

Tenancy Deposit Scheme – Annual Report – Key Performance indicators
(SafeDeposits Scotland)
Period: 1st April 2017 – 31 March 2018

+ Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
n/a	100%	n/a	100%	100%	n/a	n/a	100%	100%	n/a	100%	n/a	n/a
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>1 complaints about the operation of the scheme – average time to respond was 3 days. 6 complaints about the dispute resolution mechanism – average time to respond was 4 days.</p> <p>Complaints received in May x2, July, August, November, December and February.</p>												

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Performance area				Acceptable performance time				Key indicator for acceptable performance (% of instances in which performance is achieved)				
2. Return of undisputed deposit				5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))				100%				
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) 57,816 payments made for the year.												

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Performance area													Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
3. Resolution of a referral to dispute resolution													20 working days from referral of dispute	95%
Actual Performance														
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year		
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>Decisions where issued in an average of 8 working days in the year.</p>														

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Period: 1st April 2017 – 31 March 2018

Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
4. Notification of dispute resolution decision		5 working days from decision		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) Decisions were issued in an average of 1 working day in this year.												

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Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
5. Return of deposit following notification of dispute resolution decision		5 working days from the expiry of the 10 day period allowed for request of review	100%									
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
5,567 payments following adjudication were made in this year.												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		100%								
Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Review requests were handled in an average of 2 days this year. 290 review requests were received. 238 review requests were rejected and 52 were accepted in the year.												

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

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+ Performance area		Acceptable performance time					Key indicator for acceptable performance (% of instances in which performance is achieved)					
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint					100%					
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
n/a	n/a	100%	n/a	100%	100%	100%	n/a	n/a	n/a	n/a	n/a	100%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>5 complaints about the operation of the scheme – average time to respond was 2 days. 2 complaints about the dispute resolution mechanism – average time to respond was 2 days.</p> <p>Complaints received in June x 4, August, September and October.</p>												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
74,420 payments made for the year.												

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Performance area					Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)							
3. Resolution of a referral to dispute resolution					20 working days from referral of dispute	95%							
Actual Performance													
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	98%	100%	
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>Decisions were issued in an average of 8.3 working days in the year.</p>													

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
4. Notification of dispute resolution decision		5 working days from decision		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Decisions were issued in an average of 1 working day in this year.												

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Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)										
5. Return of deposit following notification of dispute resolution decision		5 working days from the expiry of the 10 day period allowed for request of review	100%										
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.													
Actual Performance													
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)													
4,399 payments following adjudication were made in this year.													

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		100%								
Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Review requests were handled in an average of 2 days this year. 193 review requests were received. 156 review requests were rejected and 37 were accepted in the year.												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)							
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)		95%							
Actual Performance											
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%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)											
37 decisions were reviewed in the year. Second decisions were issued in an average of 7 days in the year.											

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+ Performance area		Acceptable performance time					Key indicator for acceptable performance (% of instances in which performance is achieved)					
1. Response to customer enquiry or complaint		15 working days from receipt of enquiry or complaint					100%					
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
n/a	100%	n/a	n/a	100%	n/a	n/a	100%	100%	n/a	100%	n/a	100%
<p>Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)</p> <p>3 complaints about the operation of the scheme – average time to respond was 4 days. 4 complaints about the dispute resolution mechanism – average time to respond was 4 days.</p> <p>Complaints received in May x 2, August, November x 2, December and February.</p>												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
2. Return of undisputed deposit		5 working days (in accordance with regulation 26(2), 27(2)(b) or 28(2))		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
65,806 payments made for the year.												

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Period: 1st April 2019 – 31 March 2020

Performance area					Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)							
3. Resolution of a referral to dispute resolution					20 working days from referral of dispute	95%							
Actual Performance													
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) <p>Decisions were issued in an average of 6.8 working days in the year.</p>													

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
4. Notification of dispute resolution decision		5 working days from decision		100%								
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Decisions were issued in an average of 1 working day in this year.												

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Period: 1st April 2019 – 31 March 2020

Performance area		Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)									
5. Return of deposit following notification of dispute resolution decision		5 working days from the expiry of the 10 day period allowed for request of review	100%									
Note: KPI 5 as set out in the Schedule to the Tenancy Deposit Schemes (Scotland) Regulations 2011 is incorrect. Please report on performance against the correct definition of the KPI, as set out above.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
4,827 payments following adjudication were made in this year.												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)								
6. Accept or reject request for review of adjudicator decision in dispute resolution		5 working days from receipt of request		100%								
Note: It is acknowledged that KPI 6 may be difficult to achieve given that the scheme administrator may not accept a request for review without inviting written representations from the other party. SG will take this into account when assessing performance against this KPI.												
Actual Performance												
April	May	June	July	August	September	October	November	December	January	February	March	Average for financial year
100 %	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance)												
Review requests were responded to in an average of 2.6 days this year. 159 review requests were received. 120 review requests were declined and 39 were accepted in the year.												

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Performance area		Acceptable performance time		Key indicator for acceptable performance (% of instances in which performance is achieved)							
7. Complete review of adjudicator decision		10 working days from referral under regulation 38(1)		95%							
Actual Performance											
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%
Comments (including, where appropriate, reason for any failure and steps being taken to improve performance) 159 decisions were reviewed in the year. Second decisions were issued in an average of 6.4 days in the year.											

SafeDeposits Scotland Limited
Annual Report 1 April 2017 - 31 March 2018

Deposits

Total number of tenancy deposits paid to the scheme		66,664
Total value of tenancy deposits paid to the scheme		£48,617,458.00
Total number of tenancy deposits repaid to tenants	19,799	
Total number of tenancy deposits repaid to landlords (and their agents)	9,641	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	28,376	
Total number of tenancy deposits repaid		57,816
Total value of tenancy deposits repaid to tenants	£16,708,909.00	
Total value of tenancy deposits repaid to landlords (and their agents)	£6,037,719.00	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£18,567,647.00	
Total value of tenancy deposits repaid		£41,314,275.00
Total number of tenancy deposits held in designated accounts at 31 March 2018		122,246
Total value of tenancy deposits held in designated accounts at 31 March 2018		£86,400,169.61
Total value of 'unclaimed' deposits		£558,063.31
Total number of 'unclaimed' deposits		2,354

Dispute Resolution		
Number of referrals requested by landlord	0	
Number of referrals requested by tenant	3,530	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	62%	£143.00
Damage	39%	£194.00
Rent arrears	17%	£138.00
Redecoration	16%	£214.00
Gardening	9%	£123.00
Missing Items		
Unpaid Utilities / Bills		
Other	51%	£230.00
Total	194%	£173.67
Time taken to resolve disputes (average number of working days)	8	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	35%	£367.34
Award to tenant	14%	£263.24
Split award	51%	£364.11
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	52	238
	Affirm decision	Different decision
Outcome of reviews	23	29

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	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	1	4
Complaints about the dispute resolution mechanism	6	4

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 asked to provide a business plan up to the point of being able to cover the cost of its operations using only its own finances, including interest - self-financing. All schemes are asked to revisit this and to provide a revised business plan for a minimum of 3 years including a revised estimate of when each scheme believes they will be self financing.

Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 1 April 2018 - 31 March 2019

Deposits

Total number of tenancy deposits paid to the scheme		74,606
Total value of tenancy deposits paid to the scheme		£53,041,779.00
Total number of tenancy deposits repaid to tenants	18,480	
Total number of tenancy deposits repaid to landlords (and their agents)	19,353	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	36,587	
Total number of tenancy deposits repaid		74,420
Total value of tenancy deposits repaid to tenants	£11,636,049.00	
Total value of tenancy deposits repaid to landlords (and their agents)	£14,028,741.00	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£20,977,072.00	
Total value of tenancy deposits repaid		£46,641,862.00
Total number of tenancy deposits held in designated accounts at 31 March 2019		127,210
Total value of tenancy deposits held in designated accounts at 31 March 2019		£92,800,086.70
Total value of 'unclaimed' deposits		£511,960.12
Total number of 'unclaimed' deposits		2,161

Dispute Resolution		
Number of referrals requested by landlord		
Number of referrals requested by tenant	3,503	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	66%	£145.00
Damage	42%	£210.00
Rent arrears	18%	£138.00
Redecoration	18%	£207.00
Gardening	8%	£137.00
Missing Items		
Unpaid Utilities / Bills		
Other	47%	£223.00
Total		
Time taken to resolve disputes (average number of working days)	8	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	17%	£298.12
Award to tenant	17%	£374.12
Split award	66%	£368.49
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	37	156
	Affirm decision	Different decision
Outcome of reviews	10	27

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	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	5	2
Complaints about the dispute resolution mechanism	2	2

To be attached:

Statement of the financial position of the Scheme

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Statement of how accrued interest has been distributed, applied or invested

Business Plan - During the original evaluation of proposals, all schemes were asked to provide a business plan up to the point of being able to cover the cost of its operations using only its own finances, including interest - self-financing. All schemes are asked to revisit this and to provide a revised business plan for a minimum of 3 years including a revised estimate of when each scheme believes they will be self financing.

Key Performance Indicators (See separate word table)

SafeDeposits Scotland Limited
Annual Report 1 April 2019 - 31 March 2020

Deposits

Total number of tenancy deposits paid to the scheme		77,644
Total value of tenancy deposits paid to the scheme		£41,515,441.00
Total number of tenancy deposits repaid to tenants	18,866	
Total number of tenancy deposits repaid to landlords (and their agents)	14,653	
Total number of tenancy deposits repaid to both tenant and landlord (split repayments)	32,288	
Total number of tenancy deposits repaid		65,806
Total value of tenancy deposits repaid to tenants	£14,983,643.00	
Total value of tenancy deposits repaid to landlords (and their agents)	£10,123,645.00	
Total value of tenancy deposits repaid to both tenant and landlord (split repayments)	£20,329,322.00	
Total value of tenancy deposits repaid		£45,436,610.00
Total number of tenancy deposits held in designated accounts at 31 March 2019		139,298
Total value of tenancy deposits held in designated accounts at 31 March 2019		£103,950,060.59
Total value of 'unclaimed' deposits		£542,568.52
Total number of 'unclaimed' deposits		2,271

Dispute Resolution

Number of referrals requested by landlord		
Number of referrals requested by tenant	4,260	
Basis of the dispute:	% of total referrals	average value (of the disputed amount)
Cleaning	69%	£146.67
Damage	42%	£202.67
Rent arrears	15%	£137.50
Redecoration	21%	£179.33
Gardening	9%	£145.17
Missing Items		
Unpaid Utilities / Bills		
Other	50%	£231.50
Total		
Time taken to resolve disputes (average number of working days)	7	
Outcome of referrals (%):	% of total	average value of award
Award to landlord	14%	£389.29
Award to tenant	19%	£300.14
Split award	67%	£358.38
Time taken to repay the deposit in accordance with the decision (average number of working days)	1	
	Accepted	Rejected
Number of requests for review	39	120
	Affirm decision	Different decision
Outcome of reviews	12	23

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	Time taken to respond (Average number of working days)
Complaints about the operation of the scheme	3	4
Complaints about the dispute resolution mechanism	4	4

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 asked to provide a business plan up to the point of being able to cover the cost of its operations using only its own finances, including interest - self-financing. All schemes are asked to revisit this and to provide a revised business plan for a minimum of 3 years including a revised estimate of when each scheme believes they will be self financing.

Key Performance Indicators (See separate word table)