

ESTATES HELP DESK REFERENCE BOOKLET

Guidance notes for LSE Users



January 2015

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WHO ARE THE HELP DESK?

The role of the Help Desk is to be the link between the LSE customers (staff and students) and the Estates Team.

We manage information, approve and coordinate action on service requests and enquiries for the Facilities Team and deal with feedback and complaints for the Estates Division. We also collate, analyse and report on statistical data for our work.

We offer information updates, follow-up enquiries and assist with managing job priorities based on the latest information we receive.

We also manage the furniture ReUse stock and requests for additional and replacement furniture.

Our overall aim is to offer excellent customer service. Please let us know if/when we can be of help. We will be only too happy to assist you!

Currently the Help Desk consists of a Customer Services Manager (with wider responsibilities) and Help Desk technicians who deal with the day-to-day enquiries. We are here to help—please get in touch!

DON'T WALK PAST—REPORT IT!



Jasinder Sidhu - Customer Services Manager

Deals with all aspects of the Estates Helpdesk management and associated Customer Services, incl. dealing with queries and complaints; edits the FM newsletter; responsible for all relevant MIS and administration. Member of working groups: Customer First, Office User Group etc.

Contact details: TW1, 4th Floor, 020 7955 7778,

j.sidhu@lse.ac.uk

Felix Nelson - Help Desk Supervisor

Responsible for receiving all maintenance requests, raising works orders and door plates.

Contact details: TW1, 4th Floor, 020 7955 6415,

f.nelson@lse.ac.uk

Terri Townsend - Estates Help Desk Assistant.

Provides Helpdesk support, deals with building stewards requests, contractors, closing of job tickets and responsible for collection of data and information searches

Contact details: TW1, 4th Floor, 020 7955 7956 ,

t.townsend@lse.ac.uk

ESTATES ONLINE SERVICE REQUEST FORMS

For information about Estates or to log a Service Request using forms, please visit:

www.lse.ac.uk/estates

Finding Help Desk

- ⇒ Estates Division—
FM Services -
Help Desk
- ⇒ Service Request Form—top
right hand side corner
(icon)

Estates Division



FM Services

We are working to improve the quality and range of services we offer, from housekeeping and maintenance to space planning and security. To request a service please complete the appropriate form.

Sustainable LSE

LSE is committed to acting responsibly to minimise its environmental impact. All staff, students and visitors share this responsibility. They are supported by the School's Sustainability Team.

LSE Estate

The LSE Estate comprises 28 campus buildings, 11 halls of residence, 2 pubs and 17 acres sports ground. Find out more.

Building and construction

We are committed to creating a higher quality built environment, commensurate with LSE's academic standing. Strategic projects are being developed and delivered by the Capital Development team.

Helpdesk service request forms



Don't walk past, report it!

DON'T WALK PAST - REPORT IT!
Estates Help Desk - Mon-Fri 8.30am-5.00pm
EB: helpdesk@lse.ac.uk
Email: estates-help-desk@lse.ac.uk
Emergency: #2444 (DD: 020 7831 8713)
Estates Web Service Request Form:
www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk

LSE Estates Division organises national research on 'student experience'



response

Don't walk past - report it!

Service request forms

A-Z services

FAQs

Room temperature

Contractors on site

Facility Management Newsletters

How to contact us

Use [Service Request Form](#) to report a facilities or maintenance issue.

To follow up progress on a job email estates.follow-up-jobs@lse.ac.uk.

Helpdesk Enquiries: 020 7955 7956

Emergencies: Mon-Fri, 8am-5pm
020 7831 8713 or ext 2444 or #6244 if calling from a public access phone.

Emergencies: Out of hours
Contact Security on ext 2000

The Estates Helpdesk is the first point of contact and interface between the LSE customers and the Estates Facilities Team. We receive, assess, process and co-ordinate job requests, information enquiries and feedback; we offer direct support to the Facility and Maintenance Teams, and we act as an information hub for any enquiries relating to the Estates Division. [Helpdesk who's who](#) - we are here to help.

Getting help

Response times and stats

Quick reference

Are you a new user of Helpdesk? You can find out more about how to use our services in our [guide for new users](#) [PDF].

For more information please read the [Estates helpdesk reference booklet](#) [PDF].

[Service Request Form](#) unless it is an emergency please use the relevant on-line form to submit your service request, this enables us to log the job and manage progress. Please include as much detail as possible.

For information on additional and replacement furniture requests see [Furniture reuse](#).

To report an emergency or a very urgent job

Please dial ext 2444 or #6244, or if calling from a public access phone dial 020 7831 8713 - eg blocked toilets, floods, lift faults, power loss, health and safety hazards or anything likely to cause injury. This number is for emergency use only and is staffed between 8.00am - 5.00pm.

Out of hours please call security on ext 2000

For general information or to check progress on a current job, email estates.follow-up-jobs@lse.ac.uk. Alternatively, please contact Help Desk Technicians on ext 6415 or ext 7956.

Queries and feedback contact the customer services manager via email j.sidhu@lse.ac.uk or on ext 7776.

Auto updates - submitted maintenance requests trigger two automated emails confirming acceptance and completion of the job, the latter will also ask for feedback. Do please let us know your comments and suggestions.

See our [monthly newsletter](#) for the latest updates.

Contingency procedure for service requests - should the IT infrastructure breakdown and job requests could no longer be logged on-line please use [hard copy Service Request Form](#) and follow this [users' instruction](#).

News



Queries and feedback



More Information

- ⇒ Getting Assistance—contact details
- ⇒ Who is who?
- ⇒ Induction training for new users
- ⇒ Response Times
- ⇒ Quick Reference
- ⇒ Service Request Forms
- ⇒ News
- ⇒ Customer Services—Queries and Feedback
- ⇒ Contingency Procedure

ESTATES HELP DESK PROCEDURE

We are here to help, so please use the tools available to let us know what you need done and we will be only too happy to assist. Please follow the correct procedure for best response.

Emergencies/Urgent

Contact Help Desk

Ext: 2444

Out of Hours—Security

Ext: 2000

Contingency Procedure

Visit Estates webpage for updates/info

To report an emergency or a very urgent job, e.g. blocked toilets, floods, power loss, H&S hazards etc, dial **2444 or #6 2444** from a public access phone. This number is for **emergency use only** and is only manned between 08:00 - 17:00. Out of hours please call security on **ext. 2000**).

Submit a Service Request

Contact Help Desk

Online Service Request Forms

Contact Help Desk (Website down)

Ext: 7956 Estates-help-desk@lse.ac.uk

To request general work, please use our online Service Request forms at www.lse.ac.uk/estates. Please give as much detail as possible. It is critical that we have the job requests recorded in order to follow up progress and completion. Therefore, **unless it is an emergency please use the web site to log requests**.

Queries/Feedback/ General Information

Contact Help Desk

Ext: 7956 Estates.follow-up-jobs@lse.ac.uk

Contact Customer Services Manager

Ext: 7778 j.sidhu@lse.ac.uk
Feedback form (web or email)

Webpage

Response times, Quick Reference, News

Being kept informed (maintenance jobs only) - you will receive **three** automated emails:

- ⇒ on submission of your request using the web based service forms;
- ⇒ on acceptance of a job
- ⇒ and completion of the job.

For **general information or to check progress of a current job**, please contact the Help Desk Technicians on **ext. 6415 or 7956**. **Alternatively**, you can send an email to estates.follow-up-jobs@lse.ac.uk and the Customer Services Manager j.sidhu@lse.ac.uk.

I would like to thank you for your co-operation in following the correct procedure.

Service	Contact	Details
Security	Main Reception Desk/Lodge	Ext 2000
Removal/relocation of Items and confidential waste	Porters	Ext: 6760 Online Service Request Forms
Telecoms/Phone points	Telecoms	telecoms@lse.ac.uk
Data Points/ IT	IT Help Desk	It.support@lse.ac.uk
Teaching Rooms	Mike Betts	Ext: 6244 m.betts@lse.ac.uk
Audio Visual	Ray Flood	Ext: 7694 r.flood@lse.ac.uk

ESTATES SERVICE QUERIES AND COMPLAINTS PROCEDURE—STAGE 1

Stage 1. Contact the service provider directly as specified in the table below. Alternatively please contact Help Desk.

The service contact is in the best position to advise on the issue and how to put it right, or to offer a progress update. They will also know the history, the current status and future plans for dealing with it. The service providers owe their clients a responsibility for providing a resolution.

Alternatively, please contact Help Desk. This will ensure that the enquiry is received, logged, processed and assigned to the correct colleague for action who will have the responsibility to address the issue as soon as possible.

Service	Contact	Details
Maintenance <i>Reactive work to maintain existing facilities/ infrastructure</i>	Help Desk	Contact Help Desk by: Phone ext. 7956, 6415 Emergency line: ext. 2444
Facility Management Ancillary <i>Blinds, window cleaning, pest control etc</i>	Help Desk	Email: Estates.Follow-up-jobs@lse.ac.uk Email: Estates-Help-Desk@lse.ac.uk
Environment & Sustainability <i>Waste management, communal recycling comms.</i>	Help Desk	Feedback form web link via: Estates- Help Desk & Services – Help Desk
Furniture Requests <i>Reuse & new orders</i>	Help Desk	
Cleaning Requests <i>Bin/recycling collection, office deep clean</i>	Help Desk	
Capital Development & Projects <i>Building refurbishment, Projects and new development</i>	Named Project Manager Help Desk	
Long Term Maintenance <i>Substantial improvement/upgrade of existing facilities/ infrastructure & replacement of items at end of life expectancy</i>	Martyn Fisher Help Desk	Ext: 6548 m.fisher@lse.ac.uk Help Desk as above
Office Moves & Space Management <i>Management of space allocation and office moves</i>	Francesca Harding Help Desk	Ext: 3789 f.mantano@lse.ac.uk Help Desk as above
Security	Graham Shillabeer/ Richard Mulcahy	Ext: 7978/6589 g.shillabeer@lse.ac.uk / r.mulcahy@lse.ac.uk
Reprographics	Simon Hill	Ext: 7986/7365 s.hill1@lse.ac.uk
Post Room	Anthony Simpson/ David Tyndall	Ext: 6564/7989 a.simpson@lse.ac.uk / d.p.tyndall@lse.ac.uk
Sports Ground	Steve Butter/Ben Waters	Ext: 6562 s.butter@lse.ac.uk

ESTATES SERVICE QUERIES AND COMPLAINTS PROCEDURE—STAGE 2

Stage 2: Registration of a complaint in the event of unsatisfactory resolution of your query at Stage 1

In this case, please contact the Customer Services Manager, as below:

Name	Miss Jasinder Sidhu
Phone	Ext: 7778
Email	Estates.follow-up-jobs@lse.ac.uk ; j.sidhu@lse.ac.uk
Feedback Form	http://www2.lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/estatesDivision/servicesWeOffer/serviceRequesthelpdesk/helpdeskFeedback.aspx

The Customer Services Manager will:

- ⇒ Liaise with the relevant manager or Head of Section to investigate and progress the complaint
- ⇒ Log the complaint in the Complaints Log
- ⇒ Respond to the customer
- ⇒ Advise the customer on the corrective action to be put in place
- ⇒ Follow up with the service provider on progress / resolution
- ⇒ Escalate the complaint to Stage 3 if necessary
- ⇒ Analyse the complaint, provide data to be used by the Senior Management for management purposes

Response time: The Customer Services Manager will aim to send an initial response to the customer within 3 working days* from when she receives the complaint (or sooner in the event of an emergency).

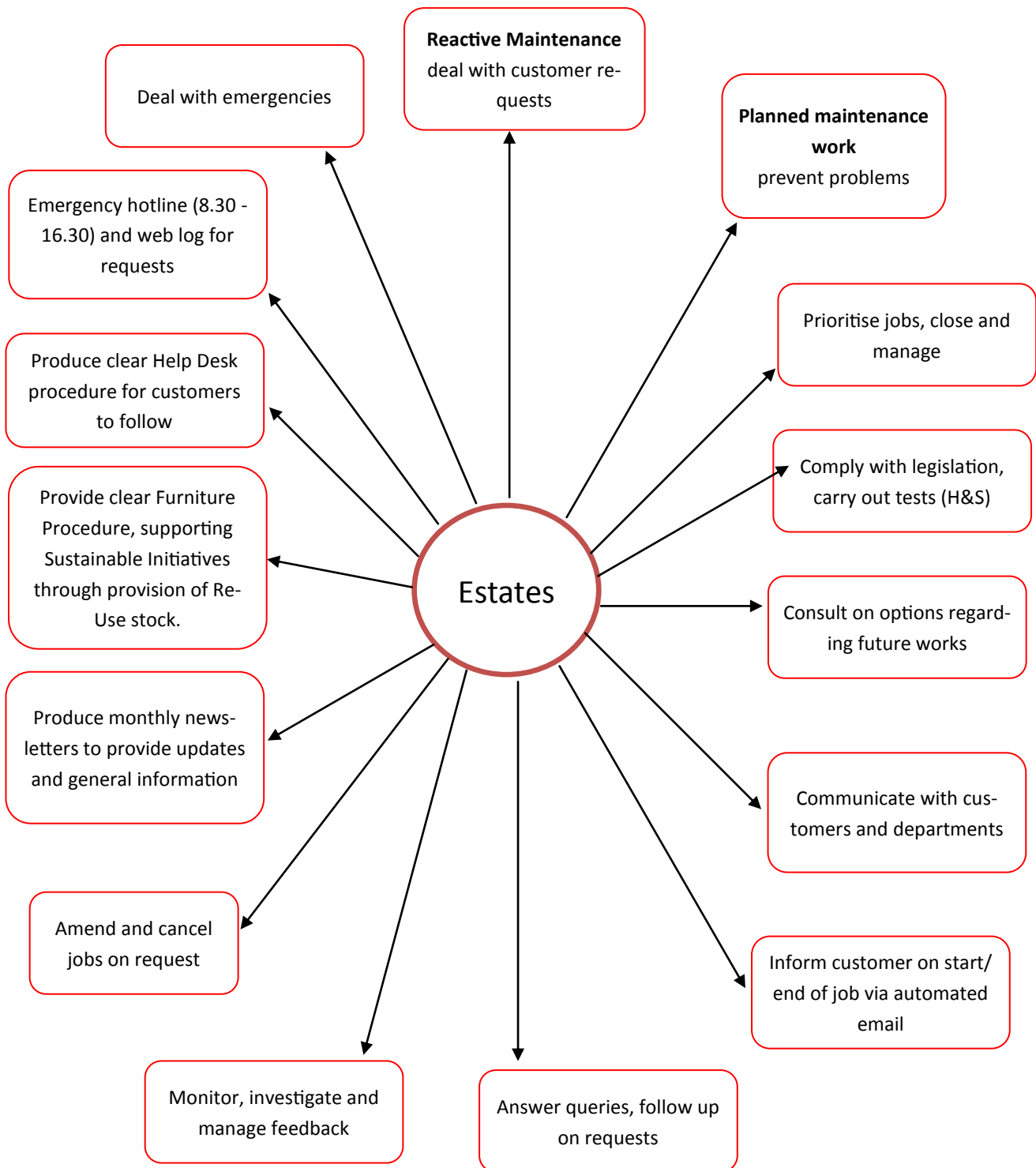
In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage. If required, the Customer Services Manager will undertake the follow-up updates on progress with the customer unless otherwise advised.

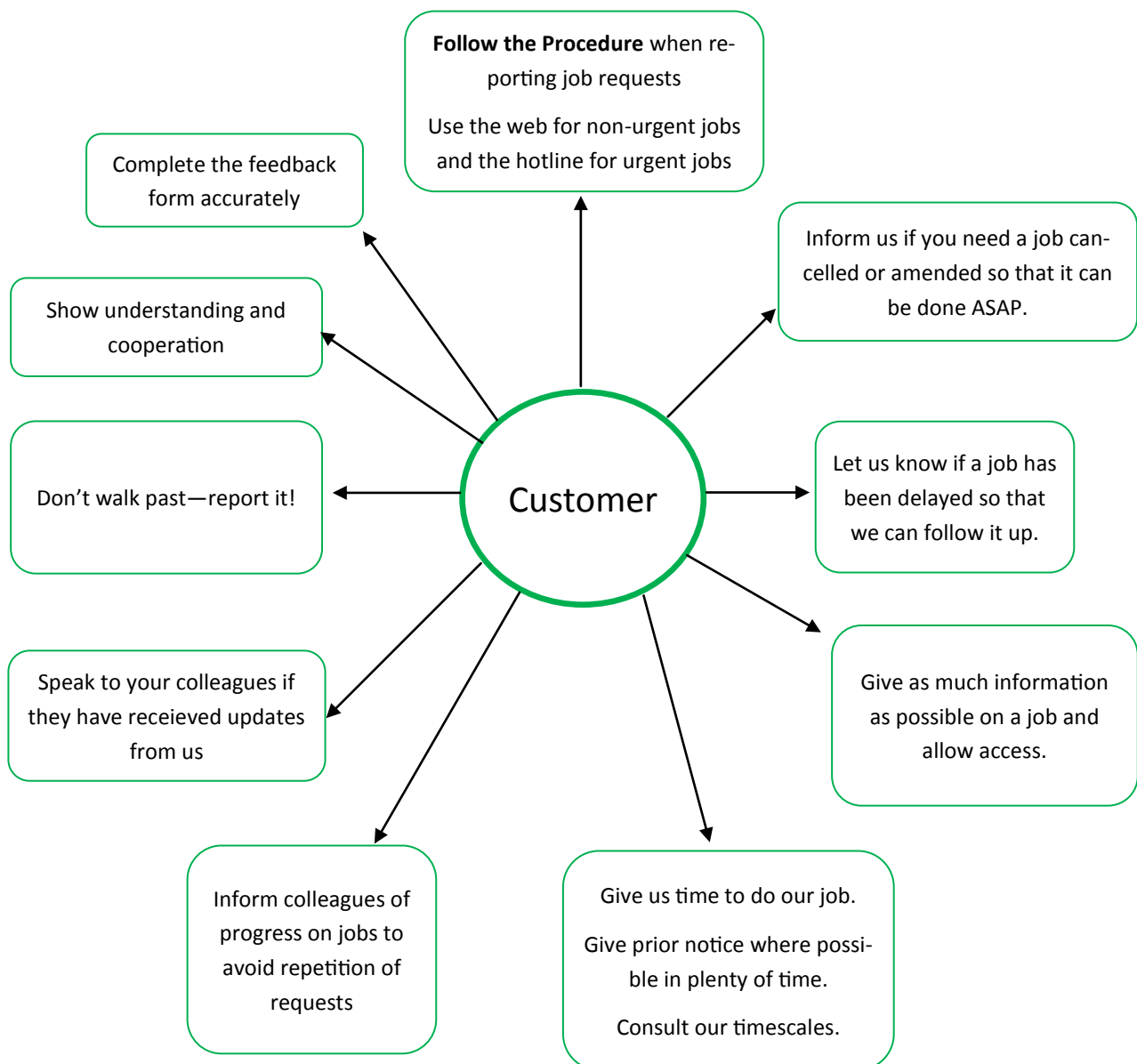
For full details of our enquiry and complaints procedure please visit our webpage at: <http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/estatesDivisionOrganisation/policiesAndProcedures/complaints/complaints%20procedure.aspx>

*Where complaints have been sent to a named member of staff who is not available to deal with your enquiry, e.g. staff on holiday etc, an out-of-office response will be posted to direct who should be contacted in their absence. Alternatively, please contact Help Desk for direction.

WHAT CAN WE DO FOR YOU?



WHAT CAN YOU DO FOR US?



CONTINGENCY PROCEDURE

Subject

• Contingency Help Desk User Instruction

Applies to

• Departmental Managers

Issue

• June 2010

This procedure outlines the immediate actions that will be taken by Estates Maintenance Section and the Departmental Managers should the IT infrastructure breakdown and job requests can no longer be reported on-line.

- ⇒ Please **inform all staff in your section** to report the nature of the fault to you. Posting notices and sending mass emails (if email is working) is recommended in order to inform all concerned.
- ⇒ Please **fill in the Job Request form*** and copy four times. Please give the form a unique reference number, e.g. abbreviation of the department, number of the request and date.
*The hardcopy form can be downloaded from the Estates Help Desk web page.
We strongly recommend that you have a number of these ready.
- ⇒ Once the form has been completed, keep one copy for your own records. Staple the three remaining copies together and take them to a clearly marked drop-off box located at Library main reception or Old Building reception. Collection will be carried out twice daily at 10am and 2pm Monday to Friday.
- ⇒ If the phone lines are working **call ext 2444 for emergencies**. Otherwise go to main reception in the Old Building or Tower 3 and ask Security to radio the Help Desk.

Please note that requested jobs will be prioritised and issued to maintenance supervisors to action.

For a progress report on the job request please call the Estates Division on ext 7956, ext 6415 or ext 7778.

Thank you for your cooperation.

Allan Blair
Director of Facilities Management
June 2010

CONTINGENCY PROCEDURE



Estates Division
Facilities Management

SERVICE REQUEST FORM*

*To be used **ONLY** in case of
IT infrastructure breakdown

Name: _____ Telephone ext.: _____ Ref.: _____

Building: _____ Room: _____ Room availability: _____

Description of work required:

Signature: _____ Date: _____

FOR ESTATES DIVISION USE ONLY

Date received: _____ Time received: _____ Tradesman: _____

Priority: _____ JI number ref.: _____

Supervisor's instructions:

Name	Date	In	Out

Work carried out:

RESPONSE TIMES

BUILDING FABRIC WORKS

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SLA – time specified	Notes
Carpentry	Shelving	1 month	
	White boards	2 weeks	For standard sizes
	Notice boards	2 weeks	
	Fire doors – damage that can be repaired	2 days	
	Minor repairs on doors (broken handle, plate missing, doors banging against each other, door stop, door closer, squeaky door, marks etc)	1 weeks	
	Replacement of damaged doors	2 weeks	
Signs & furniture	Signs – statutory signs, information signs and door plates	1 weeks	
	Minor repair to furniture in teaching rooms / common areas	1 week	
	Minor repairs to furniture in offices	2 weeks	
	Fit coat hooks/ door stoppers etc.	2 weeks	
Locks & keys	Install new lock	2 weeks	Salto locks - Budget code required - £250 Chubb Locks must be approved by security.
	Repair an existing lock – non urgent	1 week	
	Repair lock that is preventing access/ allow access / unpick lock	1 day	
	Desk Drawer Locks / Lockers	2 weeks	
	Supply additional keys or new keys	1 week	To be approved by security first
	Remove padlock	2 days	To be approved by security first

RESPONSE TIMES

BUILDING FABRIC WORKS

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SLA – time specified	Notes
Minor decoration/ touch up	Doors, holes or marks walls, ceiling	1 month	For redecoration please contact the Project team
	Replace ceiling tiles	1 month	
	Wall tiles	1 month	
	Miscellaneous	1 month	
Building Fabric & General	Smashed window / mirror – make safe	Same day*	
	Smashed window / mirror - repair	1 week	
	Bins – install / relocate / repair	1 month	
	Unwanted building material - remove	2 weeks	
	Graffiti remove	1 week	
	Toilet accessories install – roller towel machine, toilet roll holder, soap dispensers etc.	1 week	
	Fix loose / missing panels	1 week	
	Fire extinguishers - replace	1 week	Adequate provision of extinguishers, above the recommended minimum
	Trip hazards / damaged flooring tiles – make safe	1 day	
	Adjust clocks / replace batteries in teaching rooms and common areas	1 days	
	Adjust clocks / replace batteries in offices	2 days	

*Same day - if reported before noon, 24 hours if reported after 12 o'clock

RESPONSE TIMES

ELECTRICAL WORKS

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SLA – time specified
Alarms	Faults with alarms	Same day*
Spent Lights	Flickering lights anywhere – H&S	Same day*
	Spent lamps in corridor / public area	2 weeks
	Spent lamp in office	1 week
	Spent lamp in teaching room	1 week
	Emergency light	1 week
Repairs/ replace electrical outlet	Install new power socket outlet	1 month
	Install new light fitting	1 month
	Repair power socket outlet	1 week
	Exposed or dangerous cables / socket outlets / light fittings	Same day*
	Repair light fitting / sensor	2 days
	Loss of power / lighting	Same day*
	Lift out of order / trapping	Same day*
	Install new service – power outlet / lighting	1 month
	Clean / replace diffusers	2 weeks
	Supply desk lamp / extension lead / ramps	1 week

*Same day - if reported before noon, 24 hours if reported after 12 o'clock

RESPONSE TIMES

MECHANICAL WORKS

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SLA – time specified	Notes
Gas	Smell of gas - investigate	Immediate	
Heating	Temperature control - adjust	2 days	LSE set up: heat to 20 degrees +/- 1; cool at 25 degrees C.
	No heating in the room	Same day*	
	Out of hour heating requests	1 week	Client to give notice
	Leaks minor	Same day*	
	Leaks major	Immediate	
	Minor repairs – radiator valves etc	2 weeks	
	Install new service – radiators, etc.	1 month	
Air Conditioning (if in situ)	Temperature control - adjust	2 days	LSE procedure – we do not install AC.
	Cooling in the room not working	1 day	
	Out of hour Air Con requests	1 week	
	Minor faults – noise etc.	2 days	
	Desk fan – supply	1 week	
Ventilation	No fresh air coming out of vents	1 day	
	Out of hour ventilation requests	1 week	
	Dirty grills – clean	1 month	

*Same day - if reported before noon, 24 hours if reported after 12 o'clock

RESPONSE TIMES

PLUMBING WORKS

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SDA – time specified
Plumbing	Blockages / Leaks in toilets & showers	Same day*
	No hot / cold water	Same day*
	Flash Handles – replace / repair	2 days
	Taps / Plugs / Loose & broken seat / Shower heads – replace / repair	1 week
	Install new service - under-sink water heaters, re-pipe etc.	1 month
	Investigate foul smells	Same day

*Same day - if reported before noon, 24 hours if reported after 12 o'clock

RESPONSE TIMES

FURNITURE REQUESTS

Please contact the Help Desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and resources we currently have.

Area Of Work	Type of Work	SDA—time specified
Furniture Requests	Response to initial request	3 days
	Supply of furniture from ReUse	1 week, subject to porters workload
	Supply of new furniture	4-6 weeks standard, subject to contractor's delivery times. This will be confirmed once order has been placed.
	Request for feedback	1 week from completion
	Supply of invoice (where applicable)	3 days from receipt of invoice to Estates
	Sourcing of new furniture	1-3 weeks dependant on furniture type and amount.

FREQUENTLY ASKED QUESTIONS

Q: What requests can I submit via Estates Help Desk?

Help Desk is the first point of contact for information and service requests relating to the Estates facilities incl. maintenance, cleaning, pest control, blinds, waste management etc.

Q: What is the best way to submit a request?

For requests that are not an emergency or urgent (please check the description below), it is best to submit them using the relevant link on the Web: Help Desk Service Request Form. By logging your request this way it can be traced, managed, monitored and dealt with quickly and efficiently.

Q: What is an EMERGENCY and how to report it?

Emergencies include power cuts, fire, floods and leaks, blocked toilets/sinks/drains that are overflowing, H&S issues with immediate risk of injury, passengers trapped in a lift, etc. Please use the emergency hotline to report those, ext 2444 or #62444 if calling from a public access phone.

Q: What is an URGENT job and how to report it?

Urgent jobs include lock problems that require a quick fix such as being locked in/out; H&S issues that do not have an immediate risk of injury but need to be attended ASAP, lifts out of service, etc. Please use the emergency hotline to report these, ext 2444 or #62444 if calling from a public access phone.

Q: What if my job has to be completed by a specific time?

If your request requires completion by a specific time, please state this clearly on the original Web Service Request Form. We will endeavour to meet your deadline or will contact you if we anticipate any issues. Please only do this if you have a deadline. Our technicians are extremely busy dealing with the hundreds of requests we receive daily and they will really appreciate it if there is no unnecessary pressure or interruptions put on them.

Q: What if I want to be in attendance when the job is done?

Please state this explicitly on your original request and we will try and accommodate it. It is not our normal practice to inform customers of the exact time the job will be attended to or to request their presence. With the current labour provision we have it is not possible to manage an appointment diary. We leave 'Sorry we've missed you cards' to advise that we have been to attend the job or to advise on a follow up action required.

Q: What does a Service Level Agreement (SLA) mean?

This is the maximum time that we anticipate the job will take for its completion in normal circumstances. Please check the SLAs and place your requests in plenty of time. We will of course attempt to complete the job as soon as practically possible and before the stated deadline. However, please note that this time may be affected by emergencies, workload issues or staff absences and therefore, delays may be observed. We try to keep delays to a minimum.

FREQUENTLY ASKED QUESTIONS

Q: How do I know that my request has been accepted?

When you have placed your request on the web we will assess it for feasibility and if it is accepted we will input it on the Facilities Management system. This will trigger an automatic email to be sent within 24 hours to confirm a reference number for the job, an expected completion date and will list a number of contacts for you to use should you need to follow up on the job.

Q: What communication can I expect from Estates regarding my job request?

The standard communication includes two points of contact – these are the automated emails on acceptance and completion of the job. Only in specific instances on a need to do basis, e.g. where more information or access is required, we may contact you either by phone or email. You may receive verbal or written communication from the technician, the supervisor or Help Desk if the job warrants this, incl. Sorry we've missed you cards.

Q: What if my request can't be done in-house or is outside the standard provision?

You will be contacted and informed of a way forward and the available alternatives. This may involve an external contractor becoming involved and depending on the nature of the request a budget code may be required, to be supplied by the customer.

Q: Why do I sometimes receive a confirmation of a job request with delays?

The Facility Management system sends the automated emails at certain times of the day, therefore, depending on the time of submission it may take several hours before you are sent an email (up to 24 hours). For emergencies this may be after the job is completed.

Q: Would I speed things up if I call Help Desk, supervisors or management directly?

Only if the job is an emergency or an urgent job. Calling non-urgent jobs over the phone in fact slows down the system as it leads to interruptions and also risks the job being lost or delayed. The best way to report a standard job request is via the web.

Q: What if the estimated completion date has passed and the job is still outstanding?

Please contact Help Desk or the Customer Services Manager and we will chase up progress of the job for you. However, let me use this opportunity to apologise in advance if your job has been delayed. This is usually due to other priorities, such as dealing with emergencies taking over and diverting our manpower.

Q: How do I know that my request has been completed?

Once the job is completed by the technician it will be returned to Help Desk for closure & an automated email is sent to the requestor confirming the job is done. It will also request feedback. We do appreciate if you take the time to complete it, the information is invaluable to us. Please note that the jobs are administratively completed several days after the job is technically completed, therefore the date of receipt of the completion email is NOT the date of the actual completion of the job.

FREQUENTLY ASKED QUESTIONS

Q: What if I want to comment on the job completion?

The best way to do so is to use the feedback link sent by the auto email or by visiting the Help Desk website and use the form there. If you are experiencing problems with the form or feel that your comment is not suited to it, please do contact the Customer Services Manager and she will deal with it as a priority. All feedback is analysed and used for continuous improvement of our services.

Q: Will I be informed when the job is going to be carried out?

Due to the manpower we have, we can only inform you of the period within which the job will be completed (SLA). We cannot commit to specific times for when the job will be carried out due to the vast volumes of jobs we attend to as well as any emergencies that might upset the schedule. Should you need to be informed specifically, please put this on your original request form and we will endeavour to accommodate it.

Q: Why do I sometimes receive confirmation that a job is completed when it is not?

One instance where this might be the case is when the job cannot be done in-house and has been passed on to a contractor or back to the requestor. We still need to close the job ticket on the system for the time the in-house technician has spent investigating the issue. The completion of this stage triggers the automated response. We aim to follow this up with another email to explain the circumstances, however this may not always be possible. Please feel free to contact us if you are in any doubt or if you think the job ticket was closed in error. If the latter is the reason for the job completion then we will rectify the mistake as soon as possible.

Q: What can I do to help the Help Desk and Maintenance teams?

Place your request with plenty of notice, check the Service Level Agreement for how long the job is anticipated to take depending on its nature, and log it through the correct channels. The maintenance team is predominantly reactive in nature and therefore, the technicians are always stretched and under pressure, they will really appreciate that the customers show understanding and do not provide undue pressure. Also, please stay in touch and let us know if there are any deviations from the expected practices so that we can correct them.

Q: Who is the best person to contact if I need to get in touch with Estates?

Help Desk should be the first point of call.

Q: What if I have a non-Facilities Management enquiry/request?

Please contact the relevant department (IT, AV, Telecoms, Porters, etc.) or project manager as your first point of contact. There are references to who the right person might be in this booklet or alternatively you can use the LSE web directory. The Departmental Managers would normally be issued with communiqués on current jobs. Failing this please contact Help Desk and we will endeavor to direct you as best as we can.

FREQUENTLY ASKED QUESTIONS

Q: Why do I sometimes receive a notification with a timescale that does not match my request?

The IT system we use is not able to recognise specific deadlines, instead it fits the time scale in periods of 1 day, 2 days, 1 week, 2 weeks, 1 month etc. Therefore, if for example you have requested the job to be done on a specific date the system will select the period within which your deadline falls.

Q: How can I speed up the completion of my request?

All requests are scheduled to be completed in line with our Service Level Agreement, this takes into account their priority, our workload vs. staff availability, current emergencies etc. Please show understanding and do not attempt to jump the queue if the job is not urgent, you will be delaying someone else's job. However, if you feel that the follow up is needed please contact the Customer Services Manager or Help Desk. Thanks for your co-operation.

Q: How do I dispose of electrical office/kitchen equipment?

The easiest way is to arrange for the company delivering the replacement to pick up the old equipment. This is usually free of charge and is negotiated at the point of purchase of the new equipment. Alternatively, we can arrange for the LSE contractor to do it on your behalf but there is a charge for it, starting at £90. **Please note:** repairs, replacements and disposal of office and kitchen equipment is the responsibility of the department owning the item(s).

Q: What if we have problems with our kitchen ZIP tap?

The Estates Division took the decision to take over the maintenance of the ZIP taps to ensure consistency of services and economies of scale. Therefore if you are experiencing problems with the ZIP taps please log as a Maintenance Service Request.

Q: How do I order bags for confidential waste?

Confidential waste is dealt with by the porters. Please fill in their request form @ http://www.lse.ac.uk/collections/security/porter_form.htm. This form can be used for all enquiries for the porters.

Q: How do I request SALTO fobs, locks and lock time changes?



Please contact Help Desk with a request. We work with Security who deal with all Salto locks/fob enquiries.

Q: How do I request furniture?

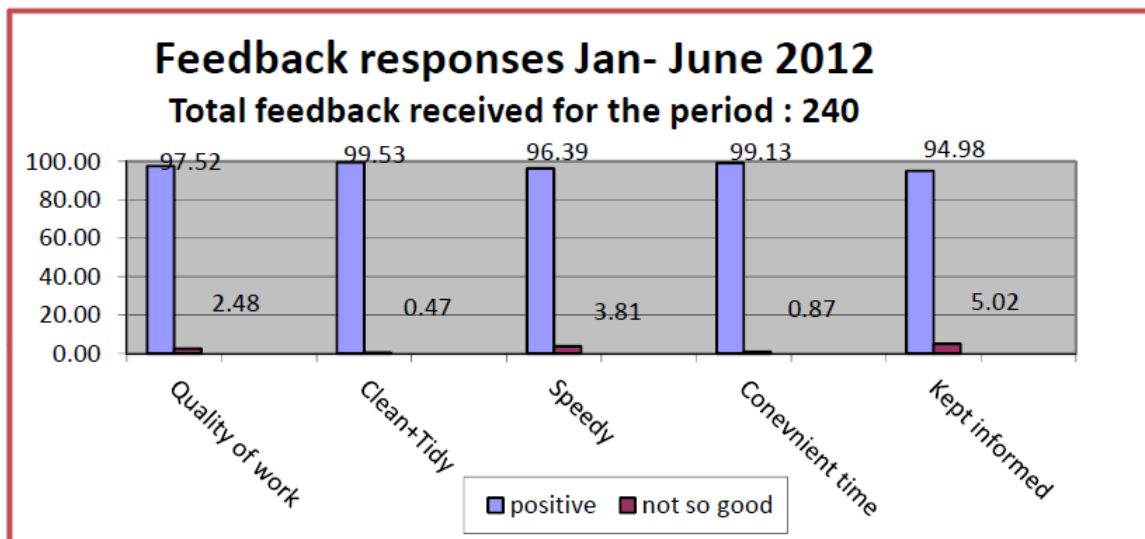


Any additional and replacement furniture is requested via Help Desk, please contact us to specify your requirements. We will investigate if we have stock in the stores before any new items are ordered. For new furniture we may require a budget code. Cost and delivery times will be advised at the time of placing of the order.

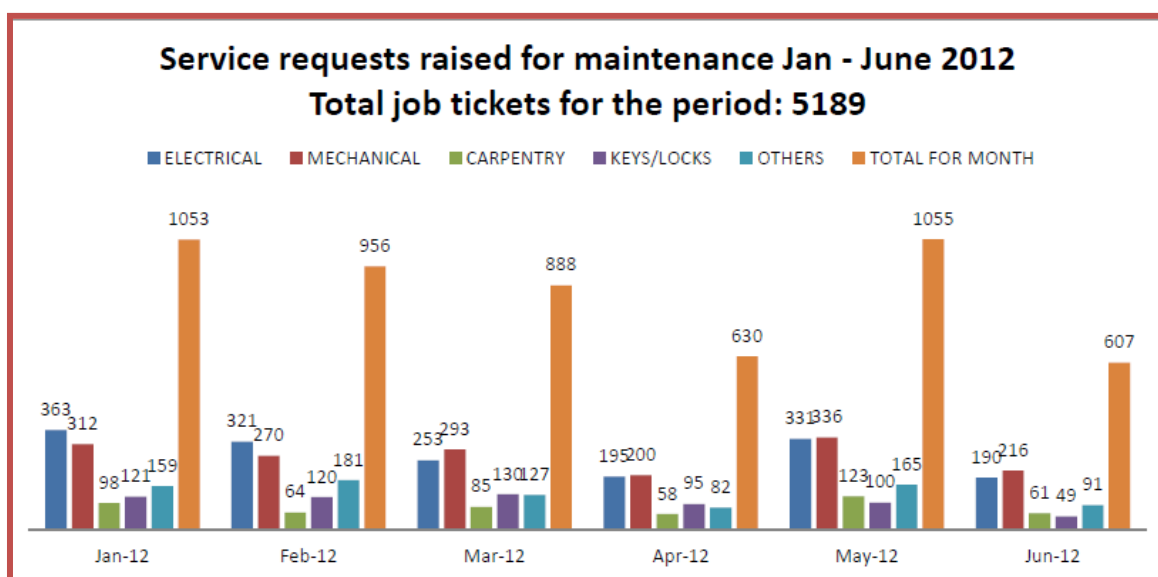
STATISTICS

Feedback

On completion of a job all customers are invited to fill in a feedback form where they can state any comments relevant to the job. We analyse the feedback and act on any findings. Positive feedback is used for motivation of staff and is printed in the newsletter. Negative feedback is used to monitor performance, revise current practices and recommend improvements. The results are published in a comparison table at least twice a year. Here is the latest chart:



In the 2012 January - June period we have completed, on last count, 5,189 job requests. To view regular updates on the progress of Maintenance projects and statistics, please view the Estates Newsletter, produced monthly.



QUICK REFERENCE

Bins : Emptying, Desk side

Emptying of bins is completed by the cleaners and is done on a regular basis. Please report any instances of urgent, overflowing bins to the Help Desk, who will forward your request.

Please note that in open plan offices, desk side bins are not issued. For special cases and further enquiries please contact the Sustainability Team on ext. 3746 or Help Desk.

Clocks

We change the time on the clocks in the common areas and teaching rooms twice a year in line with the summer and winter time changes. The offices are done on request.

We have a mix of battery clocks and radio clocks, both of which present practical issues: the batteries are changed regularly to ensure the clocks are working and the signal is as strong as possible to ensure that the radio clocks are picking it up. Every effort is being made to ensure that the clocks are in working order, however this cannot always be guaranteed. Adding to this is the number of clocks we manage, currently over 300. Therefore, customers are asked to report any faulty clocks in order for the Maintenance Team to address them as quickly as possible.

Cleaning: Schedule, Additional

Please check the Cleaning web page under Services we offer on www.lse.ac.uk/estates. Cleaning that is not included in the contract can be undertaken by the contractor if a budget code is supplied, e.g. carpet clean, inside of fridges etc. Please submit a Service Request Form to request this service.

Contractors on Site

As departments could have instructed a contractor to do a job on site, (e.g. Projects, Maintenance, Security, AV, Telecoms etc) all contractors must register with Security and be issued with passes before they start a job. They should also be wearing a company uniform.

Therefore, if you [need to know full details](#) the 1st source of reference is the Security Main Lodge. Please contact the relevant department regarding works carried out by contractors they have employed.

Please note that if the work is part of a Long Term Maintenance Project / Refurbishment / Office Move etc., you need to contact the relevant [Project Manager](#). The information on the scope of the project and contact details will normally be communicated with the Departmental Manager or alternatively please contact the Capital Development Secretary Phoebe Dunster on ext. 1158.

Failing this please call Help Desk, we will try to assist you, but please note that if the contractor is not employed by Estates Maintenance we may not always be able to help.

For your information, [the main contractors](#) that our Estates Maintenance team currently uses are:

Fire FM – fire alarms **Liftec / KONE** – lift service **Sykes** – painting and flooring, general maintenance work. **Initial Building Services (IBS)** – general mechanical / ventilation, water treatment and planned preventative maintenance **Integrated Control Services (ICS)** – Building Management System maintenance **Epsilon** – Portable Appliances Testing **Water Solutions** – drainage problems / waterless urinals

QUICK REFERENCE

Environmental Policy/Sustainability

In April '10 the first stage of the Carbon Reduction Commitment Energy Efficiency Scheme came into force, this means that all universities will be legally required to reduce emissions. In September 2012 the LSE was awarded the iSO 14001 certification for complying with best practices, such as replacing spare parts with sustainable alternatives, and providing ReUse from our furniture stocks. Please visit www.lse.ac.uk/sustainablelse for more information, including events, initiatives, policies and

Facilities Guide

Information about and locations of facilities on the campus, including cycle parking, water fountains and many more. Please visit <http://www2.lse.ac.uk/intranet/LSEServices/LSEFacilitiesGuide/home.aspx>

Fire Alarm Test Schedule

See appendix 1

Furniture Requests

If you have requests for purchasing of furniture please contact Help Desk using the online forms or ext. 7956. Please consider choosing furniture from our ReUse/ReLove stock where there is furniture of good condition/quality, before opting for new.

Lifts: Faults, Call Outs

Please report any faults with lifts to Help Desk during working hours Mon – Friday 0800 – 1700 hrs on ext. 2444 and to Security out of hours on ext. 2000. We will send an in-house technician to investigate the fault before calling the lift contractor to repair. If the fault is trivial, the lift is usually put back in service within a few hours. However, if spare parts are required, the lift may need to be out of service until they are delivered. In the case of the latter, notices are displayed to advise.

When required we put the lifts out of service for essential maintenance. If this is planned, the time and duration is usually communicated with the Departmental Managers.

Locks and Keys

We install locks and cut keys on request. Please note that the management of the keys is a very complicated issue as it involves various users including Security and Cleaning. For efficiency, we are keen to uniform the processes as much as possible and we hope we can rely on your understanding and co-operation.

For security reasons, Chubb locks must be approved by Security before they are installed. We are also advised not to install any Digital Locks. The Digital Locks are being replaced with Salto locks and the cost of the lock of £250 is covered by the Department, installation is free.

Please take great care in keeping track of the keys, it places an unnecessary burden on the locksmith and our budgets to have to issue copies of misplaced or lost keys. It also poses a security risk if the keys are found by the wrong people. It is the responsibility of the Departments to manage the keys for their staff.

QUICK REFERENCE GUIDE

Office Equipment

the maintenance, repair, replacement and disposal of this type of equipment is managed by the Departments. The maintenance team will only check the electricity / gas supply to the appliance / equipment.

PAT Testing on Campus

There is a three year rolling programme for the campus for every building to be Portable Appliance Tested (PAT). The Departmental Managers and Administrators are informed of the times and areas to be tested. Notices are also posted in strategic locations. The high risk areas, such as catering areas, are tested six monthly.

Any appliances that do not pass the test are condemned and must be removed off campus as they are not safe to use. For LSE property an urgent repair is attempted first before disposal.

Portering: Removal of Items, Confidential Waste

This is done by the Porters, please contact Richard Allan (ext: 6760) or fill in the on-line Service Request Forms.

Recycling

The LSE Facility Management Team introduced Communal Recycling Stations across campus. Each person is responsible for recycling and segregating their own waste. It is recognised that this requires a change in daily behaviour and so to ease that transition we introduced a positive behaviour change programme called RETHINK. For further information see: www.lse.ac.uk/sustainablelse

Security: Reception, Reporting

To report a crime on campus please contact the security control room on extension 2000 (020 7955 6200) or call in person to the main reception/security desk at Old Building in Houghton Street.

For general information please see: <http://www2.lse.ac.uk/intranet/LSEServices/security/Home>

Telecoms/IT/Audio-Visual

if you have any of these requests please direct them to the relevant department for approval and action. Please do not place them via Help Desk as we will not be able to action them without the authorisation of the relevant department.

ZIP Taps

These are the 'boiling water' taps provided in many office kitchens. They are the responsibility of Estates Maintenance. To report an issue, please contact the Help Desk by submitting a Service Request Form.

FIRE ALARM TESTING SCHEDULE

1

APPENDIX 1

MONDAY	Connaught House NatWest Bank Clement House NAB
TUESDAY	Old Building Library Cowdray House
WEDNESDAY	St Phillips Portsmouth Street Kings and Lincolns Chambers Parish Hall Lakatos Building 20 Kingsway 50 Lincoln's Inn Fields Sheffield Street
THURSDAY	Clare Market East Building Peacock Theatre George IV (11.00am)
FRIDAY	St Clements Columbia House Anchorage Towers 1, 2, 3
Landlord Specific Schedules	Aldwych House Queen's House New Court

AMBIENT TEMPERATURES

2

APPENDIX 2

LSE central heating is turned off during the summer and turned back on in the autumn (sometime in October), depending on the weather and temperature. The rule of thumb is that if the average outside temperature, during working hours, is above 17⁰ C the heating will be turned off automatically to prevent overheating the building via the Building Management System (BMS).

In the **winter** rooms are heated to 20⁰C degrees (+/- 1⁰C) and in the **summer** rooms are cooled, where the facilities exist, to 24⁰C degrees (+/- 1⁰C). This provides for an optimum comfort range in accordance with UK Health and Safety requirements* and environmental recommendations**. Where installed, the cooling systems provide 'comfort cooling' rather than air conditioning and do not regulate humidity. We cannot accommodate personal preferences that fall outside the above legal parameters.

If you have specific, health-related temperature requirements, please contact the School's Occupational Health Consultant via Employment Relations (HR), to arrange an assessment.

In most cases, should there be a fault with the central heating, we will supply electrical heaters as a temporary measure. This is used as a solution for localised issues. All LSE Estates portable appliances are PAT tested and Estates staff will advise on safe location and use. Please ensure these portable appliances are switched off when not in use. They should be returned to LSE Estates when the fault is rectified.

The use of additional electrical heaters and cooling equipment overloads circuits and affects the Building Management System (BMS) sensors causing electrical faults. For example, if the BMS detects extra warmth created by additional heaters in rooms, the system can compensate by cooling or closing down.

Staff can moderate their sense of comfort through use of appropriate clothing such as wearing layers, and by opening or closing windows and doors.

If you are in any doubt, we are here to assist. Please let us know and we will advise / attend. Please contact LSE Estates Helpdesk. Thank you for your co-operation.

* The Health and Safety Workplace Regulations (Regulation 7) requires that the temperature in workrooms must be reasonable; the Approved Code of Practice (ACOP) refers to minimum temperatures of 16 degrees Celsius for workrooms.

**There is no statutory maximum temperature, although under the Fuel and Electricity (Heating) (Control) (Amendment) Order 1980 premises may not specifically use energy to create a temperature greater than 19°C.

A 1 degree increase in temperature set point results in a 8-10% increase in energy consumption, similarly a 1 degree reduction in cooling results in a 4-5% increase in energy usage. A good heating/cooling strategy can result in a 30% reduction in energy costs.

For full text of the LSE Environmental Policy please visit our website at:

www.lse.ac.uk/sustainablelse

NOTES



Green News

For regular updates please see the Green Newsletter available here:

<http://www2.lse.ac.uk/intranet/LSEServices/estatesDivision/sustainableLSE/news/home.aspx>

We want you to get involved and we welcome your feedback - you know the School and your buildings and offices. Please let us know how we can reduce our energy usage and enhance your working environment at the same time. We may not be able to react instantly but we shall certainly add your ideas to our list and prioritise according to carbon reductions. We would ask you to give us your suggestions via the Estates Helpdesk email: estates.follow-up-jobs@lse.ac.uk.

LSE Notice Boards



These new panels have been designed for displaying any notices / posters as long as they have been approved by the Student Union or the School.

Please feel free to stick posters to any of these boards once you have the necessary approval. You may use any reasonable fixing method e.g. sellotape or blue tack, but please don't use glue or paste which is harder to clean off.

Blue tack & tape fixings were damaging the building fabric and making it difficult to clean, so please do not fix any notices anywhere else apart from these notice boards.

The School will clear notices overnight so that these panels always show current posters, and to facilitate a new set of notices relevant to each day's events.

Any unauthorized notices / posters will be removed, as will any stuck onto the buildings.

We hope this new system will be easier to use and keep Houghton Street looking tidier & better managed.

The required standards for posters to be displayed on campus are:

- ⇒ Include LSE Logo
- ⇒ State the duration of display (no longer than 1 month)
- ⇒ Display only in dedicated places (e.g. for the Houghton Street location)



WORKING TOGETHER TO MAKE THE CAMPUS A BETTER PLACE

If you need a repair or notice a fault with our facilities, e.g. lights not working, dripping taps, leaks, blocked toilets/sinks, , trip hazards, broken locks, lift out of service, unsafe practice etc.:

**PLEASE CONTACT ESTATES HELP DESK
OR REPORT IT TO ANY MEMBER OF THE ESTATES STAFF**

Estates Help Desk - Mon-Fri 8.30am-4.30pm

📞 **emergency:** ext. 2444, communal phones dial #6244; DD: 020 7831 8713

📞 **general enquiries:** ext. 7956 or ext.6415

✉️ **email:** estates-help-desk@lse.ac.uk; Estates **web Service Request Form**

www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk

Security: 📞 **Out of hours:** ext. 2000

Where possible we will assist you, if we cannot – we will tell you why.

All jobs are prioritised based on merit and subject to emergencies, workload & staff availability.



Estates Division