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TIP: Use the arrows
on the keyboard to
move through
transitions faster.

Estates Help Desk Guide for New Users

Flying Start Induction Training

Approved by Allan Blair, Director of Facilities
January 2014



Estates Division Services

Our Scope

- Help Desk: deals with requests for service

Facilities Management:

- Maintenance: reactive and planned maintenance of current facilities
- Cleaning: daily cleaning and bin collection
- Ancillary FM Services: pest control/blinds etc.
- Sustainability: carbon reduction/waste management
- Security: crime reporting, access, emergencies
- Post Room: delivery of internal/external mail
- Portering: removal/relocation of heavy items & confidential waste

Capital Development/Project Management:

- Refurbishments, new works and new builds

Property and Space Management:

- Office moves and space planning

The Estates Division is responsible for development and implementation of the LSE Estates Strategy supporting the School's strategic objectives.

The professional teams that make up the Estates Division work together to develop the buildings, spaces and facilities to a quality commensurate with the School's international academic standing and carbon reduction plan. We aim to ensure the safe, secure and environmentally sound operations and maintenance of LSE assets, considering the human needs of the staff and students, in a cost effective manner

28 campus buildings

11 Halls of Residence

2 pubs

17 acres of sports ground

You can find out more on our web page:

www.lse.ac.uk/LSEServices/EstatesDivision

Customer First Accreditation

Our service promise to you:

Your needs will be clearly diagnosed and your objectives understood prior to any service being delivered to you.

Give access to the full range of services available to you – whether delivered directly by this organisation or by another, more appropriate, service provider.

Be clear about what you can expect from any service we deliver to you and the timescales within which that service will be provided.

That we will continually review your needs and follow up after services have been delivered to you

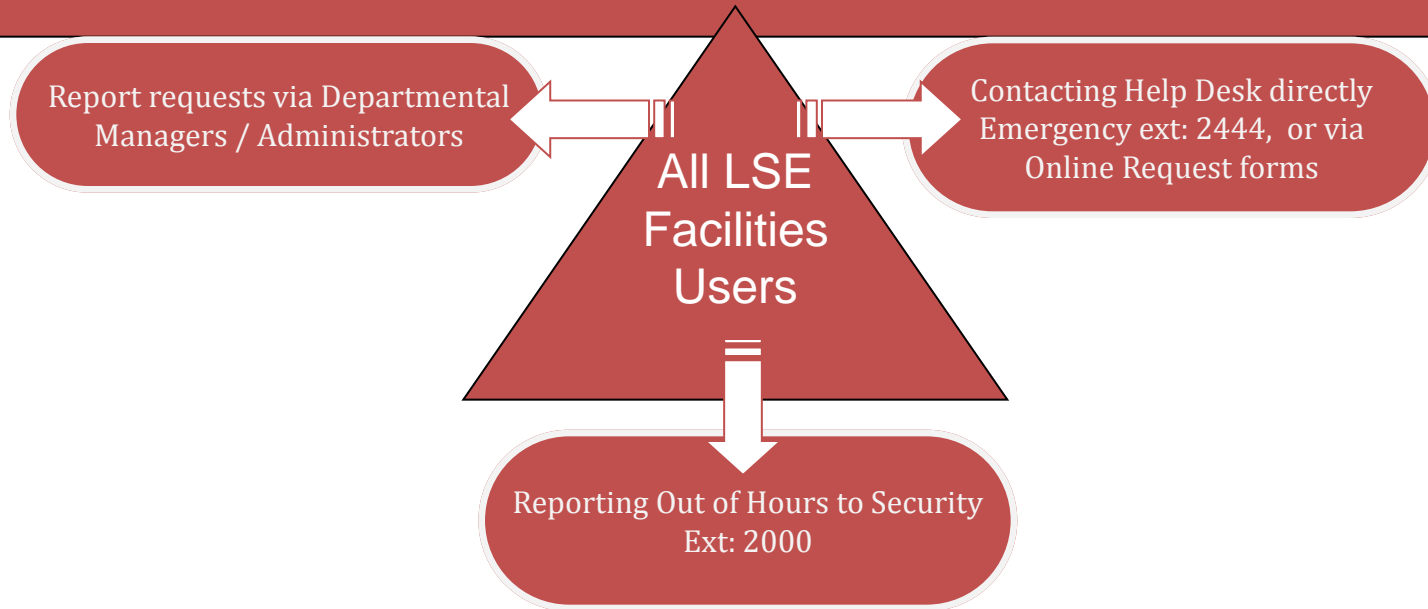
Have open access to our customer feedback and complaints procedure and that your feedback on services will be listened to and, where appropriate, will inform the development of future services.

Services will be clearly targeted, relevant and appropriate for customer's needs.

Our people to be appropriately trained and developed to have the necessary skills to diagnose and meet your needs

• Our people to deliver an impartial and objective service operating in your best interests at all times.

Who uses the Help Desk?



Estates and users work together to ensure that faults are attended to promptly.
To attend to a fault in a timely manner, we need to know about it.

If you see a fault with the facilities on campus please report it to Help Desk
or contact a member of the Estates staff.

DON'T WALK PAST – REPORT IT!

How to contact the Help Desk



Help Desk & Customer Service



Emergency / Urgent Work

- Dial ext. 2444 or #6244 from communal phones - Mon to Fri between 8.00 and 17.00 o'clock
- Out-of-hours - contact Security on ext.2000

Submit a Service Request

- Log a request via the Estates Help Desk web page:
www.lse.ac.uk/LSEServices/estatesDivision/HelpdeskAndServices

Follow up progress

- email: estates.follow-up-jobs@lse.ac.uk
- call Help Desk on ext. 7956

Submit a Furniture Request (Standard)

- Email estates-help-desk@lse.ac.uk

More information / Read the Newsletter / Check job time scales

- visit our website - Estate Help Desk : www.lse.ac.uk/LSEServices/estatesDivision/HelpdeskAndServices
- Contact Help Desk for more information on ext. 6514

Need further help / Log a query or complaint

- Contact Customer Services Manager on ext 7778 or email: a.ahjem@lse.ac.uk

Need a porter

- Log a request with the Head Porter by completing the porter's request form; link:
www.lse.ac.uk/LSEServices/security/porterForm.aspx

Service Request Forms

Finding the Forms

- ⇒ Staff and Students Section,
- ⇒ Services and Divisions
- ⇒ Estates Division – Help Desk and Services
- ⇒ Service Request Form – top right hand side of page

Maintenance requests

Use to report electrical, plumbing, heating, cooling and fixture related issues and problems to existing facilities on campus. Typical examples are lamp changes, installation of shelves, broken glass and blocked toilets. Also used for whiteboard and noticeboard requests.

Additional or replacement locks (Departmental Administrators only)

Additional or replacement keys, digital and Salto fob reprogramming (Departmental Administrators only)

For information on the standard Salto locks time schedules to landing/departamental doors and staff/student fobs, please see **A - Z of services** under Salto locks.

Door plate request form

Use for requests for installation of new door signs, replacement of broken signs, or to change text on the 'old-fashioned' printed signs. The update of new signage is the responsibility of your Department Manager / Administrator, using the **new template**.

Out of hours maintenance support form

This form is usually submitted by Conferences and Events on behalf of the event organiser. It is used to request direct labour support for an out of hours function. Please note that a budget code will be required as the overtime cost will be charged back to the event organiser.

Estates cleaning and environmental requests

Use to report any cleaning and refuse related issues as well as waste and recycling requests.

Disability access requests and queries

Furniture request form

Use to request single or multiple items of furniture.

New Works Request form

Any improvements or new works to facilities, including painting and decorating.

Office moves and space management requests

Including allocation of space, relocation, acquisitions and disposals, please contact Estates.space.requests@lse.ac.uk

Peacock Theatre request form (for use by Sadlers Wells personnel)

Data point form (for use by IT services only)

Please log your request with IT Services who will then arrange the works in conjunction with Maintenance.

Telecoms request form (for Telecoms use only)

Please log your request with Telecoms who will then arrange the works in conjunction with Maintenance.

Portering request form

Please submit this form at least 72 hours in advance wherever possible.

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 and service requests



Don't walk past, report it!

LSE Estates Division
DON'T WALK PAST - REPORT IT!
Estates Help Desk - Mon-Fri 9.30am-5.00pm
✉ estates-helpdesk@lse.ac.uk
☎ emergency: 42444 (DD: 020 7431 8713)
Estates Work Service Request Form
www.lse.ac.uk/EstatesDivision/HelpdeskAndServiceRequests/Helpdesk

LSE Estates Division organises national research on 'student experience'



Using the Forms

- ⇒ Choose from the options available and fill in relevant details
- ⇒ If you are unsure or need assistance, please contact us using estates.follow-up-jobs@lse.ac.uk

The Help Desk Team

Emergency Line: ext: 2444 or #62444 from a public access phone



Ahjem, Albena - 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**,
a.ahjem@lse.ac.uk



Nabila Cruz De Cavalho-

Estates Helpdesk 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



Nelson, Felix - Helpdesk Technician.

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



Hulse, Olivia - Help Desk Technician / Furniture Co-ordinator

First point of contact for furniture requests and queries. Also responsible for dealing with service requests, general help and assistance with emergency call outs and enquiries.

Contact details: TW1, 4th Floor, 020 7106 **1160**
o.s.hulse@lse.ac.uk

WE ARE HAPPY TO HELP!

Our Website

Information Available

- ⇒ Getting Assistance
- ⇒ Service Request Forms
- ⇒ Response Times
- ⇒ Quick Reference/Q&A
- ⇒ Estates Help Desk User Reference Booklet
- ⇒ Contingency Procedure
- ⇒ News
- ⇒ Giving Feedback

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Services and divisions	▶
Estates Division	▶
Helpdesk and services	▶
Helpdesk	▼
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 #8244 if calling from a public access phone.	
Emergencies: Out of hours Contact Security on ext 2000	

Helpdesk



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 assistance](#)[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](#).

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

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 please [check this link](#).

To report an emergency or a very urgent job

Please dial ext 2444 or #8244, or if calling from a public access phone dial 020 7831 8713 – e.g. blocked toilets, floods, lift faults, power loss, H&S hazards or anything likely to cause injury. This number is for emergency use only and is staffed between 08:00 - 17:00.

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 a.ahjem@lse.ac.uk or on ext. 7778.

Service requests forms



News



Queries and feedback



www.lse.ac.uk/Estates/HelpDesk

The Newsletter

Read all about it!

How?

- Visit our webpage
- subscribe by emailing: a.ahjem@lse.ac.uk

What will I find?

- Topical News
- Updates on Works
- Announcements
- Feedback Review
- Performance Review
- Staff Interviews
- Trivia

Estates Facilities Management Newsletter

Volume 3, Issue 5
September 2012

LSE

Estates Division Facilities Management

Editor's blog

Lets talk about the Paralympics! What a celebration it has been of sporting talent, strength of character, positivity and ability to overcome adversity. In my opinion, the Paralympics games were a great success.

I also wanted to congratulate Royal Mail on the excellent PR exercise in support of our Olympic and Paralympic athletes. For every gold medal they issued a stamp with the winners and painted a post box gold in their home town —

not only from a point of view of the sporting achievements; they broke barriers, shifted prejudice, challenged perceptions and inspired millions. I was left in awe of the athletes (and their parents), who found a way to get over challenges that many would

what they can do, got on with life and are making the most of it. They showed that nothing is impossible and if one chooses to, they can make a difference to themselves and the world around them. Hats off to all athletes, who inspired so many!

what a wonderful way to celebrate their achievements! And it was reported on BBC that the Britain's Olympians and Paralympians are to get their own honour list. This would reflect the scale of achievement by British athletes. Well deserved!

Jan-June 2012 maintenance work

In the first half of 2012 maintenance have completed:

- 5189 jobs in response to service requests;
- received 1404 emergency calls;
- completed 308 Planned Preventative Maintenance jobs;
- received 240 feedback forms, with average satisfaction rate of over 95%. The low count of feedback responses was affected by IT problems that have since been resolved.

Feedback responses Jan-June 2012

Four feedback reviews for the period: 188

Service requests raised for maintenance Jan - June 2012

Four job issues for the period: 5189

Opposition is a natural part of life. Just as we develop our physical muscles through overcoming opposition — such as lifting weights — we develop our character muscles by overcoming challenges and adversity. Stephen R Covey

When written in Chinese, the word crisis is composed of two characters—one represents danger, and the other represents opportunity. John Fitzgerald Kennedy

This newsletter is distributed by email and available on the internet to subscribers and regular users of Help Desk. We very much hope you like reading it, however should you like to unsubscribe from this newsletter please reply to the original email with 'unsubscribe' in the headline.

Customer Point

INVESTORS IN PEOPLE

GREEN LEADER

LSE Estates Division Facilities Management

help desk

WORKING TOGETHER TO MAKE THE CAMPUS BETTER PLACE

If you need support or wish to share with our facilities, e.g. rights for parking, changing bins, locks, disabled facilities, lifts, stairs, 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 - Main Point & Main 4 Office

• 10 receptionists, ext. 7778, 7779, 7780, 7781, 7782, 7783, 7784, 7785, 7786, 7787, 7788, 7789, 7790, 7791, 7792, 7793, 7794, 7795, 7796, 7797, 7798, 7799, 7800, 7801, 7802, 7803, 7804, 7805, 7806, 7807, 7808, 7809, 7810, 7811, 7812, 7813, 7814, 7815, 7816, 7817, 7818, 7819, 7820, 7821, 7822, 7823, 7824, 7825, 7826, 7827, 7828, 7829, 7830, 7831, 7832, 7833, 7834, 7835, 7836, 7837, 7838, 7839, 7840, 7841, 7842, 7843, 7844, 7845, 7846, 7847, 7848, 7849, 7850, 7851, 7852, 7853, 7854, 7855, 7856, 7857, 7858, 7859, 7860, 7861, 7862, 7863, 7864, 7865, 7866, 7867, 7868, 7869, 7870, 7871, 7872, 7873, 7874, 7875, 7876, 7877, 7878, 7879, 7880, 7881, 7882, 7883, 7884, 7885, 7886, 7887, 7888, 7889, 7890, 7891, 7892, 7893, 7894, 7895, 7896, 7897, 7898, 7899, 7900, 7901, 7902, 7903, 7904, 7905, 7906, 7907, 7908, 7909, 7910, 7911, 7912, 7913, 7914, 7915, 7916, 7917, 7918, 7919, 7920, 7921, 7922, 7923, 7924, 7925, 7926, 7927, 7928, 7929, 7930, 7931, 7932, 7933, 7934, 7935, 7936, 7937, 7938, 7939, 7940, 7941, 7942, 7943, 7944, 7945, 7946, 7947, 7948, 7949, 7950, 7951, 7952, 7953, 7954, 7955, 7956, 7957, 7958, 7959, 7960, 7961, 7962, 7963, 7964, 7965, 7966, 7967, 7968, 7969, 7970, 7971, 7972, 7973, 7974, 7975, 7976, 7977, 7978, 7979, 7980, 7981, 7982, 7983, 7984, 7985, 7986, 7987, 7988, 7989, 7990, 7991, 7992, 7993, 7994, 7995, 7996, 7997, 7998, 7999, 8000

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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