

Deductions Defence Pack

The Month 18 deductions position for Aldgate Borough Council: five SLA breaches carried a service credit. Four are accepted; this pack defends the disputed £250 on the Parkside Library boiler with the engineer's timeline, the GPS evidence and the contract clause that excludes the keyholder delay.

CLIENT

Aldgate Borough Council · 42 buildings

CONTRACT

Term maintenance · reactive and planned

REFERENCE

ALD-DDP-M18

PERIOD

1 to 31 May 2026 · Month 18

PREPARED BY

Sentinel FM Ltd · via BuiltAI

STATUS

• Defence submitted

Illustrative example: fictional project and parties.

£800

Total deduction exposure

£550

Accepted as valid

£250

Disputed, reversal sought

5

Recorded breach tickets

01

POSITION

The Month 18 deduction position

Aldgate Borough Council applied £800 of SLA service credits for Month 18 (1 to 31 May 2026). Illustrative period compliance calculates to 97.2% from 175 recorded SLA-met calls out of 180, against the 95.0% target, across five tickets that breached and carried a credit. Sentinel FM has reviewed all five: four (£550) are accepted, and one (£250) is disputed and defended below.

TICKET	SITE	BREACH	DISPOSITION	EXPOSURE
TKT-2026-03829	Parkside Library	P2 response, keyholder access delay	Disputed, reversal sought	£250
Four further breach tickets this period, reviewed and accepted as valid				£550
Total deduction exposure				£800

This pack defends the single disputed ticket, TKT-2026-03829, in full below.

02

DISPUTED

Disputed: TKT-2026-03829, Parkside Library boiler

The Parkside Library boiler failure left no heating or hot water. The defence cites arrival inside the P2 window and a keyholder wait. The recorded 4h45m response and 6h20m register fix remain unreconciled with this timeline. The £250 stays disputed pending clock review and the contract manager's decision.

TICKET	TKT-2026-03829
PRIORITY	P2 urgent · 4-hour response, 8-hour fix
SITE	Parkside Library, Elm Grove, M5 3JA
FAULT	Boiler failure, no heating or hot water. Reported 9 May 2026
ENGINEER	D. Okonkwo, van 14 (nearest with HVAC competency)
DEDUCTION	£250, P2 response breach

AS RECORDED BY THE CLIENT

Aldgate Borough Council records the response as 4h 45m against the 4-hour P2 target, a 45-minute overrun, and has applied a £250 service credit against Month 18.

03

DEFENCE

The defence

The device and GPS timeline below does not reconcile the client-recorded 4h45m response or the register's 6h20m fix. The access-pause clause is the stated defence basis; it does not establish an accepted outcome.

TIME	EVENT
09:02	Call received. Boiler not firing, no heating or hot water. Logged P2.

TIME	EVENT
09:08	Dispatched to D. Okonkwo (van 14, nearest with HVAC competency).
09:12	Acknowledged by the engineer. ETA 12:00.
12:12	Arrived at Parkside Library, GPS timestamp 3h 10m from call receipt. Building locked, no keyholder; status set to "waiting for keyholder".
12:15	Called the caretaker, Mr P. Gallagher. No answer.
12:30	Second call to the caretaker, answered. En route, ETA 15 minutes.
12:57	Caretaker arrived, building unlocked. Keyholder delay 45 minutes.
13:47	Fix completed, ignition module replaced. 50 minutes from access.

Contract basis

"Where access to a building is dependent on a third party providing keys, access codes or physical access, the Service Provider's SLA response clock shall pause from the point of arrival at the building until the point at which access is provided."

Contract Schedule 4, clause 8.3(b)

Evidence on file

- Engineer GPS arrival timestamp, 12:12 (3h 10m from call receipt).
- Engineer app status log, "waiting for keyholder" from 12:12.
- Call log to the caretaker: 12:15 (no answer), 12:30 (answered).
- Photograph of the locked entrance, timestamped 12:13.
- Fix completion timestamp in this Defence Pack, 13:47 (50 minutes from access); its clock basis remains to be reconciled with the register's 6h20m fix figure.

CLOCK REVIEW AND CONTRACT RESPONSE PENDING

Arrival at 3h10m plus a 45-minute wait does not explain the recorded 4h45m response; the 6h20m register fix also differs from this timeline. Reconcile the starting event, response definition, access pause and fix basis, retaining raw values. The £250 remains disputed; no accepted SLA finding or reversal is recorded.

04

REQUEST

Request and status

REQUEST · PENDING REVIEW

Reconcile the clock basis, then seek review of the £250 under Schedule 4, clause 8.3(b). The £550 accepted breaches remain uncontested. No reversal or final decision is recorded.

Reference ALD-DDP-M18 Submitted to H. Marsden, Aldgate BC Date 16 May 2026
Status Response pending