Performance area	Acceptable	Key indicator for acceptable		Actual performance			
	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.

Performance area	Acceptable		Actual performance				
	performance time		October	November	December	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	99%	98%	99%	

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Please see attached Excel Workbook 'KPI2 Report' 99

	Acceptable	Key indicator for acceptable	Actual performance				
	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%	N/A	N/A	N/A	N/A	
Evidence							
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			
Comments (includ	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			
Comments (include	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance	Acceptable Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	N/A	N/A	N/A	N/A	
Evidence							
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

Performance	formance Acceptable Key indicator for acceptable	Actual performance				
area	performance time	rformance 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,	o the Tenancy Deposit Schemes (Scotlar as set out above.	nd) Regulations 2	011 is incorrect.	Please report on	performance
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance area	Acceptable Key indicator for acceptable		Actual performance				
	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	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.										
Evidence										
Comments (includ	ing, where appropriate	, reason for any failure and ste	ps being taken	to improve ¡	performance)					

Period: 01	October - 31	December 2012

Performance	rmance Acceptable Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	N/A	N/A	N/A	N/A
Evidence						
Comments (inclu	uding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		
	37	, , , , , , , , , , , , , , , , , , , ,	,	,		

Performance area	Acceptable Key indicator for acceptable		Actual performance				
	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

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.

	Acceptable	Key indicator for acceptable		Actual performance			
	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%	94%	97%	95%	94%	

Evidence

Please see attached 'KPI2 Report'

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

These failures are due to lack of tenant bank details and a delay being caused whilst we request and await instruction from the tenant. They are largely overseas payments.

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%	98%	100%	99%	

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%	98%	100%	99%
Evidence						
Please see attach	ned 'KPI Report'					
Comments (include	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

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

area	performance time	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						
Please see attach	ed 'KPI Report'					
	·					
Comments (include	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

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

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

Evidence
Please see attached 'KPI Report'

	Acceptable	Key indicator for acceptable		Actual performance			
	performance time	performance (% of instances in which performance is achieved)	October November December	December	Quarter 4		
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	83%	100%	100%	94%	

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

Please see attached 'KPI Report'

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

This failure is down to one case where additional evidence was requested from both parties and extra time was allocated with agreement from both the tenant and user.

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%	

Evidence

Please see attached 'KPI Report'

Period: 01 October – 31 December 2014

Performance Acceptable performance time	•	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual performance			
	performance time		October	November	December	Quarter 3	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

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Acceptable	Key indicator for acceptable		Actual pe	rformance	
performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3
5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
	<u></u>				
ched 'KPI2 Report'					
ched KP12 Report					
	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	performance time performance (% of instances in which performance is achieved) 5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	performance time performance (% of instances in which performance is achieved) 5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2)) October	performance time performance (% of instances in which performance is achieved) 5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2)) October November	performance time performance (% of instances in which performance is achieved) 5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2)) December November December 100% 100% 100% 100%

Performance	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)		Actual performance			
area			October	November	December	Quarter 3	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	100%	100%	100%	
Evidence Please see attach	led 'KPI Report'	<u>I</u>					

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence	L	<u> </u>					
Please see attach	ed 'KPI Report'						

Period: 01 October – 31 December 2014

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	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%	99%	100%	100%

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

Evidence

Please see attached 'KPI Report'

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

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

Performance	Acceptable	Key indicator for acceptable	Key indicator for acceptable Actual			
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%

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.

Please see attached 'KPI Report'

Evidence

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI Report'

Performance area	Acceptable Key indicator for acceptable		Actual performance				
	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Р	eriod: 01	October 20	15 – 31 D	ecember	2015

Performance	Acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence Please see attac	ched 'KPI2 Report'						
	1						

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence Please see attach	ned 'KPI Report'						

4. Notification of 5 v	erformance time working days	Key indicator for acceptable performance (% of instances in which performance is achieved)	October	November	December	Quarter 3
dispute fro		1000/				
decision	om decision	100%	100%	100%	100%	100%
Evidence			<u>l</u>	<u>l</u>	<u> </u>	
Please see attached 'h	KPI Report'					
Comments (including.)	wnere appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

Period: 01 October 2015 – 31 December 2015

Performance	Acceptable	Key indicator for acceptable		Actual pe	Actual performance	
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	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%	99%	100%	100%	100%

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

Evidence

Please see attached 'KPI Report'

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

1 case out of 296 took longer than 5 days to send payment in October (7 days taken).

The release of the disputed money was initiated too early and so an IT "stop" was set in place. However on releasing this "stop" our system timers were re-set to the original start date of the release process and so delayed the process by 2 days. Steps have now been taken to ensure there is no further repeat of this.

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	

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

Evidence

Please see attached 'KPI Report'

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		October	November	December	Quarter 3	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI Report'

Period: 01 October 2016 – 31 December 2016

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		October	November	December	Quarter 3	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
			October	November	December	Quarter 3	
2. Return of undisputed	5 working days (in accordance with regulation 26(2)	100%	99%	100%	99%	99%	

Evidence

Please see attached 'KPI2 Report'

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

We failed on 49 of the 4,589 payments. 41 of the failed payments were due to tenants. Similar to last quarter the failure of this KPI was due to us being provided incorrect tenant payment information - we are then unable to complete the payment process in our system.

If we remove these cases, we easily pass this KPI.

27(2)(b) or 28(2))

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

Evidence

Please see attached 'KPI Report'

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

Evidence

Please see attached 'KPI Report'

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

Please see attached 'KPI Report'

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
			October	November	December	Quarter 3	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	

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

Evidence

Please see attached 'KPI Report'

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		October	November	December	Quarter 3	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI Report'

Period: 01 October 2017 – 30 December 2017

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		October	November	December	Quarter 3	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		October	November	December	Quarter 3
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	98%	99%	99%	98%

Evidence

Please see attached 'KPI2 Report'

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

Please see attached 'KPI2 Report' for individual months for details about the failure.

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

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

area p	norformanco timo	l		Actual performance				
	performance time	performance (% of instances in which performance is achieved)	October	November	December	Quarter 3		
deposit following notification of tldispute fi	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%		

against the correct definition of the KPI, as set out above.
Evidence
Please see attached 'KPI Report'
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

0 December 2017
0 December 2017

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		October	November	December	Quarter 3	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	

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

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 October 2017- 30	December 2017
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Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
			October	November	December	Quarter 3	
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			<u>I</u>	<u> </u>	<u> </u>		
Please see attac	ched 'KPI Report'						

Please see attached 'KPI Report'

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

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

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		April	Мау	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	99%	99%	99%

area perr	formance time	which performance is achieved)	April	May	June	Quarter 1
undisputed accordeposit regu	orking days (in ordance with ulation 26(2), 2)(b) or 28(2))	100%	100%	99%	99%	99%
Evidence Please see attached 'KF	PI2 Report'					

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	April	Мау	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%

Evidence Please see attached 'KPI Report'

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

Evidence

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable		Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	

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

Evidence
Please see attached 'KPI Report'

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

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

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

Please see attached 'KPI Report'

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

Evidence

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01	April -	30 June	2014
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Performance area	Acceptable	Key indicator for acceptable		Actual per	rformance	
	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance area	Acceptable	Key indicator for acceptable		Actual per	formance	
	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	100%	99%

Evidence

Please see attached 'KPI2 Report'

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

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

Performance	Acceptable	Key indicator for acceptable Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence Please see attach	ned 'KPI Report'		I	I		L

Performance	Acceptable	Key indicator for acceptable Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attach	led 'KPI Report'	<u> </u>	1			

4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attache						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

Performance	Acceptable	Key indicator for acceptable		Actual pe	rformance	
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%

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

against the correct definition of the KPI, as set out above. Evidence Please see attached 'KPI Report' Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	92%	100%	100%	96%	

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

Please see attached 'KPI Report'

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

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

	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01	April 2015 -	- 30 June 2015
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	Acceptable Key indicator for acceptable		Actual performance				
	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		April	May	June	Quarter 1
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	Мау	June	Quarter 1	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	
Evidence Please see attac	hed 'KPI2 Report'						

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area pe	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence	-1	<u></u>					

		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						
Please see attach	ed 'KPI Report'					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance	Acceptable	•	Actual performance				
area perfor	performance time		April	Мау	June	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence Please see attach	L (VDL D II)						

4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attache						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01	April 2015 -	- 30 June 2015
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Performance area	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	

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.

Please see attached 'KPI Report'

Evidence

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01	April 2015 -	· 30 June 2015
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Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		April	May	June	Quarter 1
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%

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

Please see attached 'KPI Report'

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

Evidence

Please see attached 'KPI Report'

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

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June	Quarter 1	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	

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

Performance	Acceptable	Key indicator for acceptable		Actual performance		
area	performance time	performance (% of instances in which performance is achieved)	April	Мау	June	Quarter 1
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence	<u> </u>	1				

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		April	Мау	June	Quarter 1	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence Please see attach	and 'KDI Penort'		1				

		,				
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attache	ed 'KPI Report'					
Comments (includi	ing, where appropriate	, reason for any failure and steps being	aken to improve	performance)		

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 April 2016 – 30 June 2016

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		April	May	June	Quarter 1
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	95%	99%

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

Evidence

Please see attached 'KPI Report'

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

Unfortunately we had a KPI failure in June under KPI 5 (return of the deposit following notification of the dispute resolution decision). This affected 3 cases – two payments were released on day 6 and 1 payment was released on day 10. This resulted in a 99% achievement.

We are still investigating the reasons behind this but we do know that this delay was due to an IT bug. Until we have fully investigated and remedied the bug we have implemented a manual process of checking payments each day to ensure that this not occur again.

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	April	May	June 100%	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

Please see attached 'KPI Report'

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

Evidence

Please see attached 'KPI Report'

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

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

Actual Performance

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

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

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

Actual Performance

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

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

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

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

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

Actual Performance

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

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

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

Actual Performance

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators my|deposits Scotland

Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Performance area
Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%

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

Actual Performance

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

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

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

Tenancy Deposit Scheme – Annual Report – Key Performance indicators my|deposits Scotland

Period: 1st April 2016 – 31st March 2017

Performance area	Acceptable performance time	Performance area
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%

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

Actual Performance

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

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

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

Actual Performance

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

Performance	Acceptable	Key indicator for acceptable	Actual performance					
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 2		
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%		

Evidence

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.

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%	99%	97%	98%		

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%	99%	97%	98%
Evidence						
Please see atta	ched 'KPI2 Report'					
Comments (incl	uding where appropriate	e, reason for any failure and steps being	taken to improve	nerformance)		
Comments (mor	daing, where appropriate	s, reason for any famore and steps being	taken to improve	periormance)		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	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				<u> </u>			
Please see attach	ned 'KPI Report'						

Performance area Accepta		· _ · _ · _ · _ · _ · _ · _ · _ · _	Actual performance			
	performance time		January	February	March	Quarter 3
I. Notification of lispute esolution lecision	5 working days from decision	100%	100%	100%	100%	100%

Evidence		

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		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
Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	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

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		January	February	March	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

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

Evidence

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		January	February	March	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	100%	99%	99%

Evidence

Please see attached 'KPI2 Report'

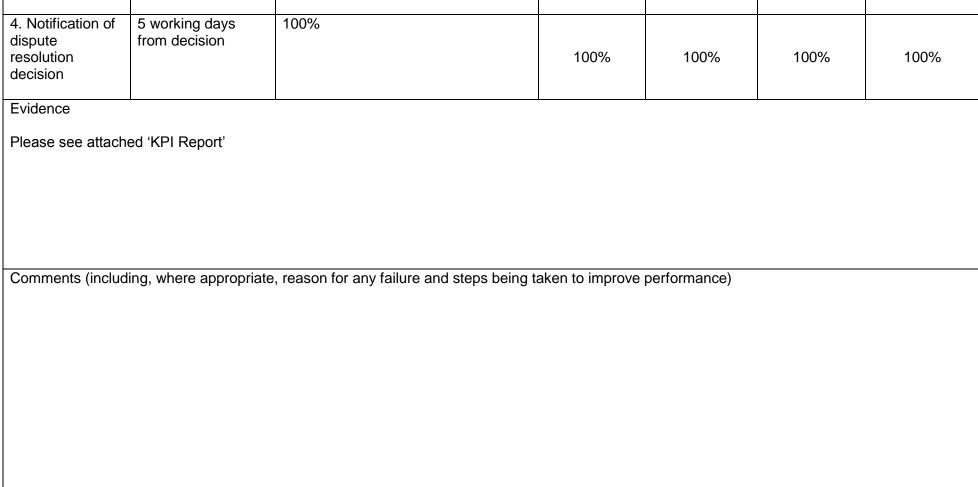
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)

19 payments failed to be sent within the required 5 working days for the quarter, of these 16 were payments to tenants who we did not have sufficient or any payment details. These payment requests remain pending until we are able to release the funds.

With the 16 payments excluded we would be achieving a 100% pass rate.

Performance area Acceptable performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January	February	March	Quarter 4	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	98%	100%	100%	99%	
Evidence Please see attach	ned 'KPI Report'					l	

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence Please see attach	ed 'KPI Report'						



Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
			January	February	March	Quarter 4	
5. Return of deposit following notification of dispute resolution	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	

resolution decision of review of rev

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

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

Please see attached 'KPI Report'

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 January 2014 – 31 March 2015

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		January	February	March	Quarter 4
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
			January	February	March	Quarter 4	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI2 Report'

Performance	Acceptable	· · · · · · · · · · · · · · · · · · ·		Actual per	formance	
area perfo	performance time		January	February	March	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attach	ned 'KPI Report'					

Performance	Acceptable	Key indicator for acceptable		Actual per	formance	
	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attach	ed 'KPI Report'					

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 January 2014 – 31 March 2015

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January	February	March	Quarter 4	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	

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

Evidence

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 January 2014 – 31 March 2015

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

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

Please see attached 'KPI Report'

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 January 2016 - 31 March 2016

	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		January	February	March	Quarter 4	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
			January	February	March	Quarter 4	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	

Evidence

Please se	e attached	'KPI2	Report'
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Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

area		Key indicator for acceptable		Actual per	formance	
	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
B. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attache	ed 'KPI Report'					

Acceptable	Key indicator for acceptable		Actual performance			
performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4	
5 working days from decision	100%	100%	100%	100%	100%	
<u> </u>						
ned 'KPI Report'						
	performance time 5 working days from decision	performance time performance (% of instances in which performance is achieved) 5 working days from decision 100%	performance time performance (% of instances in which performance is achieved) 5 working days from decision 100%	performance time performance (% of instances in which performance is achieved) 5 working days from decision 100% 100%	performance time performance (% of instances in which performance is achieved) 5 working days from decision 100% 100% 100% 100%	

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 January 2016 - 31 March 2016

Performance area	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%	

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.

Please see attached 'KPI Report'

Evidence

Performance area	Acceptable	Key indicator for acceptable		Actual pe	rformance				
	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4			
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	94%	98%			

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

Evidence

Please see attached 'KPI Report'

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

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

	Acceptable	Key indicator for acceptable		Actual pe	erformance	
	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

Tenancy Deposit Scheme – Quarterly Performance Report My|deposits Scotland

Period: 01 January 2017– 31 March 2017

	Acceptable	Key indicator for acceptable		Actual per	formance	
	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance	Acceptable	Key indicator for acceptable		Actual per	formance	
area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%
Evidence		1				1
Please see attac	hed 'KPI2 Report'					
Comments (inclu	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	99%	100%	100%	100%
Evidence						
Please see attach	ned 'KPI Report'					
	•					
Comments (include	ding, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		
`	· · · ·		·	,		
Performance	Acceptable	Key indicator for acceptable		Actual pe	rformance	

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

area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attach	ned 'KPI Report'					
Comments (include	ding, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

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

area	performance time	performance (% of instances in which performance is achieved)	January	February	March	Quarter 4
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%
	t out in the Schedule to	the Tenancy Deposit Schemes (Scotlar as set out above.	nd) Regulations 2	011 is incorrect. I	Please report on	performance
Evidence						
Please see attach	ed 'KPI Report'					

Period: 01 January 2017- 31 March 2017

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

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

Evidence

Please see attached 'KPI Report'

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

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	·	January	February	March	Quarter 4	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable	Actual performance				
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%	100%	100%	100%	100%	

Evidence

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails will show the time that they are received even if they are received on weekends and bank holidays.

Performance			Actual performance					
area		performance (% of instances in which performance is achieved)	July	August	September	Quarter 1		
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	N/A	N/A	100%	100%		

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Please see attached Excel Workbook 'KPI2 Report' 100%.

Performance	Acceptable			Actual pe	erformance	
area	performance time		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 (includ	ding, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		
Comments (includ	ding, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		
Comments (includ	ding, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

Performance	Acceptable		Actual performance				
area	performance time		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	
Comments (includ	ling, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)			

Performance	Acceptable	Key indicator for acceptable		Actual p	erformance	
area	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 (Scotlan as set out above.	d) Regulations 2	2011 is incorrect.	Please report on	performance
Evidence						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

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

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

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

adjudicator decision	regulation 38(1)5 working days from receipt of request		N/A	N/A	N/A	N/A
Evidence						
Comments (including	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	pertormance)		

Period: 01 July – 30 September 2013

Performance area	Acceptable	Key indicator for acceptable	Actual performance				
	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%	

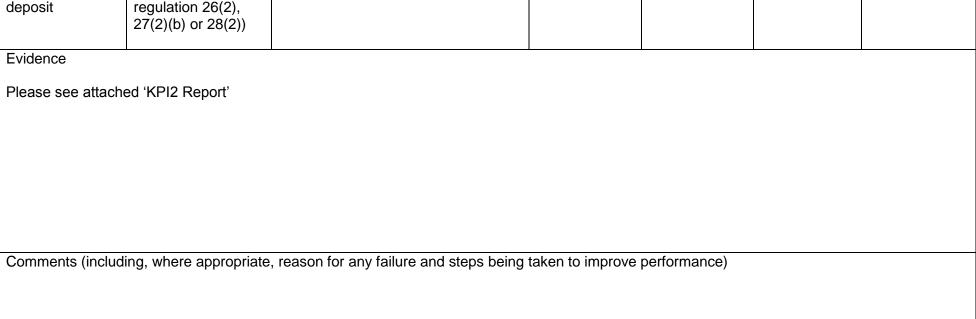
Evidence

See attached 'arrived tasks' report for our call and email management system 'Call media' detailing calls and emails by queue. Refer to the Max Wait Time under 'Inbound Telephone Call' and 'Received Email'.

Please be aware emails start to queue from the time that they are received even if they are received on weekends and bank holidays and outside of office hours.

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	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%	98%	98%	97%	98%	

	, and the same of	 	 	
undisputed deposit	accordance with regulation 26(2), 27(2)(b) or 28(2))			
	27(2)(8) 81 28(2))			
Evidence				



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%
Evidence Please see attach	and 'KBI Poport'	<u>I</u>	l			

Performance	Acceptable	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 Please see attach	od (KDI Bonort)	<u>I</u>					

Performance	Acceptable Key indicator for acceptable		Actual performance				
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%	

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

Evidence

Please see attached 'KPI Report'

Performance area	Acceptable	Key indicator for acceptable		Actual performance		
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 3
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	50%	82%

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

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		July	August	September	Quarter 3
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

Period: 01 July – 30 September 2014

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		July	August	September	Quarter 2	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

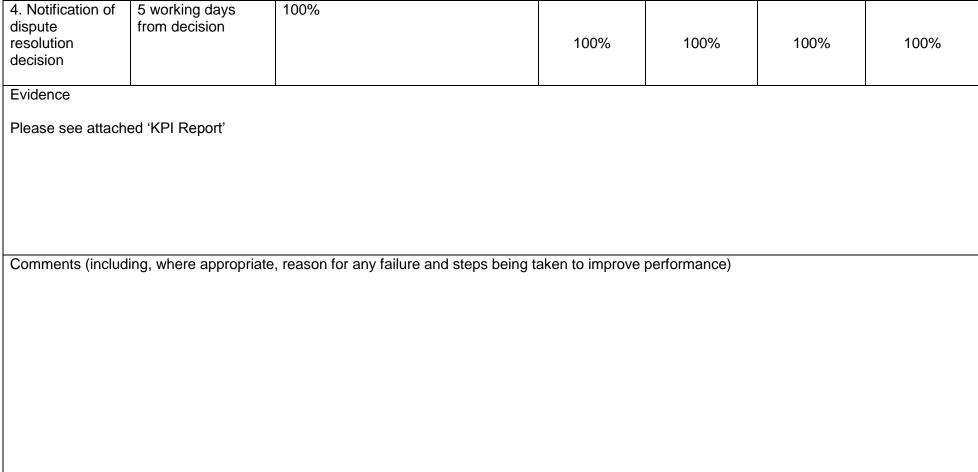
Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		July	August	September	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%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

Evidence

Please see attached 'KPI2 Report'

Performance	Acceptable Key indicator for acceptable		Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence	ed 'KPI Report'	<u>I</u>			<u> </u>		

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence Please see attach	ned 'KPI Report'						



Performance area	Acceptable	Key indicator for acceptable Actual performance		Actual performance		
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	98%	98%	99%

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

Evidence

Please see attached 'KPI Report'

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

1 out of 44 cases in August and 1 out of 45 cases in September took longer than 5 working days for us to send payment.

Period: 01 July –	30 September 2014
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Performance	Acceptable	Key indicator for acceptable Actual performance		Actual performance		
area	performance time	rmance time performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%

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

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Performance area	Acceptable	•	Actual performance				
	performance time		July	August	September	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	100%	100%	100%	100%	

Evic	lence

Please see attached 'KPI2 Report'

Performance area	Acceptable	Key indicator for acceptable	Actual performance			
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						

area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence						
Please see attach	ed 'KPI Report'					
	·					
Comments (includ	ling, where appropriate	e, reason for any failure and steps being	taken to improve	performance)		

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		July	August	September	Quarter 2	
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%	
Evidence	1						
Please see attach	ned 'KPI Report'						

Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable	Key indicator for acceptable	or acceptable Actual performance			
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%

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.

Please see attached 'KPI Report'

Evidence

Period: 01 July 2015 – 30 September 2015

Performance area	Acceptable	Key indicator for acceptable	Actual performance				
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	94%	100%	100%	98%	

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

Evidence

Please see attached 'KPI Report'

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

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

Period: 01	July 2015 – 30 September 2015
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Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		July	August	September	Quarter 2	
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%	

Evidence

Please see attached 'KPI Report'

Period: 01 July 2016 - 30 September 2016

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		July	August	September	Quarter 2	
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%	

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Period: 01 July 2016 – 30 September 2016

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		July	August	September	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	99%	99%	

der

Please see attached 'KPI2 Report'

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

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

Performance area	Acceptable	Key indicator for acceptable	for acceptable	Actual performance		
	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%
Evidence					1	

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	100%	100%	100%	
Evidence	1	1		1			
Please see attach							
Comments (include	ding, where appropriate	e, reason for any failure and steps being	taken to improve	performance)			

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

4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence						
Please see attach						
Comments (includ	ing, where appropriate	e, reason for any failure and steps being t	aken to improve	performance)		

Period: 01 July 2016 – 30 September 2016

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
area	performance time		July	August	September	Quarter 2	
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	95%	99%	

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

Evidence

Please see attached 'KPI Report'

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

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

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%	

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

Evidence

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		July	August	September	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'

Period: 01 July 2017–30 September 2017

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
	performance time		July	August	September	Quarter 2
Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%	100%	100%	100%	100%

Evidence

See attached 'Queue Performance' reports for our call and email management system detailing calls and emails by queue. Refer to the 'Wait' time on both of the reports.

Please be aware emails Wait time includes out of office hours, weekends and bank holidays.

Period: 01	July 2017–	30 Septem	ber 2017

Performance area	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance				
	performance time		July	August	September	Quarter 2	
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))	100%	99%	99%	99%	99%	

Evidence

Please see attached 'KPI2 Report'

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

Please see attached 'KPI2 Report' for individual months for details about the failure.

Performance	Acceptable	Key indicator for acceptable	Actual performance				
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2	
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%	100%	99%	100%	100%	
Evidence Please see attach	ned 'KPI Report'						

Performance	Acceptable	Key indicator for acceptable	Actual performance			
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
4. Notification of dispute resolution decision	5 working days from decision	100%	100%	100%	100%	100%
Evidence Please see attach	ned 'KPI Report'					

Period: 01 July 2017– 30 September 2017

Performance	Acceptable	Key indicator for acceptable		Actual performance		
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
5. Return of deposit following notification of dispute resolution decision	5 working days from the expiry of the 10 day period allowed for request of review	100%	100%	100%	100%	100%

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

Evidence	
Please see attached 'KPI Report'	
•	

Performance	Acceptable	Key indicator for acceptable		Actual performance		
area	performance time	performance (% of instances in which performance is achieved)	July	August	September	Quarter 2
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%	100%	100%	100%	100%

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

Please see attached 'KPI Report'

Performance	Acceptable	Key indicator for acceptable performance (% of instances in which performance is achieved)	Actual performance			
area	performance time		July	August	September	Quarter 2
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)5 working days from receipt of request	95%	100%	100%	100%	100%

Evidence

Please see attached 'KPI Report'