

Report the period, defend the margin

Rolling the month into the reports the client and the desk actually read - calculated compliance against target, recorded breaches with stated causes and unresolved clock bases flagged for review, and deductions accepted with reasoning or disputed pending review.

CLIENT	MANAGED BY	CONTRACT
Aldgate Borough Council · 42 buildings	Sentinel FM Ltd · via BuiltAI	NEC4 Term Service Contract · £2.4m/year
SCOPE	PERIOD	REFERENCE
Reactive and planned maintenance	1 to 31 May 2026 · Month 18	ALD-DSP-S06

Illustrative example: fictional project and parties.

97.2%

Calculated May SLA · 175/180
· target 95.0%

180

Reactive calls, May 2026

£800

Deduction exposure · £550
accepted

£250

Disputed, still active (TKT-
2026-03829)

01

PURPOSE

Turning the month's tickets into the report

The Dispatch Desk™ carries one ticket from the first call to the closing report. Defence is the last stage: the month's reactive calls are rolled up and compliance is calculated against the contract target. The monthly pack retains the recorded breaches and their stated causes, flags unresolved clock bases for review, and distinguishes accepted deductions from disputed items pending a decision. It produces the pack the client's contract manager reads, from the data the desk used all month.

This period - May 2026, Month 18 - covers 180 reactive calls across 42 buildings, managed by Sentinel FM Ltd via BuiltAI. Planned maintenance ran alongside the reactive book.

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SCORE

SLA compliance for the period

The illustrative ALD-RCL-M18 register records 175 SLA-met calls out of 180 for May, giving calculated compliance of 97.2% (one decimal place) against the 95.0% target. The disputed ticket remains among the five recorded breaches pending reconciliation and a recorded decision. All eight P1 emergencies were responded to inside the one-hour target.

Calculated SLA · target 95.0% 97.2%

PPM completed · 103 of 108 95.4%

P1 · EMERGENCY

8

One-hour response target. 0 breaches.

P2 · URGENT

34

Four-hour response target. 2 breaches.

P3 · ROUTINE

96

24-hour response target. 3 breaches.

P4 · PLANNED

42

48-hour response target. 0 breaches.

03

REGISTER

The five recorded breaches, including one pending clock reconciliation

Every recorded SLA breach in the period, with its stated cause and deduction. Four were accepted with documented reasoning; one is disputed and its response/fix clock reconciliation remains pending.

TICKET	SITE	PRI	BREACH AND ROOT CAUSE	DEDUCTION	STATUS
TKT-2026-03821	Civic Offices	P2	Response 4h 22m vs 4h A57 road closure; diversion added 30 minutes to travel	£250	Accepted

TICKET	SITE	PRI	BREACH AND ROOT CAUSE	DEDUCTION	STATUS
TKT-2026-03829	Parkside Library	P2	Client-recorded response 4h 45m vs 4h Arrival recorded at 3h 10m; keyholder wait 45 minutes; clock reconciliation pending	£250	● Disputed
TKT-2026-03836	Aldgate Central Library	P3	Fix 5d 4h vs 5d Specialist valve on a 3-day supplier lead time	£100	● Accepted
TKT-2026-03861	Borough Hall	P3	Fix 6d vs 5d Initial diagnosis incorrect; a follow-up visit was needed	£100	● Accepted
TKT-2026-03872	Riverside Leisure Centre	P3	Response 26h vs 24h All engineers committed on P1 and P2 calls; queue delay	£100	● Accepted
Total deduction exposure		5 breaches		£800	£550 accepted · £250 disputed
Site check pending for TKT-2026-03836: this Reporting record lists Aldgate Central Library; the SLA report lists Westfield Community Centre. The P3 timings, £100 accepted deduction and raw site labels are retained; the site has not been reconciled.					

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DEFENCE

TKT-2026-03829 - the deduction under defence

One recorded breach is disputed on a keyholder-access basis. The response and fix clock records remain unreconciled, so this example does not establish a compliant response or an accepted reversal.

TICKET	TKT-2026-03829 · P2 urgent · Parkside Library boiler.
DEDUCTION	£250 - the client records the response as 4h 45m, exceeding the four-hour P2 target by 45 minutes.
DEFENCE · PENDING CLOCK RECONCILIATION	GPS records arrival at 3h 10m from the call and a further 45-minute wait for the keyholder. The quoted Schedule 4, clause 8.3(b) is the stated access-pause basis for review. Those entries do not currently reconcile the client-recorded 4h 45m response or the register's 6h 20m fix with the Defence Pack timeline. Raw times are retained; no final compliance or deduction decision is inferred.
EVIDENCE	GPS arrival timestamp (3h 10m); engineer app status "waiting for keyholder" (3h 10m); caretaker call log (3h 15m no answer, 3h 30m answered); caretaker on site at 3h 55m; photograph of the locked entrance (3h 12m).

STATUS

Submitted to H. Marsden, Aldgate BC contract manager, on 16 May 2026. Response pending. If accepted, the £250 is reversed; if rejected, it escalates to the NEC4 TSC dispute resolution procedure.

DISPUTED - RESPONSE PENDING

The £250 stays disputed while the clock basis is reconciled and Aldgate BC's response is pending. The other four breaches, £550, are accepted as valid. Together they form the period's £800 deduction exposure; accepted deductions are not successful defences or recovered savings.

05

THREAD

The threaded ticket, scored and closed

TKT-2026-03847 - the recurring roof-valley leak at Aldgate Central Library, three calls in seven months - ran through all six stages. The register records Met and no deduction, with a works order raised for the permanent repair; the achieved fix-clock basis remains unreconciled.

RESPONSE	Met. 1h 24m against the four-hour P2 response target.
FIX	Recorded Met, 6h 36m against the eight-hour target; achieved fix-clock basis unreconciled.
DEDUCTION	Recorded None; retained without an independent fix-compliance conclusion.
FOLLOW-UP	WO-2026-00847 raised for the permanent repair to the north-east roof valley, subject to listed-building consent.
COST	Labour £131.50 and materials £29.60, total £161.10. Cumulative on the roof section across three calls, £366; estimated permanent repair, £1,800.

Response is recorded at 1h 24m against the four-hour target. Dispatch shows 6h 36m as time remaining at the 10:38 arrival, not an achieved fix duration. Raw fix, Met and no-deduction states are retained; no independent fix-compliance conclusion is established.

06

STAGE GATE

The month's reports, and the gate

Defence produces three documents from one dataset. The client sees the SLA report; the desk runs on the weekly report; the disputed deduction travels in its own defence pack.

SLA PERFORMANCE REPORT

Monthly compliance against target, by priority, with the breach register and deduction position. Issued to the contract manager.

WEEKLY PERFORMANCE REPORT

The operational cut - open tickets, week-by-week response and first-fix - used to run the desk between monthly reports.

DEDUCTIONS DEFENCE PACK

The per-breach defence. TKT-2026-03829 travels with its clause basis and evidence chain.

REVIEW REQUIRED BEFORE ISSUE

The checks below are requirements before the monthly pack leaves the desk. TKT-2026-03829's response/fix clock reconciliation remains open in this example; the gate is not shown as complete.

- Illustrative SLA calculation: 175 recorded SLA-met calls out of 180 gives 97.2%, against the 95.0% target; the disputed ticket remains in the recorded five breaches.
- Each recorded breach reviewed; unresolved clock bases flagged before issue.
- Each deduction accepted with reasoning or defended with evidence.
- Planned maintenance reconciled: 103 of 108 PPM tasks.

Reference ALD-DSP-S06 Period May 2026 · Month 18
Prepared by Sentinel FM Ltd (via BuiltAI)