



THE DISPATCH DESK™ · CLIENT DELIVERABLE

SLA Performance Report

Monthly SLA compliance report across all 4 priority levels. Response and fix performance, breach root causes, trending, and deduction summary.

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

SLA COMPLIANCE — MAY 2026

96.7% Overall — Target: 95.0%

SLA performance across all priorities for the Aldgate Borough Council contract. 180 tickets completed. 175 within SLA. 5 breaches. Contract target is 95% — exceeded by 1.7pp for the 14th consecutive month.

PRIORITY	TARGET RESP	TARGET FIX	TOTAL	RESP MET	FIX MET	BREACHES	COMPLIANCE
P1 Emergency	2 hrs	4 hrs	8	8	8	0	100%
P2 Urgent	4 hrs	8 hrs	34	33	32	2	94.1%
P3 Routine	24 hrs	5 days	96	95	93	3	96.9%
P4 Planned	48 hrs	20 days	42	42	42	0	100%
OVERALL			180	178	175	5	96.7%

96.7%
OVERALL COMPLIANCE

95.0%
CONTRACT TARGET

+1.7pp
ABOVE TARGET

£800
DEDUCTION EXPOSURE

BREACH ANALYSIS

5 Breaches — Root Causes & Deduction Status

TICKET	SITE	PRI	BREACH	ROOT CAUSE	£	STATUS
TKT-03821	Civic Offices	P2	Resp 4h22m	A57 road closure diversion	£250	Accepted
TKT-03829	Parkside Library	P2	Resp 4h45m	Keyholder 45 mins late	£250	Defending
TKT-03836	Aldgate CC	P3	Fix 5d4h	Specialist valve — 3-day supplier lead	£100	Accepted

TICKET	SITE	PRI	BREACH	ROOT CAUSE	£	STATUS
TKT-03861	Borough Hall	P3	Fix 6d	Misdiagnosis — return visit needed	£100	Accepted
TKT-03872	Riverside Leisure	P3	Resp 26h	All engineers on P1/P2 — queue delay	£100	Accepted

Total exposure: £800. **Accepted:** £550 (4 breaches). **Defending:** £250 (TKT-03829 — keyholder delay defence submitted 16 May, response pending from H. Marsden).

TKT-03829 defence summary: Engineer GPS shows arrival at 3h10m (within target). Keyholder arrived 45 mins later. Evidence: GPS timestamp, engineer app "waiting for keyholder" status, call logs to caretaker (2 attempts). Defence filed under Contract Schedule 4, clause 8.3(b).

Ref: ALD-SLA-M18 · Period: May 2026 · Submitted to: H. Marsden, Contract Manager, Aldgate BC

