ce area		Acceptable	e performance	e time	(% of ins	stances in wh		
e to customer	enquiry or	-	•	eipt of enquiry	100%			
			Actual Per	formance				
August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%
	e to customer August 100%	e to customer enquiry or August September 100% 100%	e to customer enquiry or 15 working or complain August September October 100% 100% 100%	e to customer enquiry or 15 working days from rece or complaint August September October November 100% 100% 100% 100%	e to customer enquiry or 15 working days from receipt of enquiry or complaint Actual Performance August September October November December 100% 100% 100% 100% 100%	August September October November December January 100% 100% 100% 100% 100% 100%	Image: Sector customer enquiry or 15 working days from receipt of enquiry or complaint 100% Actual Performance Actual Performance August September October November December January February 100% 100% 100% 100% 100% 100%	Chi constances Chi constances Chi constances Chi constances Chi constances Chi constance Chi const

Performan	nce area		Acceptable	e performance	e time		cator for acce stances in wh d)			
2. Return o	of undisputed d	leposit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))							
				Actual Per	formance					
July	August	September	October	November	December	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
		iere appropriate,		-			. ,			

Performan	ce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Resolution	on of a referral	to dispute	20 working	days from refe	erral of dispute	95%						
			Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year			
				100%	100%	100%	100%	100%	100%			
	(including, who	ere appropriate,					, periormanee,					

ce area		(% of instances in which performance is achieved)						
on of dispute re	esolution	5 working days from decision 100%						
			Actual Per	formance				
August	September	October	November	December	January	February	March	Average for financial year
					100%	100%	100%	100%
			-			. ,		
	August	August September (including, where appropriate,	on of dispute resolution 5 working data August September October (including, where appropriate, reason for any	on of dispute resolution 5 working days from decis Actual Per August September October November (including, where appropriate, reason for any failure and st	on of dispute resolution 5 working days from decision Actual Performance August September October November December Image: Construction Image: Construction Image: Construction Image: Construction August September October November December Image: Construction Image: Construction Image: Construction Image: Construction	Image: Second	Image: September October November December January February Image: August September October November December January February Image: Ima	Image: Construction Section Se

Performanc	ce area		Acceptable	e performance	e time	(% of ins	stances in wh	Key indicator for acceptable performance (% of instances in which performance is achieved)					
	deposit follow esolution decis	ing notification		ays from the e allowed for req									
Note: KPI 5	as set out in th	ne Schedule to the	he Tenancy D	e Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. F the KPI, as set out above.									
				Actual Per	formance								
July	August	September	October	November	December	January	February	March	Average for financial year				
				100%	100%	100%	100%	100%	100%				
		following expiry		-			e performance)					

Performan	ce area		Acceptable	performance	time		cator for acce tances in wh)		
	reject request decision in dis	t for review of pute resolution							
	-	hat KPI 6 may be resentations from		-			•		
				Actual Per	formance				
July	August	September	October	November	December	January	February	March	Average for financial year
								100%	100%
No review re	equests were r	ere appropriate, r eceived until Ma nd when that dat	rch. From the	e date review i	s requested w	ithin 24 hours	the other par		o provide

Performanc	ce area		Acceptable	performance	e time	Key indicator for acceptable performance (% of instances in which performance is achieved) 95%						
7. Complete decision	e review of adju	udicator	10 working of regulation 3									
			Actual Performance									
July	August	September	October	November	December	January	February	March	Average for financial year			
		ere appropriate,		/ failure and st	eps being take	en to improve	performance)					

nce area			Accepta	ıble perforı	mance tim	ie	Key indicator for acceptable performance (% of instances in which performance is achieved)				
	omer enqui	iry or			m receipt o	of enquiry	100%				
				Actu	al Perforn	nance					
Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	6 100% 100% 100% 100% 100%	100%	100%	100%	100%	100%	100%			
			•	o within the	KPI.						
s (includinę	g, where ap	opropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		
	May 100% es and cor	May June 100% 100% es and complaints ha nts have been dealt v	May June July 100% 100% 100% es and complaints have been rents have been dealt with over th	May June July August 100% 100% 100% 100% es and complaints have been responded to nts have been dealt with over the year.	or complaint Actu May June July August September 100% 100% 100% 100% 100% es and complaints have been responded to within the nts have been dealt with over the year.	or complaint Actual Perform May June July August September October 100% 100% 100% 100% 100% 100% es and complaints have been responded to within the KPI. Ints have been dealt with over the year.	or complaint Actual Performance May June July August September October November 100% 100% 100% 100% 100% 100% 100% es and complaints have been responded to within the KPI. nts have been dealt with over the year.	achieve ase to customer enquiry or 15 working days from receipt of enquiry or complaint 100% Actual Performance May June July August September October November December 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% es and complaints have been responded to within the KPI. Ints have been dealt with over the year. Intervention Intervention	achieved) Inse to customer enquiry or 15 working days from receipt of enquiry or complaint 100% Actual Performance August September October November December January 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% es and complaints have been responded to within the KPI. Ints have been dealt with over the year. Interval Interval Interval	achieved) nse to customer enquiry or 15 working days from receipt of enquiry or complaint 100% Actual Performance May June July August September October November December January February 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% es and complaints have been responded to within the KPI. KPI. KPI. KPI. KPI.	achieved) ise to customer enquiry or 15 working days from receipt of enquiry or complaint 100% Actual Performance May June July August September October November December January February March 100% 100% 100% 100% 100% 100% 100% sea and complaints have been responded to within the KPI. Inst have been dealt with over the year. November Inst have been dealt with over the year.

Performa	ance area			Accepta	able perfor	mance tim	ne	Key indicator for acceptable performanc (% of instances in which performance is achieved)				
2. Return	of undispu	ted deposit	t		g days (in a on 26(2), 27			100%				
					Actu	al Perforn	nance					
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%
Evidence All dispute	ed funds ha	ave been re	eturned wit	hin the KP	I.	1			1		1	
	, , , , , , , , , , , , , , , , , , ,		•••		any failure		Ū	·				
					they have be started. Ur							e a

Perform	ance area			Accepta	able perfor	mance tim	ne	Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resol resolutio		eferral to d	ispute	20 worki	ng days fro	m referral	of dispute	95%				
					Actu	al Perform	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence 597 Adju		nave been o	completed	over the ye	ar, all Decis	sions have	been comp	bleted within	n 20 worki	ng days.		
Comme	nts (includi	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	ve perform	ance)		

Perform	ance area			Accepta	able perfor	mance tim	10	Key indicator for acceptable performance (% of instances in which performance is achieved)					
4. Notific decision		spute resolu	ution	5 workin	g days fron	n decision		100%					
					Actu	al Perform	nance						
April	Мау	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%	
Evidence All notific		re been issi	ued within t	he KPI.									
Commer	nts (includii	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	e perform	ance)			

Perform	ance area			Accepta	ible perfori	mance tim	10		stances i	acceptabl n which pe						
	n of deposi te resolutio	•	notification		g days from od allowed			100%								
			chedule to t				Scotland) R	legulations	2011 is in	correct. Pl	ease repoi	t on				
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year				
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Evidenc All paym		been made	e within the P	(PI.												
Comme	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e perform	ance)						
		.g,e.e e							- F							

Perform	ance area			Accepta	ble perfor	mance tim	10		istances i	acceptabl n which pe		
		request for n in dispute	review of resolution	5 workin	g days fron	n receipt of	f request	100%	-			
Note: It i without i	s acknowle nviting writ	edged that I ten represe	KPI 6 may b entations fro	e difficult t m the othe	o achieve g r party. SG	given that t will take th	he scheme his into acco	administra ount when	tor may no assessing	ot accept a performan	request foi ce against	review this KPI.
					Actu	al Perforn	nance					
April	Мау	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%
Evidence	e											
83 reque	ests have b	een receive	ed over the	year, all re	quests hav	e been dea	alt with with	in the KPI.				
		_										
Commer	nts (includii	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	ance area			Accepta	ble perfor	mance tim	10		istances i	acceptabl n which pe		
7. Comp decision	olete review	of adjudica	ator	10 worki regulatio	ng days fro on 38(1)	m referral	under	95%				
					Actu	al Perforn	nance					
April	Мау	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%
29 revie	ws have be	en accepte	ed over the	year, all re	views have	been com	pleted withi	n the KPI.				
Comme	nts (includir	ng, where a	appropriate,	, reason for	any failure	and steps	being take	n to improv	ve perform	ance)		

1. Response	rformance area Response to customer enquiry or mplaint				ble perfor	mance tim	e		stances i	acceptabl n which pe		
complaint	e to custo	mer enqui	ry or	15 worki or comp	ng days fro laint	m receipt o	of enquiry	100%				
					Actu	al Perforn	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All enquiries 28 complaint					o within the	KPI.						
Comments (i				-	any failure	and steps	being taker	n to improv	e performa	ance)		

Performa	nce area			Accepta	ble perfor	mance tim	10		stances i	acceptabl n which pe		
2. Return	of undispu	ted deposit	İ		g days (in a on 26(2), 27			100%				
					Actu	al Perforn	nance					
April	Мау	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%
Evidence	ed funds ha	ave been re	eturned wit	hin the KP	l.	1	1	1	I			
				roooon for		and atoms	boing tako	n to improv	o porform:			

Perform	iance area			Accepta	able perfor	mance tim	ne		nstances i	acceptabl n which pe		
3. Resol resolutio		eferral to d	ispute	20 worki	ng days fro	m referral	of dispute	95%				
					Actu	al Perform	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence 927 Adju		nave been	completed	over the ye	ar, all Decis	sions have	been comp	bleted within	n 20 workii	ng days.		
Comme	nts (includi	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	ve performa	ance)		

Perform	ance area			Accepta	able perfor	mance tim	ne	Key ind (% of in achieve	stances i	acceptabl n which pe	e perform erformanc	ance e is
4. Notific decision		spute resol	ution	5 workin	g days fron	n decision		100%	-			
					Actu	al Perform	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence All notifie		ve been issi	ued within t	he KPI.								
Commer	nts (includi	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	ance area			Accepta	ble perfori	mance tim	16		istances i	acceptabl n which pe		
	n of deposi te resolutio	•	notification		g days from od allowed			100%				
			Schedule to t ect definition				Scotland) R	egulations	2011 is in	correct. Pl	ease repor	t on
April	Мау	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%
Evidenc	e											
All paym	ents have	been made	e within the ł	(PI.								
Comme	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being taker	n to improv	e perform	ance)		

Perform	ance area			Accepta	ble perfor	mance tim	16		stances i	acceptabl n which pe		
	•	request for n in dispute	review of resolution	5 workin	g days from	n receipt of	request	100%				
			KPI 6 may b entations fror									
					Actu	al Perforn	nance					
April	Мау	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%
Evidence 117 requ		been recei	ved over the	year, all r	equests ha	ve been de	ealt with wit	hin the KP				
Commer	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	nance area			Accepta	able perfor	mance tim	ie		nstances i	acceptabl		
7. Comp decision	olete review	of adjudic	ator	10 worki regulatio	ng days fro on 38(1)	m referral	under	95%				
					Actu	al Perform	nance					
April	Мау	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%
40 revie	ws have be	en accepte	ed over the	year, all re	views have	been com	pleted withi	in the KPI.				
Comme	nts (includii	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	e perform	ance)		

	ce area			Accepta	able perfor	mance tim	e		stances i	acceptabl n which pe		
1. Respons complaint	e to custo	omer enqui	iry or	15 worki or comp	ng days fro laint	m receipt o	of enquiry	100%				
					Actu	al Perforn	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All enquiries 48 complair		•			o within the	KPI.						
40 compian			with over t	ne year.								

Performa	nce area			Accepta	ble perfor	mance tim	10		stances i	acceptabl n which pe		
2. Return	of undispu	ted deposit	İ		g days (in a on 26(2), 27			100%				
					Actu	al Perforn	nance					
April	Мау	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%
Evidence	ed funds ha	ave been re	eturned wit	hin the KP	l.	1	1	1	I			
				roooon for		and atoms	boing tako	n to improv	o porform:			

Perform	ance area			Accepta	ible perfor	mance tim	ne	-	nstances i	acceptabl n which pe	-	
3. Resolutio	ution of a re n	eferral to di	ispute	20 worki	ng days fro	m referral	of dispute	95%				
					Actu	al Perform	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	80%	80%	90%	80%	80%	100%	93%
working Comment KPI failed *Departur *Sickness *Injury to *New adju *Seasona The follow	days. ts (including	, where app to February udicators vements tor training imes	ropriate, rea due to a nu	ason for any mber of fact	failure and s		taken to imp					
*Recruitm *Forecast	nent of new	adjudicators reduction		of sickness/b	ereavement	and injury						

Perform	ance area			Accepta	ble perfor	mance tim	10		stances i	acceptabl n which pe		
4. Notific decision		spute resol	ution	5 workin	g days fron	n decision		100%	-			
					Actu	al Perform	nance					
April	Мау	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%
Evidence All notifie		ve been issi	ued within t	he KPI.								
Commer	nts (includi	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	ance area			Accepta	ble perfori	mance tim	16		stances i	acceptabl n which pe		
	n of deposi e resolutio		notification		g days from od allowed			100%				
			chedule to t ct definition				Scotland) R	Regulations	2011 is in	correct. Pl	ease repo	rt on
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence All paym		been made	e within the ł	KPI.								
Commer	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	ance area			Accepta	ble perfor	mance tim	16		stances i	acceptabl n which pe		
		request for n in dispute	review of resolution	5 workin	g days fron	n receipt of	request	100%	-			
			KPI 6 may b entations from									
					Actu	al Perforn	nance					
April	Мау	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%
Evidence 80 reque		een receive	ed over the y	year, all re	quests hav	e been dea	alt with with	in the KPI.	<u> </u>	<u> </u>	1	
Commer	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being taker	n to improv	e perform	ance)		

Perform	nance area			Accepta	ble perfor	mance tim	ie		nstances i	acceptabl n which pe		
7. Comp decision	olete review	of adjudica	ator	10 worki regulatio	ng days fro on 38(1)	m referral	under	95%				
					Actu	al Perform	nance					
April	Мау	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%
Evidenco 33 revie		een accepte	ed over the	year, all re	views have	been com	pleted withi	in the KPI.				
Comme	nts (includii	ng, where a	appropriate	, reason for	any failure	and steps	being take	n to improv	e perform	ance)		

Performa	ince area			Accepta	able perfor	mance tim	16		stances i	acceptabl n which pe		
1. Respor	nse to custo	omer enqu	iry or	15 worki or comp	ing days fro laint	m receipt	of enquiry	100%				
					Actu	al Perforn	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
•	ies and cor aints have I				o within the	KPI.						
Comment	s (including	a, where a	opropriate,	reason for	any failure	and steps	being take	n to improv	e perform	ance)		
	、 、 、				5	·	0	·	·	,		

Performa	nce area			Accepta	ble perfor	mance tim	10		stances i	acceptabl n which pe		
2. Return	of undispu	ted deposit	İ		g days (in a on 26(2), 27			100%				
					Actu	al Perforn	nance					
April	Мау	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%
Evidence	ed funds ha	ave been re	eturned wit	hin the KP	l.	1	1	1	1			
				roooon for		and atoms	boing tako	n to improv	o porform:			

Perform	nance area	l		Accepta	able perfor	mance tin	ne		istances i	acceptabl n which pe		
3. Resol resolutic	lution of a r on	eferral to d	ispute	20 work	ing days fro	m referral	of dispute	100%				
					Actu	al Perform	nance					
April	May	June	July	August	August September Octob			December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidence 658 Adju		have been	completed	over the ye	ar. Within A	opril to Mar	ch all Decis	sions were	completed	within 20 v	vorking da	ys.
Commen	nts (including	g, where app	propriate, rea	ason for any	failure and s	steps being	taken to imp	prove perforr	mance)			

Perform	nance area			Accepta	able perfor	mance tim	ne	Key ind (% of in achieve	stances i	acceptabl n which pe	e perform erformanc	ance e is
4. Notific decision	cation of dis	spute resol	ution	5 workin	g days fron	n decision		100%				
					Actu	al Perform	nance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidenco All notific		re been issi	ued within t	he KPI.								
Comme	nts (includi	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	ance area			Accepta	ble perfori	mance tim	1e		stances i	acceptabl n which pe		
	n of deposi te resolutio	0	notification		g days from od allowed			100%	-			
			chedule to t				Scotland) R	egulations	2011 is in	correct. Pl	ease repo	t on
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financia year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Evidenco All paym		been made	e within the ł	(PI.								
Comme	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e perform	ance)		
		.g,oro c							e perioriti			

Perform	ance area			Accepta	ble perfor	mance tim	16		stances i	acceptabl n which pe		
	•	request for n in dispute	review of resolution	5 workin	g days from	n receipt of	request	100%				
			KPI 6 may b entations fror									
					Actu	al Perforn	nance					
April	Мау	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%
Evidence 117 requ		been recei	ved over the	year, all r	equests ha	ve been de	ealt with wit	hin the KP				
Commer	nts (includir	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		

Perform	ance area			Accepta	ble perfor	mance tim	10		istances i	acceptabl n which pe		
7. Comp decision		of adjudica	ator	10 worki regulatio	ng days fro on 38(1)	m referral	under	100%				
					Actu	al Perforn	nance					
April	Мау	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%
Evidenco 43 reviev		een accepte	ed over the	year, all re	views have	been com	pleted withi	n the KPI.				
										Ň		
Commer	nts (includii	ng, where a	appropriate,	reason for	any failure	and steps	being take	n to improv	e performa	ance)		

2.0 Overview of the Scheme



Deposits for the period ending 31 March 2014

Total number of tenancy deposits paid to the Scheme		22,362
Total value of tenancy deposits paid to the Scheme		£15,581,575
Total number of tenancy deposits repaid to tenants	8,672	
Total number of tenancy deposits repaid to landlords (and their agents)	3,687	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	12,395	
Total number of tenancy deposits repaid		24,754
Total value of tenancy deposits repaid to tenants	£5,112,016	
Total value of tenancy deposits repaid to landlords (and their agents)	f1,	960,945
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£4,491,835	
Total value of tenancy deposits repaid		£11,564,796
Total number of tenancy deposits held in designated accounts at 31 March 2014		24,577
Total value of tenancy deposits held in designated accounts at 31 March 2014		£23,735,045
Total number of 'unclaimed' deposits	438	
Total value of 'unclaimed' deposits	£153,775.10	

Dispute Resolution during the period ended 31 March 2014



Number of referrals requested by landlord	0	
Number of referrals requested by tenant	1,002	

Basis of the Dispute	% of total	referrals	
Rent Arrears	17.6%		
Cleaning	74.8%		
Other	27.6%		
Gardening	10.3%		
Missing Items	16.0%		
Damage to Property Contents	48.2%		
Utilities/Outstanding Bills	3.2%		
Redecoration	26.2%		
Time taken to resolve disputes (average number of working days)		19	
Outcome of referrals (%):		% of total	average value of award
Award to landlord	19.20%		£384.78
Award to tenant	16.69%		£245.59
Split award (landlord)	64.11%		£166.32
(tenant)			£212.30
Time taken to repay the deposit in accordance with the decision (average number of working days)		5	
		Accepted	Rejected
Number of requests for review		27	64
Affirm decision Different decision		Affirm decision	Different decision
Outcome of review		6	21

Complaints during the period ended 31 March 2014



Complaints

(any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service, or failure to provide a service, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected)

	Number	
Complaints about the operation of the Scheme	7	
Complaints about the dispute resolution mechanism	5	
Average time taken to respond – 4.2 working days		

2.0 Overview of the Scheme



Deposits for the period ending 31 March 2015

Total number of tenancy deposits paid to the Scheme		20,630
Total value of tenancy deposits paid to the Scheme		£14,343,368
Total number of tenancy deposits repaid to tenants	9,904	
Total number of tenancy deposits repaid to landlords (and their agents)	3,504	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	14,332	
Total number of tenancy deposits repaid		27,740
Total value of tenancy deposits repaid to tenants	£5,917,958	
Total value of tenancy deposits repaid to landlords (and their agents)	£1,917,783	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£4,997,727	
Total value of tenancy deposits repaid		£12,833,468
Total number of tenancy deposits held in designated accounts at 31 March 2015		33,365
Total value of tenancy deposits held in designated accounts at 31 March 2015		£26,060,386
Total number of 'unclaimed' deposits	568	
Total value of 'unclaimed' deposits	£182,573.06	

Dispute Resolution during the period ended 31 March 2015



Number of referrals requested by landlord	0	
Number of referrals requested by tenant	999	

Basis of the Dispute	% of total r	eferrals	
Rent Arrears	16.9%		
Cleaning	74.3%		
Other	24.2%		
Gardening	8.9%		
Missing Items	10.7%		
Damage to Property Contents	45.2%		
Utilities/Outstanding Bills	2.4%		
Redecoration	21.4%		
Time taken to resolve disputes (average number of working days)	2	0	
Outcome of referrals (%):		% of total	average value of award
Award to landlord	20.12%		£328.27
Award to tenant	23.72%		£254.92
Split award (landlord)	56.16%		£165.69
(tenant)			£217.97
Time taken to repay the deposit in accordance with the decision (average number of working days)		5	
		Accepted	Rejected
Number of requests for review		40	77
Affirm decision Different decision	ŀ	Affirm decision	Different decision
Outcome of review		15	25

Complaints during the period ended 31 March 2015



Complaints

(any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service, or failure to provide a service, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected)

	Number	
Complaints about the operation of the Scheme	10	
Complaints about the dispute resolution mechanism	18	
Average time taken to respond – 5 working days		

2.0 Overview of the Scheme



Deposits for the period ending 31 March 2016

Total number of tenancy deposits paid to the Scheme		20,933
Total value of tenancy deposits paid to the Scheme		£15,501,138
Total number of tenancy deposits repaid to tenants	10,209	
Total number of tenancy deposits repaid to landlords (and their agents)	4,222	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	14,987	
Total number of tenancy deposits repaid		29,418
Total value of tenancy deposits repaid to tenants	£6,206,953	
Total value of tenancy deposits repaid to landlords (and their agents)	£2,290,696	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£5,773,961	
Total value of tenancy deposits repaid		£14,271,610
Total number of tenancy deposits held in designated accounts at 31 March 2015		33,904
Total value of tenancy deposits held in designated accounts at 31 March 2015		£27,548,603
Total number of 'unclaimed' deposits	793	
Total value of 'unclaimed' deposits	£281,117.59	

Dispute Resolution during the period ended 31 March 2016



Number of referrals requested by landlord	0	Lettin
Number of referrals requested by tenant	1032	

Basis of the Dispute	% of tota	l referrals	
Rent Arrears	23.3%		
Cleaning	68.8%		
Other	25.5%		
Gardening	8.8%		
Missing Items	11.1%		
Damage to Property Contents	52.2%		
Utilities/Outstanding Bills	1.1%		
Redecoration	33.3%		
Time taken to resolve disputes (average number of working days)		20	
Outcome of referrals (%):		% of total	average value of award
Award to landlord	19.0%		£336.27
Award to tenant	25.3%		£311.28
Split award (landlord)	55.7%		£162.61
(tenant)			£207.55
Time taken to repay the deposit in accordance with the decision (average number of working days)		5	
		Accepted	Rejected
Number of requests for review		50	40
Affirm decision Different decision		Affirm decision	Different decision
Outcome of review		25	25

Complaints during the period ended 31 March 2016



Complaints

(any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service, or failure to provide a service, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected)

0
9
2

2.0 Overview of the Scheme



Deposits for the period ending 31 March 2017

Total number of tenancy deposits paid to the Scheme		20,669
Total value of tenancy deposits paid to the Scheme		£14,732,948.13
Total number of tenancy deposits repaid to tenants	10,879	
Total number of tenancy deposits repaid to landlords (and their agents)	4,780	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	14,253	
Total number of tenancy deposits repaid		29,912
Total value of tenancy deposits repaid to tenants	£6,533,905.28	
Total value of tenancy deposits repaid to landlords (and their agents)	£2,695,571.73	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£5,725,395.84	
Total value of tenancy deposits repaid		£14,954,872.85
Total number of tenancy deposits held in designated accounts at 31 March 2017		33,473
Total value of tenancy deposits held in designated accounts at 31 March 2017		£27,460,679.38
	000	
Total number of 'unclaimed' deposits	989	
Total value of 'unclaimed' deposits	£350,491.87	

Dispute Resolution during the period ended 31 March 2017



Number of referrals requested by landlord	0	Letting F
Number of referrals requested by tenant	1260	

Basis of the Dispute	% of total referrals		
Rent Arrears	13%		
Cleaning	70%		
Other	20%		
Gardening	10%		
Missing Items	12%		
Damage to Property Contents	46%		
Utilities/Outstanding Bills	2%		
Redecoration	23%		
Time taken to resolve disputes (average number of working days)	20		
Outcome of referrals (%):	% of total	avera	ge value of award
Award to landlord	17%	£397	.68
Award to tenant	22%	£384	.98
Split award (landlord)	61%	£174	.39
(tenant)		£225	.82
Time taken to repay the deposit in accordance with the		5	
decision (average number of working days)			
	Accept	ed	Rejected
Number of requests for review		43	74
Affirm decision Different decision	Affirm decisi	on	Different decision
Outcome of review		10	33

Complaints during the period ended 31 March 2017



Complaints

(any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of a person about the provision of a service, or failure to provide a service, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected)

	Number	
Complaints about the operation of the Scheme	17	
Complaints about the dispute resolution mechanism	26	
Average time taken to respond – 4 working days		

Performan	ce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)					
2. Return of	undisputed de	eposit		ays (in accorda 6(2), 27(2)(b) (100%						
				Actual Per	formance							
July	August	September	October	November	December	January	February	March	Average for financial year			
N/A	N/A	100%	100%	99%	98%	99%	99%	97%	98%			
		ere appropriate, ⁄e have issues w		-			. ,	ails				

		ator for accep ances in whic)		time	performance	Acceptable	Performance area 3. Resolution of a referral to dispute resolution		
			95%	rral of dispute	lays from refe	20 working o			
				ormance	Actual Perf	1			
erage fo nancial year	March	February	January	December	November	October	September	August	July
100%	100%	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A
ר י					N/A	N/A	N/A		N/A

Notification of dispute resolution 5 working days from decision 100% Actual Performance Actual Performance July August September October November December January February March Avera final
July August September October November December January February March Avera
N/A N/A N/A N/A N/A N/A N/A 100% 100% 100%
y y y y y y y y y y y y y y y y y y y

Performanc	ce area		Acceptable	performance	time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)					
	deposit follow solution decis	ing notification ion			xpiry of the 10 uest of review	100%	100%					
		ne Schedule to the source the schedule to the source the second sec				Regulations 2	2011 is incorred	ct. Please re	eport on			
				Actual Perf	formance							
July	August	September	October	November	December	January	February	March	Average for financial year			
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%			
Comments ((including, whe	ere appropriate, i	reason for any	failure and st	eps being take	n to improve	performance)					

Performanc	ce area		Acceptable	performance	time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved) 100%					
	reject request decision in dis	t for review of pute resolution	5 working da	ays from recei	ot of request	100%						
		hat KPI 6 may be resentations from										
				Actual Per	formance							
July	August	September	October	November	December	January	February	March	Average for financial year			
N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	100%	100%			
Comments	(including, whe	Lere appropriate, r	eason for any	⊥ / failure and st	eps being take	en to improve	performance)					

Performa	ance area			Acceptable performance time						Key indicator for acceptable performance (% of instances in which performance is achieved)				
1. Respor complaint		tomer enqu	uiry or	15 working days from receipt of enquiry or complaint				aint	100%					
					A	ctual Perfo	rmance							
April	Мау	June	July	August	September	October	November	Dece	mber	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100)%	100%	100%	100%	100%	
Comment	ts (includir	ıg, where a	appropriate,	reason for a	any failure and	I steps bein	g taken to imp	prove pe	erform	ance)				

Performa	ance area			Acceptab	Acceptable performance time						Key indicator for acceptable performance (% of instances in which performance is achieved)					
2. Return	of undisp	uted depos	sit	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))					100%							
					A	ctual Perfo	rmance									
April	Мау	June	July	August	September	October	November	Dec	ember	January	February	March	Average for financial year			
100%	99%	99%	98%	98%	97%	94%	97%	g	95%	99%	100%	99%	98%			
Commen	ts (includii	ng, where a	appropriate	, reason for a	any failure and	l steps bein	g taken to imp	prove	perform	ance)						

	ance area			_	le performano			(% of i achiev	nstances	r acceptable in which pe		
3. Resolution		eferral to d	ispute	20 working	g days from ref	ierral of disp	oute	95%				
					A	ctual Perfo	rmance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	98%	100%	98%	100%	100%	100%
Commen	ts (includir	ng, where a	appropriate	, reason for a	any failure and	I steps bein	g taken to imp	prove perform	ance)			

Performa	ance area			Acceptab	le performano	ce time			nstances	r acceptable in which pe		
4. Notifica decision	ation of dis	pute resol	ution	5 working	days from dec	ision		100%				
					A	ctual Perfo	rmance					
April	Мау	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%
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps bein	g taken to imp	rove perform	ance)			

Tenancy Deposit Scheme – Annual Report – Key Performance indicators my|deposits Scotland Period: 1st April 2013 – 31st March 2014

Performa	ance area			Acceptab	e performano	ce time		Perfor	mance are	a		
		t following i n decision	notification	•	days from the r request of re		e 10 day perio	od 100%				
				the Tenancy s set out ab	v Deposit Sche ove.	emes (Scotl	and) Regulation	ons 2011 is ir	ncorrect. P	lease report	on perforr	nance
					Α	ctual Perfo	rmance					
April	Мау	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%
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps bein	g taken to imp	nove perform	ance)	<u> </u>		

Performa	ance area			Acceptab	e performano	ce time		Perfo	rmance are	a		
		request for n in dispute	review of resolution	5 working	days from reco	eipt of reque	est	100%				
					achieve giver ake this into ac						review with	nout inviting
					A	ctual Perfo	rmance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	50%	83%	100%	100%	100%	100%	100%	94%
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps bein	g taken to imp	brove perforn	nance)			

Performa	ance area			Acceptab	e performano	ce time				nstances	r acceptable in which pe		
7. Comple decision	ete review	of adjudic	ator	10 working) days from rel	ferral under	regulation 38	(1)	95%				
					A	ctual Perfo	rmance						
April	Мау	June	July	August	September	October	November	Dec	cember	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	1	00%	100%	100%	100%	100%
Commen	ts (includir	ng, where a	appropriate.	reason for a	any failure and	I steps bein	g taken to imp	rove	perform	ance)			

Performa	ance area			Acceptab	e performano	ce time				nstances	r acceptable in which pe		
1. Responder 1. Re		tomer enq	uiry or	15 working	days from red	ceipt of enq	uiry or compla	lint	100%				
					A	ctual Perfo	rmance						
April	Мау	June	July	August	September	October	November	Dec	ember	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	1(00%	100%	100%	100%	100%
Commen	ts (includir	ng, where a	appropriate,	, reason for a	any failure and	I steps bein	g taken to imp	rove	oerform	ance)			

ertormal	nce area			Acceptab	le performano	ce time			instances	r acceptable in which pe		
. Return d	of undisp	uted depos	sit	5 working 27(2)(b) or	days (in accor r 28(2))	dance with	regulation 26(2), 100%				
					A	ctual Perfo	rmance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
rom the 1s	st quarterly	/ report: In to	otal for the q	uarter there v	any failure anc were 18 paymer ayment details.	nts of the 3,4	45 releases wh	ich we failed	to send payr			

			-	-			(% of i achiev	nstances			
ition of a re n	eterral to d	ispute	20 working	g days from rei	ierral of disp	oute	95%				
				A	ctual Perfo	rmance					
Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
ts (includir	ng, where a	appropriate	, reason for a	any failure anc	I steps bein	g taken to imp	prove perform	ance)			
	May	May June	May June July	May June July August	Ition of a referral to dispute 20 working days from referral to dispute 100% June July 100% 100% 100%	Ition of a referral to dispute 20 working days from referral of dispute N 20 working days from referral of dispute N Actual Perform May June July August September October 100% 100% 100% 100% 99%	Ation of a referral to dispute 20 working days from referral of dispute Actual Performance May June July August September October November 100% 100% 100% 100% 100% 100% 100%	May June July August September October November December 100% 100% 100% 100% 100% 100% 100% 100%	Ition of a referral to dispute 20 working days from referral of dispute 95% Actual Performance Actual Performance May June July August September October November December January	Ition of a referral to dispute 20 working days from referral of dispute 95% Actual Performance 95% May June July August September October November December January February 100% 100% 100% 100% 100% 100% 100% 100% 100%	May June July August September October November December January February March 100% 100% 100% 100% 100% 99% 100%

Performa	ance area			Acceptab	le performand	ce time			nstances	r acceptable in which pe		
4. Notifica decision	ation of dis	spute resol	ution	5 working	days from dec	ision		100%				
					A	ctual Perfo	rmance					
April	Мау	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%
Commen	ts (includir	ng, where a	appropriate	reason for a	any failure and	I steps bein	g taken to imp	rove perform	ance)			

Tenancy Deposit Scheme – Annual Report – Key Performance indicators my|deposits Scotland Period: 1st April 2014 – 31st March 2015

Performa	ance area			Acceptab	le performano	ce time		Perfor	mance are	a		
		t following n decision	notification	•	days from the r request of re		e 10 day perio	od 100%				
				the Tenancy s set out ab	y Deposit Sche ove.	emes (Scotl	and) Regulatio	ons 2011 is ir	correct. P	lease report	on perforr	mance
					A	ctual Perfo	rmance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	98%	98%	100%	99%	100%	100%	100%	100%	100%
	,				any failure and	·		·	,			
From the 2	2 nd quarterl	y report: 1 o	out of 44 case	es in August a	and 1 out of 45	cases in Sep	otember took lo	nger than 5 wo	orking days f	or us to send	payment.	
				in Novembe d be initiated	r took longer th	an 5 working	days for us to	send payment	, due to a m	ix up with hav	ring to wait	10 working

Performa	ance area			Acceptab	le performano	ce time		Perfor	mance are	a		
	•	request for n in dispute	review of e resolution	5 working	days from reco	eipt of reque	est	100%				
		-	•		achieve giver ake this into ac			•		•	eview with	nout inviting
					A	ctual Perfo	rmance					
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1 st quarterly				any failure and			·	,	vaiting a writte	n response	e from the

Performa	ance area			Acceptab	e performano	ce time				nstances i	r acceptable in which pe		
7. Complete decision	ete review	of adjudic	ator	10 working	days from rel	ferral under	regulation 38	(1)	95%				
					A	ctual Perfo	rmance						
April	Мау	June	July	August	September	October	November	Dec	cember	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	1	00%	100%	100%	100%	100%
Commen	ts (includir	ng, where a	appropriate	reason for a	any failure and	I steps bein	g taken to imp	rove	perform	ance)			

Performa	ance area			Acceptable performance time					Key indicator for acceptable performance (% of instances in which performance is achieved)					
1. Responder 1. Re		tomer enq	uiry or	15 working days from receipt of enquiry or complaint				aint	100%					
					A	ctual Perfo	rmance							
April	Мау	June	July	August	September	October	November	Dece	mber	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps bein	g taken to imp	prove p	erforma	ance)				

Tenancy Deposit Scheme – Annual Report – Key Performance indicators my|deposits Scotland Period: 1st April 2015 – 31st March 2016

Performa	ance area			Acceptab	le performand	ce time		(nstances i	acceptable in which pe			
2. Return	of undisp	uted depos	it	5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))				2), ⁻	100%					
					A	ctual Perfo	rmance							
April	April May June July		August	September	October	November	Dece	mber	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	
Commen	ts (includir	ng, where a	appropriate	, reason for a	any failure and	steps bein	g taken to imp	rove pe	erforma	ance)				

Performa	ance area			Acceptable performance time					Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Resolution		eferral to d	ispute	20 working days from referral of dispute				95%	95%					
					A	ctual Perfo	ormance							
April	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%		
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	I steps bein	g taken to imp	orove perform	ance)					

Performa	ance area			Acceptable performance time					Key indicator for acceptable performance (% of instances in which performance is achieved)					
4. Notifica decision	ation of dis	pute resol	ution	5 working days from decision				100%	100%					
					A	ctual Perfo	rmance	·						
April	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%		
Comment	ts (includir	ig, where a	appropriate,	reason for a	any failure and	l steps being	g taken to imp	rove perform	ance)					

Performa	ance area			Acceptabl	e performanc	ce time		Perfo	rmance are	a		
		t following n decision	notification	•	days from the r request of re		e 10 day peric	od 100%				
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performa against the correct definition of the KPI, as set out above.									nance			
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100% 100% 100% 100% 100% 100% 99% 100%						100%	100%	100%	100%	100%	
Comments (including, where appropriate, reason for any failure and ste					l steps being	g taken to imp	rove perform	ance)	•			

From the 3rd Quarter report: 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.

Performa	ance area			Acceptabl	le performano	ce time		Perfor	mance are	a		
•	•	request for n in dispute	review of e resolution	5 working	days from reco	eipt of reque	est	100%				
		-	•		achieve giver ake this into ac			•	•	•	eview with	nout inviting
					A	ctual Perfo	rmance					
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%
Comment	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps being	g taken to imp	rove perform	ance)			
resultant fr	rom our ab	sence mana	agement poli	cy not being f	taking 6 workir followed promption of unplanne	tly, causing d	lelay in workloa	d reallocation.	We have hi	ghlighted the	importance	

From the 4th Quarter report for March: 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.

Performa	ance area			Acceptabl	e performano	ce time				nstances i	r acceptable in which pe		
7. Compl decision	ete review	of adjudic	ator	10 working	days from rel	ferral under	regulation 38((1)	95%				
					A	ctual Perfo	rmance						
April	Мау	June	July	August	September	October	November	Dec	cember	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	1	00%	100%	100%	100%	100%
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps bein	g taken to imp	rove	perform	ance)			

Performance a	area		Acceptab	le performand	ce time		(% of	Key indicator for acceptable performance (% of instances in which performance is achieved)				
1. Response to complaint	o customer en	uiry or	15 working	g days from re	ceipt of enq	uiry or compla	aint 100%					
				A	ctual Perfo	ormance						
April Ma	ay June	July	August	September	October	November	December	January	February	March	Average for financial year	
100% 100	0% 100%	99%	99%	99%	99%	100%	99%	100%	100%	100%	100%	
Comments (inc	luding, where	appropriate	, reason for	any failure anc	l steps bein	g taken to imp	prove perforr	nance)				

	ce area			Acceptab	le performand	ce time			instances	r acceptable in which pe		
2. Return of	f undispı	uted deposi	t	5 working 27(2)(b) or	days (in accor [·] 28(2))	dance with	regulation 26(2), 100%				
					A	ctual Perfo	rmance					
April	Мау	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%

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.

Performa	ance area			Acceptab	le performanc	ce time		(% of	Key indicator for acceptable performance (% of instances in which performance is achieved)				
3. Resolu resolutior		eferral to d	ispute	20 working	g days from ref	ferral of disp	oute	95%					
					A	ctual Perfo	rmance						
April	Мау	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%	
Commen	ts (includir	ıg, where a	appropriate,	, reason for a	any failure and	l steps bein	g taken to imp	prove perform	ance)				

Performa	nce area			Acceptab	le performano	ce time		(% of i	Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notificat decision	tion of dis	pute resolu	ution	5 working	days from dec	ision		100%					
					A	ctual Perfo	rmance						
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Comments	s (includir	ng, where a	ppropriate,	, reason for a	any failure and	l steps bein	g taken to imp	brove perform	ance)				

Performa	ance area			Acceptabl	e performano	ce time		Perfo	mance are	a		
		t following n decision	notification		days from the request of re		e 10 day peric	od 100%				
				the Tenancy s set out abo		emes (Scotla	, C	ons 2011 is i	ncorrect. P	lease report	on perforr	nance
April	Мау	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%
Comment	ts (includir	ng, where a	appropriate,	reason for a	any failure and	l steps being	g taken to imp	vrove perform	iance)			

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.

Performa	ance area			Acceptab	le performan	ce time		Perfor	mance are	a		
	•	request for n in dispute		5 working	days from rec	eipt of reque	est	100%				
					achieve giver ake this into a						review with	nout inviting
					Α	ctual Perfo	rmance					
April	Мау	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%
Commen	ts (includii	ng, where a	appropriate,	reason for a	any failure and	d steps bein	g taken to imp	prove perform	ance)			

Performa	ance area			Acceptab	le performanc	ce time		(% 0	Key indicator for acceptable performance (% of instances in which performance is achieved)				
7. Comple decision	ete review	of adjudic	ator	10 workinę	g days from ref	ierral under	regulation 38	(1) 95%					
					A	ctual Perfo	rmance						
April	Мау	June	July	August	September	October	November	Decembe	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Commen	ts (includir	ng, where a	appropriate,	reason for a	any failure and	steps bein	g taken to imp	prove perfor	nance)				

my deposits Scotland Annual Report 1 st April 2013 - 31 st M	larch 2014	
Denesite		
Deposits Total number of tenancy deposits paid to the scheme		50.966
Total value of tenancy deposits paid to the scheme		£30,478,598
Total number of tenancy deposits repaid to tenants	8,752	
Total number of tenancy deposits repaid to landlords (and their agents)	3,073	
Total number of tenancy deposits repaid to both tenant and landlord		
(split repayments) Total number of tenancy deposits repaid	5,548	17.373
		17,373
Total value of tenancy deposits repaid to tenants	£4,713,475.07	
Total value of tenancy deposits repaid to landlords (and their agents) Total value of tenancy deposits repaid to both tenant and landlord	£1,284,539.77	
(split repayments)	£3,993,936.09	
Total value of tenancy deposits repaid		£9,991,951
Total number of tenancy deposits held in designated accounts at 31 March 2014		34,399
T		
Total value of tenancy deposits held in designated accounts at 31 March 2014		£19,829,261
Total value of 'unclaimed' deposits		£407,547
Total number of 'unclaimed' deposits		1,430
Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	639	
		average value
Basis of the dispute: Cleaning	% of total referrals 34%	(of the disputed amount) £299
Damage	14%	£299 £395
Redecoration	9%	£394
Missing Items	6%	£381
Rent Arrears / Oustanding Bills Other	16% 21%	£421 £266
Total	100%	£200 £344
Time taken to resolve disputes (average number of working days)	12	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	18%	£343
Award to tenant	29%	£285
Split award	53%	£185
Time taken to repay the deposit in accordance with the decision (average number		
of working days)	1	
	Accepted	Rejected
Number of requests for review	19	47
	Affirm decision	Different decision
Outcome of reviews	6	13
Complaints (any oral or written expression of dissatisfaction, whether justified or not, from or or failure to provide a service, or the complaint handling process itself, where a respo		
		Time taken to respond
	Number	(Average number of working days)
Complaints about the operation of the scheme	108	3
Complaints about the dispute resolution mechanism	12	3
To be attached:		
Statement of the financial position of the Scheme		
Set of independently audited accounts		
Breakdown of income and expenditure during the financial year assessed against		
the projected income and expenditure for that year		
Statement of how accrued interest has been distributed, applied or invested		
Business Plan - During the original evaluation of proposals, all schemes were aske able to cover the cost of its operations using only its own finances, including intere and to provide a revised business plan for a minimum of 3 years including a revise self financing.	st - self-financing. Al	Il schemes are asked to revisit this
Key Performance Indicators (See separate word table)		

my∣deposits Scotland Annual Report 1 st April 2014 - 31 st I	March 2015	
Denosite		
Deposits Total number of tenancy deposits paid to the scheme		24,477
Total value of tenancy deposits paid to the scheme		£14,699,315
Total number of tenancy deposits repaid to tenants	10,930	
Total number of tenancy deposits repaid to lenants	3,142	
Total number of tenancy deposits repaid to both tenant and landlord	,	
(split repayments)	5,642	
Total number of tenancy deposits repaid		19,714
Total value of tenancy deposits repaid to tenants	£6,382,992	
Total value of tenancy deposits repaid to landlords (and their agents)	£1,588,093	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£3,741,578	
Total value of tenancy deposits repaid	23,741,370	£11,712,663
Total number of tanonau donasita hald in designated assounts at 21 March 2014		40 700
Total number of tenancy deposits held in designated accounts at 31 March 2014		43,728
Total value of tenancy deposits held in designated accounts at 31 March 2014		£23,395,860
Total value of 'unclaimed' deposits Total number of 'unclaimed' deposits		£755,120 2,648
		2,040
Dispute Resolution	-	
Number of referrals requested by landlord Number of referrals requested by tenant	0 645	
	045	
Pagin of the dispute:	% of total votame.	average value
Basis of the dispute: Cleaning	% of total referrals 19%	(of the disputed amount) £292
Damage	10%	£411
Redecoration	5%	£426
Missing Items Rent Arrears / Oustanding Bills	<u>3%</u> 8%	£426 £381
Other	54%	£329
Total	100%	£343
Time taken to resolve disputes (average number of working days)	12	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	14%	£316
Award to tenant	29%	£275
Split award	57%	£204
Time taken to repay the deposit in accordance with the decision (average number	1	
of working days)	1	
	Accepted	Rejected
Number of requests for review	26	132
	Affirm decision	Different decision
Outcome of reviews	3	23
Complaints (any oral or written expression of dissatisfaction, whether justified or not, from or or failure to provide a service, or the complaint handling process itself, where a respo		
		Time taken to respond
	Number	(Average number of working days)
Complaints about the operation of the scheme	20	2
Complaints about the dispute resolution mechanism	21	2
To be attached:		
Statement of the financial position of the Scheme		
Set of independently audited accounts		
Breakdown of income and expenditure during the financial year assessed against the projected income and expenditure for that year		
Statement of how accrued interest has been distributed, applied or invested		
Business Plan - During the original evaluation of proposals, all schemes were aske able to cover the cost of its operations using only its own finances, including intere and to provide a revised business plan for a minimum of 3 years including a revise self financing.	st - self-financing. A	I schemes are asked to revisit this
Key Performance Indicators (See separate word table)		

my/deposits Scotland		
Annual Report 1 st April 2015 - 31 st		
Denesita		
Deposits Total number of tenancy deposits paid to the scheme		102,140
Total value of tenancy deposits paid to the scheme		£60,869,951
Total number of tenancy deposits repaid to tenants	31,697	
Total number of tenancy deposits repaid to tenants	9,747	
Total number of tenancy deposits repaid to both tenant and landlord		
(split repayments) Total number of tenancy deposits repaid	17,845	59,289
Total value of tenancy deposits repaid to tenants	£17,681,384	
Total value of tenancy deposits repaid to landlords (and their agents) Total value of tenancy deposits repaid to both tenant and landlord	£4,516,732	
(split repayments)	£12,339,260	
Total value of tenancy deposits repaid		£34,537,376
Total number of tenancy deposits held in designated accounts at 31 March		
2014		48,742
T		000.000.00
Total value of tenancy deposits held in designated accounts at 31 March 2014		£26,206,994
Total value of 'unclaimed' deposits		£1,114,326
Total number of 'unclaimed' deposits		4,004
Dispute Resolution	1	
Number of referrals requested by landlord Number of referrals requested by tenant	0	
	1,404	
Posic of the dispute:	0/ of total rational	average value
Basis of the dispute: Cleaning	% of total referrals 31%	(of the disputed amount) £310
Damage	20%	£351
Redecoration	12%	£434
Missing Items Rent Arrears / Oustanding Bills	7% 12%	£337 £416
Other	12%	£416 £314
Total	100%	£315
Time taken ta recelue diarutes (quarase number of working daus)	10	
Time taken to resolve disputes (average number of working days)	10	
Outcome of referrals (%):	% of total	average value of award
Award to landlord Award to tenant	16% 20%	£303 £238
Split award	64%	£238 £390
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	49	171
	Affirm decision	Different decision
Outcome of reviews	11	38
Complaints		
(any oral or written expression of dissatisfaction, whether justified or not, from o	or on behalf of a perso	on about the provision of a
service, or failure to provide a service, or the complaint handling process itself,	where a response or	resolution is explicitly or implicitly
expected.)		Time taken to respond
		Average number of working
	Number	days)
Complaints about the operation of the scheme	66	3
Complaints about the dispute resolution mechanism	29	3
To be attached:		
Statement of the financial position of the Scheme		
Set of independently audited accounts		
Breakdown of income and expenditure during the financial year assessed agair the projected income and expenditure for that year	IST	
Statement of how accrued interest has been distributed, applied or invested		
Business Plan - During the original evaluation of proposals, all schemes were a	sked to provide a bu	siness plan up to the point of
being able to cover the cost of its operations using only its own finances, include	•	
revisit this and to provide a revised business plan for a minimum of 3 years incl		
believes they will be self financing.		
Key Performance Indicators (See separate word table)		
Key Performance Indicators (See separate word table)		

Total number of tenancy deposits paid to the scheme 1102. Total number of tenancy deposits repaid to both tenants 44.700 Total number of tenancy deposits repaid to both tenant and landord 124.240 Total number of tenancy deposits repaid to both tenants 41.733.610 Total number of tenancy deposits repaid to both tenants £16.733.630 Total number of tenancy deposits repaid to both tenants £16.733.630 Total value of tenancy deposits repaid to both tenant and landord £8.910.880 Total number of tenancy deposits held in designated accounts at 31 March 2017 £28.61.91.651 Total number of tenancy deposits held in designated accounts at 31 March 2017 £28.62.5 Total number of tenancy deposits held in designated accounts at 31 March 2017 £28.63.5 Total number of tenancy deposits held in designated accounts at 31 March 2017 £28.63.5 Total number of tenancy deposits held in designated accounts at 31 March 2017 £28.63.5 Total number of tenancy deposits held in designated accounts at 31 March 2017 £28.63.5 Total value of unclaimed deposits 5.0 £4.40.7 State of fearls requested by landord .0 .0 Number of renancy deposits held in designated accounts at 31 March 2017 £4.42.7	······································	March 2017	
Odd value of lenancy deposits repaid to tenants 44.780 500.885.5 Old number of lenancy deposits repaid to tenants 44.780 44.780 44.780 Old number of lenancy deposits repaid to both format and fundord 24.290 62.5 62.5 Old value of tenancy deposits repaid to tenants £16.733.530 62.5	Deposits		
total number of tenancy deposits repaid to tenants	Total number of tenancy deposits paid to the scheme		102,14
total number of tenancy deposits repaid 13.819 cial number of tenancy deposits repaid 24.240 cial number of tenancy deposits repaid 24.240 cial number of tenancy deposits repaid 15.173.633 cial number of tenancy deposits repaid 15.173.633 cial number of tenancy deposits repaid 16.171.8151 cial number of tenancy deposits repaid 16.171.8151 cial number of tenancy deposits repaid 55.191.8151 cial number of tenancy deposits repaid 55.011.8151 cial number of number number of	Total value of tenancy deposits paid to the scheme		£60,869,9
applit ingarments 24,240 action to be an encry deposits repaid 6.2 cital value of tenancy deposits repaid to tenants £16,733,630 6.2 cital value of tenancy deposits repaid 6.2,103,630 6.2 cital value of tenancy deposits repaid 6.2,10,800 6.3,10,800 cital value of tenancy deposits repaid 6.3,10,800 6.5,100,800 cital value of tenancy deposits repaid 6.3,10,800 6.5,600 cital value of tenancy deposits held in designated accounts at 31 March 2017 6.2,80,800 cital value of tenancy deposits held in designated accounts at 31 March 2017 6.2,80,800 cital value of unclaimed deposits 5.0 cital value of unclaimed deposits 6.0 cital value of u	otal number of tenancy deposits repaid to tenants otal number of tenancy deposits repaid to landlords (and their agents)	,	
Cold value of tenancy deposits repaid to tenants E16 733.659 Cold value of tenancy deposits repaid to both renarts and landord E3.910.800 E76.836.5 Cold value of tenancy deposits repaid E76.936.5 E3.910.800 E76.836.5 Cold value of tenancy deposits repaid E76.936.5 E76.936.5 E76.936.5 Cold value of tenancy deposits repaid E76.936.5 E76.936.5 E76.936.5 Cold value of tenancy deposits held in designated accounts at 31 March 2017 E28.855.5 E28.910.800 E76.936.5 Cold value of tenancy deposits held in designated accounts at 31 March 2017 E28.855.5 E28.910.800 E76.936.5 Spute Resolution 1.274 E28.910.800 E1.400.5 E382 Spate Resolution 1.274 E28.910.800 E382 Darange 290% E382 E382 Darange 290% E382 E332 Darange 290% E382 E413 Darange 290% E382 E413 Darange 9% E413 E333 Darange 9% E413 E	otal number of tenancy deposits repaid to both tenant and landlord split repayments)	24,240	
Cital value of tenancy deposits repaid £51,191,851 Cital value of tenancy deposits repaid £3,910,880 Cital value of tenancy deposits repaid £7,639,53 Cital value of tenancy deposits held in designated accounts at 31 March 2017 £2,830,53 Cital value of tenancy deposits held in designated accounts at 31 March 2017 £2,835,53 Cital value of tenancy deposits held in designated accounts at 31 March 2017 £2,835,53 Cital value of tenancy deposits held in designated accounts at 31 March 2017 £2,835,53 Cital value of unclaimed deposits £1,100,33 £1,100,33 Cital value of unclaimed deposits £1,100,33 £2,235,53 Siguet Resolution 1,274 æverage value Marber of referrais requested by tenant 1,274 æverage value Values of the dispute: % of total inferrats £442 Researchion 11%, £4467 Marber of referrats requested by tenant 1,274 æverage value Cital tenancy 20%, £442 æverage value Start Arrans / Outanding Bills 14%, £505 Time taken to repay the disputes (average number of working days) 10	Total number of tenancy deposits repaid		82,8
Call value of tenancy deposits repaid to both tenant and landloid £6,910,880 £76,836,3 Call value of tenancy deposits repaid £76,836,3 £76,836,3 Call value of tenancy deposits held in designated accounts at 31 March 2017 £28,635,1 £28,635,1 Call value of tenancy deposits held in designated accounts at 31 March 2017 £28,635,1 £28,635,1 Call value of unclaimed deposits £1,400,3 £1,400,3 £1,400,3 Statu and or of unclaimed deposits £1,274 £28,635,1 £1,400,3 Unmeer of vanciamed deposits £1,274 £28,635,1 £1,400,3 £2,420,30,30 £1,400,3	Total value of tenancy deposits repaid to tenants		
Cold value of tenancy deposits repaid £76.835.5 Crain number of tenancy deposits held in designated accounts at 31 March 2017 £28.635.1 Crain number of tenancy deposits held in designated accounts at 31 March 2017 £28.635.1 Crain number of functioned deposits £1.400.2 Crain number of functioned deposits £1.400.2 State of unclained deposits £1.400.2 Vispute Resolution 1.274 Aumber of elernals requested by lenant 1.274 Aumber of elernals requested by lenant 1.274 Basis of the dispute: % of total refernals Geleoration 28% Basis of the dispute: 8% Caldocarding Bills 1.44% Edeocration 1.13% Basis of the dispute: 1.04% Defeoration 1.14% State A Trears / Oustanding Bills 1.64% Edeocration 1.00% Dutcome of referrals (%): % of total ward to lenant 1.9% Dutcome of referrals (%): % of total ward to lenant 1.9% Dutcome of referrals (%): % of total unmber of working days) 1	Total value of tenancy deposits repaid to both tenant and landlord	£31,191,031	
017 55.5 Coal value of transcy deposits held in designated accounts at 31 March 2017 £28.63.5,1 Crist Value of Vancisimed deposits 6.11.400.5 Crist Value of Vancisimed deposits 5.1 Dispute Resolution 1.274 Unmber of referrats requested by landlord 0 Daring and the dispute: % of total referrats Segment Resolution 1.274 Basis of the dispute: % of total referrats Control Value of Vancismed By Instance 6.1 Basis of the dispute: % of total referrats Control Value of Va	split repayments) Fotal value of tenancy deposits repaid	£8,910,880	£76,836,3
Interview E28.635,1 Cost value of unclaimed' deposits £1.000. Cost value of unclaimed' deposits £1.000. Cost value of unclaimed' deposits £1.000. Start number of vanciamed' deposits £1.000. Dispute Resolution 0 Named of referrais requested by tenant 1.274 Austral of the dispute: % of total referrais Jeanage 2.0% Start and the dispute: % of total referrais Jeanage 2.0% Start Areas / Oustanding Bills 14% Time taken to resolve disputes (average number of working days) 10 Ducome of referrais (%): % of total ward to landord 14% £301 Time taken to resolve disputes (average number of working days) 10 37 Ducome of referrais (%): % of total average value of avard ward to landord 14% £301 Time taken to resolve disputes (average average value of avard 67% £408 Outcome of relevants 10 37 Comparitants 10 37 <t< td=""><td>Fotal number of tenancy deposits held in designated accounts at 31 March</td><td></td><td></td></t<>	Fotal number of tenancy deposits held in designated accounts at 31 March		
Idea value of unclaimed deposits E1.400.5 Stal number of unclaimed deposits 5.1 Dispute Resolution 0 Jumber of effortals requested by landlord 0 Jamage 29% Stal number of unclaimed deposits 9.0 Jeaning 29% Jamage 20% Jamage 20% Stall and the dispute: % of total referrals Jeaning 11% Jeaning 20% Statematic Voltanding Bills 14% Defence 18% Outcome of referrals (%): % of total ward to landord 14% Undered of referrals (%): % of total ward to landord 14% Undered of referrals (%): % of total ward to landord 14% Undered of referrals (%): % of total ward to landord 14% Undered of referrals (%): % of total ward to landord 14% Undered of referrals (%): % of total ward to landord 14% Unthere reacolousitic landopositic landopositic landopositi			
Total number of 'unclaimed' deposits 5,1 Dispute Resolution 0 Jumber of referrals requested by landlord 0 Jaarnage 1,274 Jaarnage 20% Jaarnage 14% Jaarnage 14% Jaarnage 14% Jaarnage 14% Jaarnage 2010 Jaarnage 14% Jaarnage 2010 Jaarnage 2010 Jaarnage 2010 Jaarnage 2010 Jaarnage 2010 Jaarnage 2010 Jaarnage			
Jumber of referrals requested by landlord 0 average value Jumber of referrals requested by tenant 1,274 average value Basis of the dispute: % of total referrals (of the dispute damount) Basis of the dispute: % of total referrals (of the dispute damount) Damage 20% £442 Amage 20% £445 Items 11% £467 Items 8% £233 Differ 18% £333 Time taken to resolve disputes (average number of working days) 10 average value of average value of average value of average value of average value of referrals (%): % of total average value of average value of average value of average value of average value of average value of average value of referrals (%): % of total average value of average v	Total number of 'unclaimed' deposits		£1,400,5 5,1
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Performar	nce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)					
1. Responst complaint	se to customer	enquiry or	15 working or complain	days from rece t	eipt of enquiry	100%	100%					
				Actual Per	formance	•						
July	August	September	October	November	December	January	February	March	Average for financial year			
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
	` -	ere appropriate, ve been a numbe							plaints have			
been recei	ved under our	Complaints Proc	edure. The fir	st two have be	en received ir	May 2013.						

Performar	nce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved) 100%				
2. Return c	of undisputed d	leposit	-	lays (in accord 26(2), 27(2)(b)		100%					
				Actual Per	formance						
July	August	September	October	November	December	January	February	March	Average for financial year		
n/a	92%	95%	97%	92%	95%	99%	100%	100%	95%		
		hly Meetings , th n rectified includi				to a lack of r	esources and	problems witl	n the software		

Performan	nce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Resolution	on of a referral	l to dispute	20 working	days from refe	erral of dispute	95%	95%					
				Actual Per	formance							
July	August	September	October	November	December	January	February	March	Average for financial year			
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%			
		ere appropriate,							100%			

Performar	nce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notificat decision	ion of dispute r	esolution	5 working d	ays from decis	sion	100%	100%				
				Actual Per	formance						
July	August	September	October	November	December	January	February	March	Average for financial year		
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%		
Comments	including, wh	ere appropriate,	reason for an	y failure and st	Leps being tak	en to improve	performance)			

nce area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)				
	5					100%				
					Regulations 2	2011 is incorre	ect. Please re	eport on		
			Actual Per	formance						
August	September	October	November	December	January	February	March	Average for financial year		
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%		
(including, wh	ere appropriate,	reason for an	y failure and st	teps being tak	l en to improve	performance)			
	of deposit follow resolution decises 5 as set out in the ce against the of August n/a	of deposit following notification resolution decision 5 as set out in the Schedule to the against the correct definition August September n/a n/a	of deposit following notification resolution decision5 working d day period a5 as set out in the Schedule to the Tenancy D ce against the correct definition of the KPI, asAugustSeptemberAugustNetworkn/an/a	of deposit following notification resolution decision 5 working days from the eday period allowed for request of as set out in the Schedule to the Tenancy Deposit Scheme the against the correct definition of the KPI, as set out above Sease against the correct definition of the KPI, as set out above August September October November n/a n/a n/a n/a	of deposit following notification resolution decision 5 working days from the expiry of the 10 day period allowed for request of review 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) ce against the correct definition of the KPI, as set out above. Actual Performance August September October November December n/a n/a n/a n/a n/a	Image: Construction of the service	Image: Constraint of the second state of the second sta	Image: Constraint of the second straint of the second str		

Performan	ice area		Acceptable	e performance	e time	(% of ins	Key indicator for acceptable performance (% of instances in which performance is achieved)				
•	•	st for review of spute resolution	5 working d	ays from recei	pt of request	100%	100%				
		that KPI 6 may b presentations fro									
				Actual Per	formance						
July	August	September	October	November	December	January	February	March	Average for financial year		
n/a	n/a	n/a	n/a	n/a	100%	100%	100%	100%	100%		
Comments	(including, wh	ere appropriate,	reason for an	y failure and st	teps being tak	en to improve	performance)			

7. Complete review of adjudicator decision 10 working days from referral under regulation 38(1) 95% Actual Performance July August September October November December January February March	
July August September October November December January February March	
	Average fo financial year
n/a n/a n/a n/a n/a n/a n/a n/a 100%	100%
n/a n/a n/a n/a n/a n/a n/a 100% Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	•

Perforr	nance a	rea			Acceptat	ole perforr	nance time		Key indicator for acceptable performance (% of instances in which performance is achieved)					
1. Resp	oonse to	custome	enquiry	or complair		15 working days from receipt of enquiry or complaint								
						Actual Per	rformance							
April	May	June	July	August	September	October	November	Decembe	r January	February	March	Averag e for financia I year		
n/a	100%	n/a	n/a	n/a	100%	100%	n/a	n/a	100%	100%	n/a	100%		
Comme	ents (incl	uding, wh	here appr	opriate, rea	son for any fa	ailure and s	steps being ta	ken to impro	bve performa	ince)				

Perfo	rmance	area				Acceptat	ole performar	nce time	Key indicator for acceptable performance (% of instances in which performance is achieved)						
2. Ret	urn of ur	ndispute	d deposi	deposit5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))100%											
						Actua	I Performance	e							
April	Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year			
100 %	100%	100%	100%	74%	94%	100%	100%	100%	100%	100%	100%	97%			
Delays manua	s in Augu al payme cruitmen	ust were ents, as o t of an a	a conse opposed dditiona	equence of to automa I member of	the large voluted payments	imes and p S. Subsequ	payments that ent changes to	taken to impr exceeded 5 we the system to as a slight kno	orking days enable all	were all due payments to	be auto	mated, and			

Perfor	Performance area						ole performa	nce	Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Reso	olution of	a referra	al to disp	oute resolu	ition	20 workin referral of	g days from f dispute	95%						
						Actual F	Performance							
April	May	June	July	August	September	October	November	Dece	ember	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%)	100%	99%	100%	100%	
Comme	ents (incl	uding, w	here ap	propriate,	reason for any	/ failure and	d steps being	taken ⁻	to impr	ove perfor	mance)			

ance are	a			A	cceptable p	erformance t		Key indicator for acceptable performance (% of instances in which performance is achieved)					
ation of d	lispute re	esolution	decision	5	working days	s from decisic	n	100%					
					Actual Perf	formance							
May	June	July	August	September	r October	November	Decembe	r January	February	March	Averag e for financia I year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
ts (incluc	ling, whe	re appro	ppriate, rea	⊥ ason for any f	ailure and st	Leps being tak	en to impro	ve performai	nce)	1			
	ation of d May 100%	May June 100% 100%	Ation of dispute resolutionMayJuneJuneJuly100%100%	Ation of dispute resolution decisionMayJuneJulyAugust100%100%100%	Ation of dispute resolution decision5MayJuneJulyAugustSeptember100%100%100%100%100%	ation of dispute resolution decision 5 working days Actual Period May June July August September October 100% 100% 100% 100% 100% 100%	ation of dispute resolution decision 5 working days from decision Actual Performance May June July August September October November 100% 100% 100% 100% 100% 100%	ation of dispute resolution decision 5 working days from decision Actual Performance May June July August September October November December 100% 100% 100% 100% 100% 100% 100%	May June July August September October November December January 100% 100% 100% 100% 100% 100% 100%	performance (% of instances in which achieved) ation of dispute resolution decision 5 working days from decision 100% Actual Performance May June July August September October November December January February	May June July August September October November December January February March 100% 100% 100% 100% 100% 100% 100%		

Perfor	mance	area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)					
	urn of de ion deci		llowing r	notification	of dispute	expiry of th	days from the ne 10 day peri r request of re	od	100%)					
					the Tenancy I of the KPI, a			nd) Re	gulatio	ns 2011 is	incorrect. P	Please rep	oort on		
						Actual I	Performance								
April	Мау	June	July	August	September	October	November	Dece	mber	January	February	March	Average for financial year		
100%	100%	100%	90%	85%	100%	100%	100%	100%)	100%	100%	100%	100%		
Delays volume	in July e of man	and Aug ual payr	gust wer ments, a	e a conseq as opposed	reason for ar uence of the l to automated litional membe	arge volume I payments.	es and payme Subsequent o	ents tha	it exce s to the	eded 5 wor	king days w				

			ator for acce ances in wh		nce time	le performai		erformance area					
without inviting written representations from the other party. SG will take this into account when assessing performance against t Actual Performance April May June July August September October November December January February March Area 100 100 97% 100%				100%	ceipt of	days from re	•	djudicator	eview of a		• •	•	
April May June July August September October November December January February March Area 100 100 97% 100% 1													
100 100 97% 100% 10					e	Performance	Actual						
% %	verage fo financial year	March	February	January	December	November	October	September	August	July	June	May	April
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%		
		100%										%	%

Performance are	∋a				Acceptat	ble performa	nce time	Key indicator for acceptable performance (% of instances in which performance is achieved)					
7. Complete revie	∍w of adj	judicator	^r decision			g days from r ulation 38(1)	eferral	95%	,				
					Actual F	Performance							
Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year		
100% 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Comments (inclu										100%	100%		

				-			Key indicator for acceptable performance (% of instances in which performance i achieved)					
o custome	r enquiry (or complair			m receipt of e	nquiry or	100%					
				Actual Per	rformance							
y June	July	August	September	October	November	December	January	February	March	Averag e for financia I year		
% n/a	100%	n/a	100%	100%	100%	n/a	100%	n/a	n/a	100%		
 cluding, wł	nere appro	⊥ opriate, rea	I son for any fa	ailure and s	L steps being ta	ken to impro	ve performa	ince)		1		
t v	y June % n/a	to customer enquiry o	to customer enquiry or complain y June July August % n/a 100% n/a	to customer enquiry or complaint 15 workin complaint y June July August September % n/a 100% n/a 100%	to customer enquiry or complaint 15 working days fro complaint Actual Per y June July August September October % n/a 100% n/a 100% 100%	to customer enquiry or complaint 15 working days from receipt of e complaint Actual Performance y June July August September October November % n/a 100% n/a 100% 100% 100%	to customer enquiry or complaint 15 working days from receipt of enquiry or complaint Actual Performance y June July August September October November December % n/a 100% n/a 100% 100% n/a	v June July August September October November December January % n/a 100% 100% 100% 100% 100%	performance (% of instances in white achieved) to customer enquiry or complaint 15 working days from receipt of enquiry or complaint 100% Actual Performance y June July August September October November December January February	performance (% of instances in which perfor achieved) to customer enquiry or complaint 15 working days from receipt of enquiry or complaint 100% Actual Performance y June July August September October November December January February March % n/a 100% 100% 100% n/a 100% n/a n/a		

Perfor	mance	area				Acceptat	ble performan	ice time	Key indicator for acceptable performance (% of instances in which performance is achieved)				
2. Ret	urn of ur	disputed	d deposi	it		-	days (in acco 26(2), 27(2)(l		100%				
						Actua	Performance	9					
April	Мау	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%	
Comm	ents (ind	cluding,	where a	ppropriate,	reason for ar	ny failure a	nd steps being	taken to impr	ove perforn	hance)			

Perforr	nance a	rea				Acceptat time	ole performa	nce	Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Resc	olution of	a referra	al to disp	oute resolu	tion	20 workin referral of	ng days from f dispute		95%					
						Actual F	Performance)						
April	Мау	June	July	August	September	October	November	Dece	ember	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	6 0	100%	100%	100%	100%	
Comme	ents (inclu	uding, w	here apı	oropriate, r	eason for any	y failure an	d steps being	ı taken	to impi	rove perfor	mance)			

	nance are						erformance t		Key indicator for acceptable performance (% of instances in which performance is achieved)				
4. Notifi	cation of c	lispute re	solution	decision	5 v	vorking day	s from decisic	n	100%				
						Actual Per	formance						
April	May	June	July	August	September	October	November	Decembe	r January	February	March	Averag e for financia I year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Comme	nts (inclue	⊥ ling, whe	re appro	priate, rea	ason for any fa	lilure and st	L eps being tak	en to impro	ve performar	nce)			

Performance area Acceptable performance Key indicator for acceptable performance (% of instances in which performance achieved)													
	urn of de tion deci		lowing n	otification	of dispute	expiry of th	days from the ne 10 day peri r request of re	od	100%)			
					the Tenancy I of the KPI, a			nd) Re	gulatio	ns 2011 is	incorrect. P	lease rep	oort on
						Actual I	Performance						
April	May	June	July	August	September	October	November	Dece	mber	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	,	100%	100%	100%	100%
Comm	⊥ ients (ind	luding,	where a	ppropriate,	, reason for ar	ny failure an	d steps being	taken t	to impr	ove perfori	mance)		

	Key indicator for acceptable performance (% of instances in which performance is achieved)				
without inviting written representations from the other party. SG will take this into account when assessing performance against Actual Performance April May June July August September October November December January February March A 100 100 100%					
AprilMayJuneJulyAugustSeptemberOctoberNovemberDecemberJanuaryFebruaryMarchA100100%<					
100 100%					
% %	verage fo financial year				
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)	00%				

Performance are	∋a				Acceptat	ble performa	Key indicator for acceptable performance (% of instances in which performance i achieved)					
7. Complete revie	eview of adjudicator decision 10 working days from referral 95% under regulation 38(1)											
					Actual F	Performance						
Мау	June	July	August	September	October	November	December	January	February	March	Average for financial year	
100% 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Comments (inclu										100%	100%	

ce area					-			Key indicator for acceptable performance (% of instances in which performance achieved) r 100%					
e to cus	stomer	enquiry c	or complain			m receipt of e	nquiry or	100%					
					Actual Per	formance							
lay 、	June	July	August	September	October	November	December	January	February	March	Averag e for financia I year		
0% n/	/a	100%	n/a	100%	100%	100%	n/a	100%	n/a	n/a	100%		
(includi	ing, whe	ere appro	priate, rea	L son for any fa	l ilure and s	L steps being ta	L ken to impro	ve performa	Ince)	<u> </u>	<u></u>		
	ay 0% n	e to customer ay June 0% n/a	e to customer enquiry o	e to customer enquiry or complain ay June July August 0% n/a 100% n/a	e to customer enquiry or complaint 15 workin complaint ay June July August September 0% n/a 100% n/a 100%	e to customer enquiry or complaint 15 working days from complaint Actual Per Actual Per ay June July August September October 0% n/a 100% n/a 100% 100%	e to customer enquiry or complaint 15 working days from receipt of e complaint Actual Performance Actual Performance ay June July August September October November 0% n/a 100% n/a 100% 100% 100%	e to customer enquiry or complaint 15 working days from receipt of enquiry or complaint Actual Performance ay June July August September October November December 0% n/a 100% n/a 100% 100% n/a	Performance 2 to customer enquiry or complaint 15 working days from receipt of enquiry or complaint 100% Actual Performance ay June July August September October November December January 0% n/a 100% 100% 100% 100% 100%	Performance (% of instances in white achieved) a to customer enquiry or complaint 15 working days from receipt of enquiry or complaint 100% Actual Performance ay June July August September October November December January February	Performance (% of instances in which performance achieved) e to customer enquiry or complaint 15 working days from receipt of enquiry or complaint 100% Actual Performance Actual Performance ay June July August September October November December January February March 0% n/a 100% 100% 100% n/a 100% n/a		

Perfor	Performance area 2. Return of undisputed deposit					Acceptat	ole performar	nce time	Key indicator for acceptable performance (% of instances in which performance i achieved)					
2. Ret	urn of ur	ndisputed	d deposi	it) days (in acco n 26(2), 27(2)(l							
						Actua	I Performance	e						
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%		
	nents (ind				, reason for ar	hy failure a	nd steps being	taken to impr	ove perforn	nance)				

Perfor	Performance area						ole performa	nce	Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Reso	olution of	a referra	al to disp	oute resolu	tion	20 workin referral of	ng days from f dispute		95%					
						Actual I	Performance							
April	May	June	July	August	September	October	November	Dece	ember	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	6	100%	100%	100%	100%	
		-			eason for any			taken	to impr	ove perfor	mance)			

Perform	nance are	а			A	Acceptable p	erformance t	ime	Key indicator for acceptable performance (% of instances in which performance i achieved)					
4. Notifi	ication of c	lispute re	esolution	decision	5	working days	s from decisio	n	100%					
						Actual Perf	ormance							
April	Мау	June	July	August	Septembe	er October	November	Decemb			Averag e for financia I year			
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	,			•	son for any		eps being tak	en to impr	ove performa	hce)	1			

Perfor	mance	area				Acceptable performance time 5 working days from the				Key indicator for acceptable performance (% of instances in which performance is achieved)					
	urn of de ion deci	•	llowing r	otification	of dispute	expiry of th	days from the ne 10 day peri r request of re	od	100%						
					the Tenancy n of the KPI, a			nd) Reថ្	gulatio	ns 2011 is	incorrect. F	Please rep	port on		
						Actual I	Performance								
April	Мау	June	July	August	September	October	November	Dece	mber	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%		
	,				reason for ar		I d steps being	taken t	o impr	ove perfor	nance)	<u> </u>			

Perfo	rmance	e area				Acceptat	ble performa	nce time	Key indicator for acceptable performance (% of instances in which performance is achieved)				
	•	reject req spute res		eview of a	djudicator	5 working request	days from re	ceipt of	100%				
					be difficult to a m the other p								
						Actual	Performanc	e					
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%	
Revie	w reque		handled	in an aver	reason for ar		·		·		quests w	ere rejected	

Perform	Performance area 7. Complete review of adjudicator decision						ble performa	nce time	Key indicator for acceptable performance (% of instances in which performance achieved)					
7. Comp	7. Complete review of adjudicator decision						g days from i ulation 38(1)	eferral	95%					
						Actual F	Performance							
Мау		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%		
	·							taken to impo erage of 5 da	·	·				

Performance		·			-	nance time		Key indicator for acceptable performance (% of instances in which performance achieved)					
1. Response	o custome	r enquiry o	or complain	t 15 workin complaint	• •	m receipt of e	nquiry or	100%					
				,	Actual Per	formance							
April May	y June	July	August	September	October	November	December	January	February	March	Averag e for financia I year		
100% 1009	% n/a	100%	n/a	100%	100%	100%	n/a	100%	n/a	n/a	100%		
Comments (ir	-			son for any fa				ve performa	INCE)				

Perfor	Performance area 2. Return of undisputed deposit					Acceptat	ble performan	Key indicator for acceptable performance (% of instances in which performance i achieved)					
2. Ret	urn of ur	ndisputed	d deposi	t		-	days (in acco 26(2), 27(2)(t		100%	,			
						Actual	Performance	9					
April	Мау	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%	
	ients (ind 1 payme				reason for ar	ny failure a	nd steps being	taken to impr	ove perforn	nance)			

Perfor	Performance area B. Resolution of a referral to dispute resolution						Acceptable performance time 20 working days from				Key indicator for acceptable performance (% of instances in which performance is achieved)					
3. Reso	olution of	a referra	al to disp	oute resolu	tion	20 workin referral of	• •		95%							
						Actual F	Performance									
April	May	June	July	August	September	October	November	Dece	ember	January	February	March	Average for financial year			
100%	100%	100%	100%	100%	100%	100%	100%	100%	, D	100%	100%	100%	100%			
	·				eason for any			taken	to impr	ove perfor	mance)					

Perforn	nance are	a			A	cceptable p	erformance (Key indicator for acceptable performance (% of instances in which performance is achieved) 100%				
4. Notifi	cation of c	dispute re	solution	decision	5	working days	s from decisio					
						Actual Perf	formance	I				
April	May	ay June July August Se		Septembe	er October	November	Decembo	er January	February	March	Averag e for financia I year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	·			•	ison for any		eps being tak	en to impro	ove performa	nce)		<u>.</u>

Perfor	mance	area				Acceptable performance time 5 working days from the			Key indicator for acceptable performance (% of instances in which performance is achieved) 100%					
		•	lowing n	otification	of dispute									
resolut	ion deci	sion				expiry of th allowed for								
					the Tenancy of the KPI, a		•	nd) Reg	gulatio	ns 2011 is	incorrect. F	Please rep	port on	
						Actual I	Performance							
April	Мау	June	July	August	September	October	November	Dece	mber	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	
	,				reason for ar		I d steps being	taken t	o impr	ove perfor	nance)	1		

Perfo	rmance	e area				Acceptat	ble performa	nce time	Key indicator for acceptable performance (% of instances in which performance is achieved)				
6. Accept or reject request for review of adjudicator decision in dispute resolution						5 working request	days from re	ceipt of	100%				
		-		•	be difficult to a m the other p	-				•	•		
						Actual	Performanc	e					
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%	
Revie	w reque		handled	in an aver	reason for ar		·	-	·		quests w	ere rejected	

Perform	nance are	∋a				Acceptat	ble performa	nce time	Key indicator for acceptable performance (% of instances in which performance is achieved) 95%				
7. Comp	olete revie	ew of adj	judicato	r decision			g days from i ulation 38(1)	eferral					
						Actual F	Performance						
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%	
	·							taken to impo	·				