



Year report — 2,018 hours returned

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Twelve months of service, presented to the board · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement bears on files, turnaround times and what the agent produces — never on what a named person does. The figure that does not flatter the agent is published at the same level as the others, and followed by what corrects it.**

The time returned, item by item

Item announced by the fact sheet	Share before	Share after	In time	Annual volume	Time returned
Eligibility and completeness checking	60 %	10 %	15 min → 2 min 30	4,700 applications	979 hours
Answering an applicant about their file	40 %	10 %	4 min 48 → 1 min 12	14,200 enquiries	852 hours

Item announced by the fact sheet	Share before	Share after	In time	Annual volume	Time returned
Preparing the files for one committee	100 %	20 %	9 h → 1 h 48	26 sittings	187 hours
Total	—	—	—	—	2,018 hours a year

2,018 hours, converted on the statutory basis of working time: at **35 hours** a week, that is **more than fifty-seven weeks**; at **1,607 hours** a year, **a full working year and more than eleven weeks on top**. **The rounding is always downwards. No post was cut and none was created:** these are 2,018 caseworker hours returned to the households that need a person in front of them.

What the department did with it — the board's figures

Indicator	Before	After twelve months	What explains it
Incomplete applications on the national registration system	1,312 out of 5,900	209 out of 5,900	Document letter written within 12 hours of filing
Applications struck off for want of renewal	604	173	Three reminders instead of one, on the household's own channel
Turnaround on a written answer to an applicant	11 days	Under a minute	Sourced answer on all four channels
Scoring discrepancies corrected before the sitting	0 — undetected	41	Systematic recalculation of the adopted scale
Written challenges to an allocation	23	9	Identical grid of facts and printed score arithmetic

Indicator	Before	After twelve months	What explains it
Rounds of documents before the tenancy is signed	3.2	0.4	Move-in file assembled on the day of allocation
Automated allocations	0	0	The committee allocates; that is a constant, not a result

The figure that does not flatter the agent — 58 corrections across 4,700 pre-assessments

Reason for the correction	Number	What had happened	What was done
Income of a blended household — two tax assessment notices in the first year	41	The more recent one was kept; the office's rule adds the two together	Rule corrected and run again over the 4,700 applications
Accommodation with a third party without a certificate	9	A situation impossible to settle on documents alone	Flagged to the caseworker instead of being settled
Non-salary income for the current year	8	No reference document available at the filing date	Flagged to the caseworker instead of being settled
Total	58	—	Brought down to 17 after correction, all 17 being owned flags

58 corrections across 4,700 pre-assessments, that is 1.2 %. 41 of them came down to a single cause, and it is corrected. The remaining 17 are not errors: they are situations the agent brings to the caseworker instead of settling them — and 17 owned flags are worth more than one decision taken on a document that is not

there.

The three things the agent does unprompted — and how each one is undone

Action	What it triggers	What it does not trigger	How it is undone
Write the missing-document letter within 12 hours of an incomplete filing	The letter is drafted and held for signature	No sending — the chief executive's signature puts the letter in the post	The setting switches off with a word; the letters already written stay readable
Send the three renewal reminders at 60, 30 and 8 days	One reminder on the channel the household used last time	No message once the renewal is confirmed — it stops at once	Reversible both ways: a household taken off a channel comes back to it on request, with no effect on its file
Assemble the sitting file as soon as the list of homes is settled	The complete file is available on Monday morning	No transmission to the committee — the head of service settles the file	The head of service opens it, corrects it, or replaces it with her own

Who decides what — table proposed as an annex to the committee standing orders

Act	Who performs it	What the agent brings
Allocate a home and give reasons for the decision	The allocation committee	The same grid of facts for every application, with no ranking and no recommendation
Settle the sitting file and its display order	The head of applications and allocations	The assembled file, the scoring discrepancies flagged

Act	Who performs it	What the agent brings
Validate a pre-assessment and check a flagged discrepancy	The caseworker	The documents brought together, the ceilings applied, the discrepancies named
Sign a document-request letter	The chief executive	The letter written, with the line of the form that requires it
Settle a deduction from a deposit	The tenancy manager	The condition report comparison and the costing on the wear-and-tear schedule
Bring a checking rule into force	The head of service	The rule written, tested over 12 months, with its flags and its pointless examinations costed
Read, match, compute, draft, cost	The agent	2,018 hours returned, 0 automated allocations, 0 rankings produced

The three avenues proposed for the year ahead

Avenue	What it aims at	Volume concerned	Decision
Chasing households accommodated by a third party with no certificate	Making presentable files that are blocked on a single document	214 files	_____
Pre-filling the application from documents already filed for another purpose	Reducing abandonment part-way through the form	1,900 households	_____
Quarterly publication of allocations by town and home size	Answering 19 of the 23 challenges before they are written	1,060 allocations	_____

Report presented to the board of: _____

Annexing the « who decides what » table to the committee standing orders — granted / refused: _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.