



THE DISPATCH DESK™ · CLIENT DELIVERABLE

Reactive Call Log

Complete register of every reactive call received — with ticket number, site, fault, priority, SLA status, engineer, and resolution. The monthly log submitted to the contract manager.

CLIENT	Aldgate Borough Council · 42 buildings
REFERENCE	ALD-RCL-M18
PREPARED BY	Sentinel FM Ltd (via Built AI)
PERIOD	May 2026 · Month 18

MAY 2026 — CALL LOG

180 Reactive Calls — Complete Register

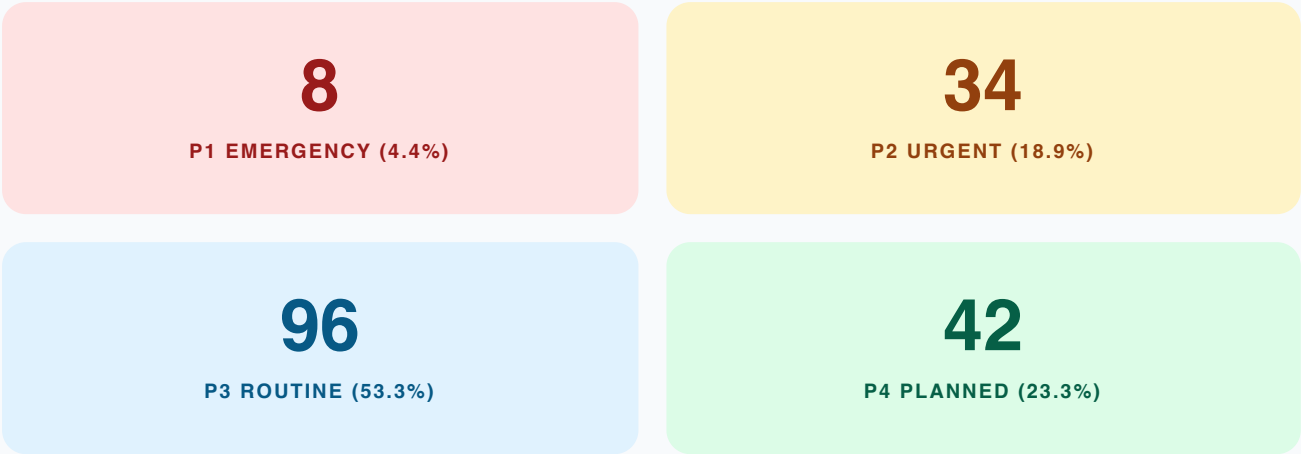
Every reactive call received during May 2026 across 42 Aldgate Borough Council sites. Sorted by date. Priority colour-coded. SLA status shown per ticket. This is the primary data source for the monthly contract review meeting.

Ticket	Date	Site	Fault	Pri	Resp	Fix	Engineer	SLA
TKT-03801	1 May	Borough Hall	Fire alarm panel fault — zone 2 offline	P1	38m	2h10m	R. Hussain	Met
TKT-03802	1 May	Civic Offices	Gents WC blocked — ground floor	P3	6h	6h40m	K. Pryce	Met
TKT-03803	1 May	Riverside Leisure	Pool changing room — broken locker handle	P4	26h	3d	D. Okonkwo	Met
TKT-03804	2 May	Aldgate Library	Radiator valve leak — ground floor corridor	P3	18h	19h	M. Chen	Met
TKT-03805	2 May	Westfield CC	External security light — lamp column failed	P4	36h	36h	S. Ahmed	Met
TKT-03812	5 May	Riverside Leisure	Pool pump — unusual noise, reduced flow	P2	2h14m	4h30m	M. Chen	Met
TKT-03821	8 May	Civic Offices	Passenger lift — stuck between floors	P2	4h22m	5h10m	R. Hussain	BREACH
TKT-03829	9 May	Parkside Library	Boiler failure — no heating or hot water	P2	4h45m	6h20m	D. Okonkwo	DEFENDING
... 34 additional tickets (10–12 May) ...								
TKT-03847	13 May	Aldgate Library	Roof leak — active ingress,	P2	1h24m	3h36m	D. Okonkwo	Met

TICKET	DATE	SITE	FAULT	PRI	RESP	FIX	ENGINEER	SLA
			reference section NE					
... 138 additional tickets (14–31 May) ...								
Total: 180 reactive calls				SLA met: 175		Breaches: 5 (2.8%)		

CALL DISTRIBUTION

Priority Distribution & Top Sites



SITE	CALLS	P1	P2	P3	P4	TREND VS APR
Riverside Leisure Centre	28	3	6	14	5	↑ +8
Civic Offices	22	1	5	12	4	↓ -2
Aldgate Central Library	18	0	4	10	4	↑ +3
Borough Hall	16	1	3	8	4	= same
Westfield Community Centre	14	0	3	7	4	↓ -1
37 other sites	82	3	13	45	21	
TOTAL	180	8	34	96	42	

Riverside Leisure Centre — action required: +8 calls vs April (28 total, highest of 42 sites). Root cause: ageing mechanical plant — 3 of the P1 calls were pool-related (pump motor, filtration backwash valve, boiler ignition). Recommend planned asset condition survey for the mechanical plant room. Escalated to account manager.

Ref: ALD-RCL-M18 · **Period:** 1–31 May 2026 · **Submitted:** 2 June 2026 · **Full CSV export:** available on request

