indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%	
_	I ut in the Schedule to the f the KPI, as set out abov	l Tenancy Deposit Schemes (Scotland) Reg ve.	gulations 2011 is in	correct. Please rep	ort on performanc	e against the	
Evidence							
Report from databa	ase.						
Comments (including	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfo	rmance)			
1,841 payments foll	owing adjudication were	e made in this quarter.					

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		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 days in this quarter. 80 review requests were received. 67 review requests were rejected and 13 were accepted in quarter.

Tenancy Deposit Scheme – Quarterly Performance Report Safedeposits Scotland Period: 01st October to 31st December 2017

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

		,				
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 databa						
Comments (includin	ig, where appropriate, r	eason for any failure and steps being taken t	o improve perforn	nance)		
13 decisions were re	viewed in quarter. Seco	nd decisions were issued in an average of 6 c	days in quarter.			

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

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.

•	Acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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		<u> </u>					
Report from data	abase.						

		willcii periorillalice is acilieveu)				
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			1	1		<u>I</u>
Report from databa						
Comments (includi	ng, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
14,517 payments o	of undisputed amounts	s made in quarter.				

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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 data	base.						
Comments (inclu	ding, where appropriate	e, reason for any failure and steps being	g taken to improv	ve performance)			

Performance	Acceptable Key indicator for acceptable		Actual performance				
area	performance time performance (% of instances in which performance is achieved)	April	Мау	June	Quarter 2		
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Report from datab	ese.						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to impro	ve performance			
Decisions were is:	sued in an average of	1 working day in this quarter.					

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

ואטופ. אדו ט as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please against the correct definition of the KPI, as set out above.

Report from database.

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

667 payments following adjudication were made in this quarter.

Evidence

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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 days in this quarter. 49 review requests were rejected and 6 were accepted in quarter.

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 2
7. Complete review of	10 working days from referral under	95%	100%	100%	100%	100%

1 Citorinance	Acceptable	itely indicator for acceptable		Actual p	Ciloiiiaiicc	
area	performance time	performance (% of instances in which performance is achieved)	April	Мау	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 datab	ase.					

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.

Period: 03	L st April	to 30st	June	2016
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Performance	Acceptable	Key Indicator for acceptable		Actual	performance	erformance	
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 2	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Evidence							
We maintain comp	aints records for all offic	ial complaints.					
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfo	rmance)			
(.g,e. e app. ep. ace,	sassing any tanders are stope soming tand		,			
We received 4 com	plaints in this quarter.						

	ormance Acceptable Key Indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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 data	base.						
Comments (include	ding, where appropriate, r	eason for any failure and steps being take	n to improve perfo	ormance)			
•							
	undisputed deposits made	in quarter.					

		Key Indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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 databa	ase.						
Camana anta (in alculi			- + - '				
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perio	ormance)			
	ad in an average of a we	ekina daya in this guarter					
Dasisians ware issu	eu in an average of 1 wo	rking days in this quarter.					
Decisions were issu	J						

Period:	01st April	to 30st	June 2016
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Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Report from databa	ase.						
Comments (includi	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfo	ormance)			
		rking day in this quarter.					

Performance Acceptable			Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%	
	ut in the Schedule to the fthe KPI, as set out abov	Tenancy Deposit Schemes (Scotland) Reg	gulations 2011 is ii	ncorrect. Please ro	eport on performal	nce against the	
Fuidones							
Evidence							
	ase.						
	ase.						
Evidence Report from databa	ase.						
Report from databa		eason for any failure and steps being taker					

Performance Acceptable Key Indicator for acceptable performance time performance (% of Instances in			Actual performance			
41 94	perrormance time	which performance is achieved)	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%
		l difficult to achieve given that the scheme ill be flexible when assessing performance		y not accept a req	uest for review wit	l hout inviting writ
Evidence						
Report from databa	ase.					
Report from databa	ise.					
Report from databa	se.					

accepted in quarter.			

_	erformance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 2
review of fi adjudicator redecision w	o working days rom referral under egulation 38(1)5 vorking days from eceipt 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.

Performance	Acceptable Key Indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%	
Evidence							
Evidence							
We maintain complai	nts records for all official	complaints.					
-							
Comments (including	g, where appropriate, reaso	on for any failure and steps being taken to imp	prove performance)				
We received 2 compla	aints in this quarter.						
							

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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	е.						
Comments (including	g, where appropriate, reas	on for any failure and steps being taken to imp	prove performance))			
924 payments of und	isputed deposits made in (quarter.					

Period: 01st April to 30th June 2017

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	99%	99%	100%	
Evidence							
Report from databas	se.						
Comments (includin	g, where appropriate, reas	on for any failure and steps being taken to imp	prove performance)				
Decisions were issue	ed in an average of 8 workir	ng days in this quarter.					

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Report from databas			•				
Comments (includin	g, where appropriate, reaso	on for any failure and steps being taken to imp	rove performance)				
Decisions were issue	ed in an average of 1 workin	g day in this quarter.					

Performance	Acceptable	Key indicator for acceptable		performance	ance		
area	performance time	performance (% of instances in which performance is achieved)	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%	
Note: KPI 5 as set out of the KPI, as set out		 ancy Deposit Schemes (Scotland) Regulation	s 2011 is incorrect	. Please report on p	uerformance against	the correct definitio	
Evidence							
Report from database) .						
•							
Comments (including	, where appropriate, reaso	on for any failure and steps being taken to imp	rove performance)				
1.066 payments follo	wing adjudication were ma	nde in this quarter.					
_,ooo pujoo							

Performance	Acceptable Key Indicator for acceptable		Actual performance					
area	performance time	performance (% of instances in which performance is achieved)	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%		
-	= = = = = = = = = = = = = = = = = = = =	icult to achieve given that the scheme adminis eflexible when assessing performance against	-	ept a request for rev	view without inviting	written		
Evidence								
Report from database).							
Comments (including	, where appropriate, reaso	on for any failure and steps being taken to imp	rove performance)					
Review requests were quarter.	handled within an averag	e of 3 days in this quarter. 67 review requests	were received. 57 r	review requests were	e rejected and 10 we	re accepted in		

Period:	01 st	April	to	30 th	June	2017
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Performance	Acceptable	Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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			1	1				
Report from databas	e.							
Comments (including	g, where appropriate, reaso	on for any failure and steps being taken to imp	prove performance)					
10 de sisione were re	viouad in quartor Casand	decisions were issued in an everyor of E days	in augustas					
To decisions were re-	viewed in quarter. Second	decisions were issued in an average of 5 days	ın quarter.					

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 3	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	n/a	n/a	100%	100%	
Evidence							
Compliant recordir	ng process						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to improv	e performance)			
·			-				

	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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		<u> </u>					
Comments							
Comments							
Comments							
Comments							

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		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							
Comments (include	ding, where appropriate	e, reason for any failure and steps being	g taken to improv	e performance)			

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		January	February	March	Quarter 3	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	e performance			
, , , , , , , , , , , , , , , , , , , ,	3, 1111	,,,,,,,,,	,				

Performance	Acceptable	Key indicator for acceptable	Actual performance						
area	performance time	performance (% of instances in which performance is achieved)	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%			
against the correc	t definition of the KPI,	as set out above.							
Report produced	out of our Database sy	stem							

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

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 produced out of our Database system

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

Period: 1	st Januar	v to 31 st	March	2013
		,		

Performance	Acceptable	Key indicator for acceptable	Actual performance						
area	performance time	performance (% of instances in which performance is achieved)	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	I					I			
keport produced	out of our Database sy	stem							
Comments (inclu	ding, where appropriate	e, reason for any failure and steps being	g taken to impro	ve performance)					
None until March	1								

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

Performance area					Acceptak	Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
1. Resp	onse to	customer	enquiry o	or complain	t 15 workin complaint		m receipt of e	nquiry or	100%					
	Actual Performance													
April	May	June	July	August	September	October	November	Decembe	r January	February	March	Averag e for financia I year		
n/a	100%	n/a	n/a	n/a	100%	100%	n/a	n/a	100%	100%	n/a	100%		

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators (SafeDeposits Scotland)

Period: 1st April 2013 – 31 March 2014

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

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100%	100%	100%	74%	94%	100%	100%	100%	100%	100%	100%	97%

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

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.

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

· · ·	Key indicator for acceptable performance (% of instances in which performance is achieved)
20 working days from referral of dispute	95%
	time 20 working days from

Actual Performance

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

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

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

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

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Averag e for financia I year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators (SafeDeposits Scotland)

Period: 1st April 2013 – 31 March 2014

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%

Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.

Actual Performance

April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	90%	85%	100%	100%	100%	100%	100%	100%	100%	100%

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

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.

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

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

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

Actual Performance

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

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

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

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

Actual Performance

under regulation 38(1)

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)

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%

area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence Evidence						

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

We maintain complaints records for all official complaints.

We received 1 complaint in this quarter.

Tenancy Deposit Scheme – Quarterly Performance Report Safedeposits Scotland

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4
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 data	abase.					

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

11,796 payments of undisputed deposits made in quarter.

	December	November	0.1.1		Acceptable	Performance
			October	performance (% of instances in which performance is achieved)	performance time	area
100%	100%	100%	100%	95%	20 working days from referral of dispute	3. Resolution of a referral to dispute resolution
				ı	1	Evidence
					oase.	Report from datab
					pase.	Evidence

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.

Performance	Acceptable	Key indicator for acceptable		Actual po	erformance	
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Report from datal	oase.					
		s roocon for any failure and atona bains	taken to improve	e performance)		
Comments (include	ding, where appropriate	e, reason for any failure and steps being		por comando)		

Performance	Acceptable	Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%		
	t out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations	2011 is incorrect.	Please report or	n performance		

Report from database.

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

777 payments following adjudication were made in this quarter.

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

Report from database.

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

Evidence

Review requests were handled within an average of 2 days in this quarter. 50 review requests were rejected and 12 were accepted in quarter.

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

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 datab	ase.					
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		
12 decisions were	reviewed in quarter. S	Second decisions were issued in an avera	ge of 6 days in q	uarter.		

Tenancy Deposit Scheme – Quarterly Performance Report Safedeposits Scotland

Period: 01st January to 31st March 2016

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of Instances In which performance is achieved)	January	February	March	Quarter 1
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence	1					
Evidence						
We maintain comp	laints records for all offic	ial complaints.				
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfoi	rmance)		
	nlaints in this dijarter					
We received 3 com	piantes in this quarter.					
we received 3 com	plantes in this quarter.					

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 1	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence							
Report from data	base.						
Company to the above	dia a collagga a caracteria de	f f-:	:				
Comments (inclu	ding, where appropriate, r	eason for any failure and steps being take	n to improve perfo	rmance)			
		· · · · · · · · · · · · · · · · · · ·	n to improve perfo	rmance)			
	ding, where appropriate, r	· · · · · · · · · · · · · · · · · · ·	n to improve perfo	rmance)			

Performance	Acceptable	eptable Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence							
Report from databa	ase.						
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfo	rmance)			
		rking days in this quarter.					
Decisions were issu	ed in an average of 9 wo	g says and quarters					
Decisions were issu	ed in an average of 9 wo	g aaya ana qaaraan					

Performance	Acceptable	Key Indicator for acceptable	Actual performance				
area	performance time	performance (% of Instances in which performance is achieved)	January	February	March	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	

Performance	Acceptable	key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence	l		1	1	1	1	
Report from databa							
Comments (includir	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfo	rmance)			
Decisions were issue	ed in an average of 1 wo	rking day in this quarter.					

	Acceptable	Key Indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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%	
	ut in the Schedule to the fthe KPI, as set out above	Tenancy Deposit Schemes (Scotland) Reg	ulations 2011 is in	correct. Please rep	ort on performar	ice against the	
		C .					
	,						
Evidence		<u> </u>					
Evidence							
Evidence Report from databa							
Evidence							

area	Acceptable	Key indicator for acceptable performance (% of instances in	Actual performance				
	performance time	which performance is achieved)	January	February	March	Quarter 1	
	5 working days from receipt of request	100%	100%	100%	100%	100%	
		l difficult to achieve given that the scheme ill be flexible when assessing performance	-	not accept a requ	 est for review with	l nout inviting writte	
Evidence							
Report from databas	se.						
Report from databas	se.						

accepted in quarter.		

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

7. Complete	10 working days	95%	100%	100%	100%	100%
review of	from referral under					
adjudicator	regulation 38(1)5					
decision	working days from					
	receipt of request					
Evidence						
Report from databa	se.					
Comments (includin	g, where appropriate, re	eason for any failure and steps being taken to	o improve perforn	nance)		
(.g/	,	p p	,		
10 decisions were re	viewed in quarter. Seco	nd decisions were issued in an average of 5 c	lays in quarter.			
		_				

Tenancy Deposit Scheme – Quarterly Performance Report Safedeposits Scotland

Period: 01st January to 31st March 2016

Tenancy Deposit Scheme – Quarterly Performance Report Safedeposits Scotland

Period: 01st January to 31st March 2017

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 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 compl	aints records for all offic	ial complaints.				
Comments (includia	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfor	mance)		
We received 4 com	olaints in this quarter.					

Period:	01st January	to 31st	March	2017
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Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence				1		
Report from data	base.					
Comments (inclu	ding, where appropriate, re	eason for any failure and steps being take	n to improve perfoi	rmance)		
Comments (inclu	ding, where appropriate, r	eason for any failure and steps being take	n to improve perfo	rmance)		
		, ,	n to improve perfo	rmance)		
	ding, where appropriate, roundisputed deposits made	, ,	n to improve perfo	rmance)		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	99%	99%	100%	
Evidence	1	1	1	1	1	- 1	
Report from databa	ase.						

Decisions were issued in an average of 10 working days in this quarter.

Tenancy Deposit Scheme – Quarterly Performance Report Safedeposits Scotland

Period: 01st January	to 31st March 2017
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Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence	- L	1				
Comments (includi	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfor	rmance)		
), s s s p p s s s p	3 ··· · · · · · · · · · · · · · · · · ·		,		
Decisions were issu	ied in an average of 1 wo	rking day in this quarter.				

	Acceptable	Key indicator for acceptable		Actual performan			
area	performance time	performance (% of instances in which performance is achieved)	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%	
		Tenancy Deposit Schemes (Scotland) Rec	ulations 2011 is in	correct. Please rep	ort on performar	nce against the	
	T THE KPI, as set out above	e.					
	i the KPI, as set out abov						
Evidence		······································					
Evidence		re.					
Evidence Report from databa		re.					
Evidence		e.					

Performance area	Acceptable performance time	Key indicator for acceptable ime performance (% of instances in		Actual performance				
ar v a	performance unie	which performance is achieved)	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%		
		difficult to achieve given that the scheme ill be flexible when assessing performance		not accept a requ	est for review witl	nout inviting writte		
Evidence								
Report from databa	ase.							

area	performance time	6 6 6		Actual performance			
	performance time	performance (% of instances in which performance is achieved)	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%	

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 databa	ise.					
Comments (includir	ng, where appropriate, re	eason for any failure and steps being taken t	o improve perform	nance)		
a decisions were rev	viewed in quarter. Secon	nd decisions were issued in an average of 7 da	avs in quarter			
J 220.3.0.13 11 01 0 10 10 10 10 10 10 10 10 10 10 1	900	22.2.2.3	-, qou. cc			

l	Acceptable	• • • • • • • • • • • • • • • • • • • •	Actual performance			
	performance time		July	August	September	Quarter 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

area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 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						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
None received						

Performance	Acceptable		Actual performance				
area	performance time		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 (inclu	uding, where appropriate	e, reason for any failure and steps being	g taken to impro	ve performance)			
		e, reason for any failure and steps being	g taken to impro	ve performance)			
	uding, where appropriate	e, reason for any failure and steps being	g taken to impro	ve performance)			

Performance Acceptable performance	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	n/a	n/a	n/a	n/a	
Evidence							
Comments (inclu	ding, where appropriate	e, reason for any failure and steps being	g taken to improv	ve performance)			
,			'	•			
None to date							

	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	n/a	n/a	n/a	n/a	
Evidence							
	out of our Database sy						
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	g taken to impro	ve performance)			
None received to	date						

Performance	Acceptable	Key indicator for acceptable		Actual performance				
area per	performance time	performance (% of instances in which performance is achieved)	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		
	out in the Schedule to t definition of the KPI,	o the Tenancy Deposit Schemes (Scotla as set out above.	and) Regulations	s 2011 is incorrect	t. Please report or	performance		
Evidence Report produced of	out of our Database sy	stem						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to impro	ve performance)				
None received to o	date							

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

inviting written representations from the other party. SG will be flexible when assessing performance against this KPI.
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

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

		which performance is achieved)				
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						
	out of our Database sy					
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		
None to date						

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

area	performance time	performance (% of instances in which performance is achieved)	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	<u> </u>	<u> </u>				
Evidence						
We maintain comp	plaints records for all o	fficial complaints.				
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	g taken to impro	ve performance)		
We received 3 cor	nplaints in this quarter					

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		1		-	1	<u> </u>	
Report from data	ahase						
report nom date							
•							
•							
·							
·							
•							
•							
		e, reason for any failure and steps being	g taken to improv	ve performance)			
		e, reason for any failure and steps being	g taken to improv	ve performance)			
Comments (incli	uding, where appropriate		g taken to improv	ve performance)			
Comments (incli			g taken to improv	ve performance)			
Comments (incli	uding, where appropriate		g taken to improv	ve performance)			
Comments (incli	uding, where appropriate		g taken to improv	ve performance)			

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

area	performance time	which performance is achieved)	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		1			1	
Report from datab	ase.					
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improv	ve performance)		
Decisions were iss	sued in an average of	6 days in this quarter.				

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

area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence	1	1				
Report from datab	pase.					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improv	e performance		
Decisions were is	sued in an average of	1 working day in this quarter.				

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%	
	out in the Schedule to t definition of the KPI,	the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations	2011 is incorrect.	Please report or	performance	

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

794 payments following adjudication were made in this quarter.

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. 80 review requests were rejected and 15 were accepted in quarter.

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

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.

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 4	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
We maintain comp	plaints records for all o	fficial complaints.					

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

We received 3 complaints in this quarter

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual p	erformance	
area	performance time		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 data	abase.					

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

27,668 payments of undisputed deposits made in quarter.

Performance area	performance time performance (% of instan	Key indicator for acceptable		Actual p	erformance	
		performance (% of instances in which performance is achieved)	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	1	<u>I</u>				
Report from datab	oase.					
Report from datab	oase.					

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.

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

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.

Performance	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area			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%	
	t out in the Schedule to t definition of the KPI, a	o the Tenancy Deposit Schemes (Scotla as set out above.	nd) Regulations	2011 is incorrect.	Please report or	n performance	

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.

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

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. 61 review requests were received. 52 review requests were rejected and 9 were accepted in quarter.

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

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 databa	ase.					
Commonto (in alceli	:					
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	репогтапсе)		
9 decisions were re	eviewed in this quarter	r. Second decisions were issued in an av	erage of 5 days i	n quarter.		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 3
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%
Evidence						
Evidence						
We maintain compl	aints records for all offic	ial complaints.				
Comments (includia	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfor	mance)		
We received o com	olaints in this quarter.					

Performance	Acceptable	Key indicator for acceptable		Actual per		
area	performance time	performance (% of instances in which performance is achieved)	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 data	base.					
Comments (inclu	ding, where appropriate, re	eason for any failure and steps being take	n to improve perf	ormance)		
1425 payments of	undisputed deposits mad	e in quarter.				

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

		which performance is achieved)				
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Report from databa	se.					
Comments (includir	ng, where appropriate, re	eason for any failure and steps being taken	to improve perforn	nance)		
Decisions were issue	ed in an average of 6 wo	rking days in this quarter.				

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 3
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence		<u>I</u>				
Report from databa	200					
Report from databa	ase.					
Comments (includi	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfo	ormance)		
Comments (includi	ng, where appropriate, r	eason for any failure and steps being taker	to improve perfo	ormance)		
		eason for any failure and steps being taker rking day in this quarter.	to improve perfo	ormance)		

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	performance time	performance (% of instances in which performance is achieved)	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%
	ut in the Schedule to the f the KPI, as set out abov	e Tenancy Deposit Schemes (Scotland) Reg ve.	Julations 2011 is i	ncorrect. Please re	oort on performanc	e against the
Evidence Report from databa	ase.					
Evidence	ase.					
Evidence	ase.					

nces in chieved) Jul	y August	September	
		_	Quarter 3
100%	100%	100%	100%
		 quest for review witho	 out inviting writte
		the scheme administrator may not accept a recept arecept are expected arecept are expected arecept are expected are expected are expected arecept are expected are exp	the scheme administrator may not accept a request for review without the erformance against this KPI.

accepted in quarter		

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

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 databa	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.									

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 3	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	
Evidence							
Evidence							
We maintain comp	laints records for all offic	ial complaints.					
'		•					
Comments (includi	ng, where appropriate, re	eason for any failure and steps being take	n to improve perfo	ormance)			
We received 2 com	plaints in this quarter.						

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		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						. I	
Report from datab		eason for any failure and steps being take	n to improve perf	ormance)			
31,784 payments o	of undisputed deposits ma	ade in quarter.	, ,				

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		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 databa	ase.						
Comments (includi	ng, where appropriate, r	eason for any failure and steps being take	n to improve perf	ormance)			
Decisions were issu	ed in an average of 7.6 v	vorking days in this quarter.					

Performance	Acceptable Key Indic	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 3	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence							
Report from databa	se.						
Comments (includir	ng, where appropriate, r	eason for any failure and steps being taker	n to improve perfo	ormance)			
Decisions were issu	ed in an average of 1 wo	rking day in this quarter.					

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		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%	
_	I ut in the Schedule to the f the KPI, as set out abov	I Tenancy Deposit Schemes (Scotland) Reg e.	Julations 2011 is i	ncorrect. Please re	port on performanc	e against the	
Evidence							
Report from databa	ise.						
Comments (including	ng, where appropriate, re	eason for any failure and steps being taker	to improve perfo	ormance)			
11,77 payments follo	owing adjudication were	made in this quarter.					

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. 80 review requests were received. 68 review requests were rejected and 12 were accepted in quarter.

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%	

7. Complete	10 working days	95%	100%	100%	100%	100%		
review of	from referral under							
adjudicator decision	regulation 38(1)5							
decision	working days from receipt of request							
	receipt of request							
Evidence			1	l	ı			
Report from databa	50							
Report nom databa	5 C.							
Comments (includin	ig, where appropriate, re	eason for any failure and steps being taken t	o improve perforn	nance)				
12 decisions were reviewed in quarter. Second decisions were issued in an average of 5 days in quarter.								