

The week in review across 42 sites

The Week 3 summary for the Aldgate account - the week's call volume and SLA, the key events, the open work carried forward, and the actions for the week ahead, set against the Month 18 position.

CLIENT

Aldgate Borough Council · 42
buildings

CONTRACT

Term maintenance · reactive and
planned

REFERENCE

ALD-WPR-W3-M18

REPORTING WEEK

Week 3 · 12 to 18 May 2026

PREPARED BY

Sentinel FM Ltd · via BuiltAI

MONTH

Month 18 · May 2026

Illustrative example: fictional project and parties.

46

Reactive calls, Week 3

44

Closed within the week

8

Open at week end

97.8%

SLA compliance, Week 3

01

THIS WEEK

Week 3 in numbers

Week 3 ran from 12 to 18 May 2026. Across the 42-site contract the desk took 46 reactive calls and closed 44 within the week, leaving 8 tickets open at week end. Weekly SLA compliance rose to 97.8%, the highest of the month so far, as response and fix times held up against the extra volume.

METRIC	WEEK 3	WEEK 2	WEEK 1	TREND
Reactive calls received	46	42	38	● Up
SLA compliance	97.8%	95.2%	97.4%	● Better
First-visit fix rate	80%	76%	78%	● Better
Average P2 response	2h 18m	2h 45m	2h 22m	● Faster
Open tickets at week end	8	6	5	● Up

02

RESPONSE

Response, fix and the key event

Response and fix performance held as volume climbed. First-visit fix reached 80%, and the average P2 response came down to 2h 18m, well inside the four-hour P2 target.



KEY EVENT THIS WEEK

TKT-2026-03847 (P2), a recurring roof leak with active ingress at the north-east valley gutter of Aldgate Central Library. D. Okonkwo responded inside the four-hour P2 target and made a temporary repair on the visit; a follow-up works order is open for the permanent repair. The leak is recurring - three reactive calls in seven months - and is tracked in the site's asset history.

03

SITES

Sites in focus this week

Eight tickets were open at week end, up from six the week before. The three sites carrying the most active work:

Aldgate Central Library

Roof leak (TKT-2026-03847) attended by D. Okonkwo; temporary repair in place, with a follow-up works order open for the permanent fix.

Riverside Leisure Centre

Pool pump failure (TKT-2026-03842, P1) resolved the same day, motor replaced from stores; a plant-room survey has been recommended.

Parkside Library

Boiler deduction defence (TKT-2026-03829) submitted to the client this week; £250 under discussion.

04

MONTH 18

Where the month stands

Monthly example context, separate from Week 3: the Month 18 SLA report covers 1 to 31 May 2026. The following recorded monthly totals are not the weekly metrics above.

MONTH 18 SLA · CALCULATED	97.2% · 175 of 180 recorded calls · against a 95.0% target
REACTIVE CALLS	180 · across 42 sites
SLA BREACHES	5 · one under defence
PRIORITY MIX	8 P1 · 34 P2 · 96 P3 · 42 P4
PPM COMPLETION	103 of 108 tasks · 95.4%
DEDUCTIONS	£800 exposure · £550 accepted · £250 disputed

MONTH 18: ABOVE THE SLA TARGET

The illustrative Month 18 register records 175 SLA-met calls out of 180, giving calculated compliance of 97.2% against the 95.0% contractual target, and all 8 P1 emergencies this period were responded to within the one-hour target. Four of the five breaches, £550, are accepted as valid. The remaining £250 for the Parkside Library boiler, TKT-2026-03829, is under defence, with clock reconciliation and the contract manager's response pending. Total deduction exposure is £800; no reversal is recorded. The five outstanding PPM tasks are scheduled for the week commencing 2 June.

05

WEEK AHEAD

Actions for the week ahead

- 01

Chase the TKT-2026-03829 defence

Follow up with the client, H. Marsden, on the Parkside Library boiler deduction defence - £250, submitted this week.
- 02

Schedule the Riverside Leisure plant-room survey

Account manager to book the plant-room survey at Riverside Leisure Centre.
- 03

Clear the outstanding PPM tasks

Target the week commencing 2 June to clear the remaining 5 of the 108 planned tasks for Month 18.
- 04

Follow up the WO-00847 consent

Chase the local authority for a response on the listed-building consent application.

Reference ALD-WPR-W3-M18 Reporting week 12 to 18 May 2026
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