

The job as the engineer sees it

Ticket TKT-2026-03847 exactly as it reaches the engineer's mobile device - the fault and the asset, the priority and the SLA clock, site access and key holders, the safety flags, the on-site tasks and the van stock to carry. One field-ready view, so the job is worked from a single screen and nothing is retyped on site.

CLIENT	SITE	REFERENCE
Aldgate Borough Council · 42 buildings	Aldgate Central Library	TKT-2026-03847
PRIORITY	ASSIGNED TO	DISPATCHED BY
P2 · urgent	D. Okonkwo	Sentinel FM Ltd · via BuiltAI

Illustrative example: fictional project and parties.

P2

Priority, urgent response

4h

Response target for a P2 call

6h 36m

Fix window remaining at 10:38 arrival

01

JOB

Roof leak, active ingress - Aldgate Central Library

This is ticket TKT-2026-03847 as D. Okonkwo received it on the mobile app: a P2 roof leak with the SLA clock already running. Priority and deadline come first, then site access, the safety flags and the tasks to work the job.

FAULT	Roof leak, active ingress, recurring
ASSET	Northeast roof valley gutter
LOCATION	First floor, northeast corner
RESPONSE TARGET	4 hours, P2 urgent
FIX DEADLINE	17:14 today
FIX REMAINING	6h 36m at the documented 10:38 arrival, before the 17:14 deadline; remaining time, not achieved fix duration.

On arrival: water ingress at the northeast corner, first floor, with two saturated ceiling tiles and water pooling to roughly 50mm. Contain the ingress and make the area safe before tracing the source at the valley gutter.

02

ACCESS

Getting on site

ADDRESS	14 Corporation Street, M4 2FB
SITE CONTACT	Karen Whitfield · 0161 438 2201
ROOF ACCESS KEY	Jim Doyle · 07700 412 883

Roof access is held by the key holder: call Jim Doyle to confirm the key is available before working at height. Karen Whitfield is the on-site contact for the affected first-floor area.

03

SAFETY

Safety flags - read before you start

- WATER NEAR ELECTRICAL

A socket and a lamp are within 1.5m of the ingress. The lamp has been isolated by site staff: confirm the isolation yourself before working the area.
- GRADE II LISTED BUILDING

No external modifications without listed-building consent. Temporary internal weatherproofing only until consent is confirmed with the client.
- RECURRING FAULT

Third reactive call at this valley gutter in 7 months. Assess for a permanent repair rather than another temporary patch, and record it for the asset history review.

RAMS carried:

• RAMS-WH-004 · Working at height

• RAMS-GR-012 · Wet conditions

04

TASKS

On-site tasks

- 01

Confirm electrical isolation.
Check with site staff that the lamp near the ingress is isolated, and that the socket is safe, before entering the affected area.
- 02

Make safe and contain.
Contain the active ingress, protect the floor below, and remove the two saturated ceiling tiles.
- 03

Access the roof.
Reach the northeast roof valley gutter under RAMS-WH-004, working at height, in wet conditions under RAMS-GR-012.
- 04

Trace and stop the leak.
Clear the valley gutter, trace the ingress source, and apply temporary weatherproofing with flashing tape.
- 05

Record the evidence.
Photograph the defect and the temporary repair for the evidence pack that supports the SLA record.
- 06

Assess for a permanent repair.
With three calls in 7 months, note the scope for a permanent repair and flag it for the asset history review.

05

SIGN-OFF

Van stock and sign-off

VAN STOCK CONFIRMED AT DISPATCH

Every part and PPE item this fault calls for was checked against the ticket before dispatch, so the leak can be contained and the area made safe in a single visit.

Van stock carried, checked at dispatch:

• Flashing tape

• Replacement ceiling tiles

• Silicone sealant

• Working-at-height PPE

STAGE	NAME	SIGNATURE	DATE / TIME
Attended on site	D. Okonkwo		
Work accepted, site	Karen Whitfield		
Reference TKT-2026-03847 Priority P2 · urgent Response target 4 hours			