

# Estates Facilities Management Newsletter

Volume 3, Issue 12

April 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## 32 Lincoln's Inn Field's official opening

After months of planning, design and construction work,



followed more recently by final corrective works, LSE was proud to welcome HRH Princess Royal, Chancellor of the University of London who officially opened the building

on April 29th.

Professor Craig Calhoun escorted HRH to the old

Registrar's office where she was briefed on the transformation of the building and met with architects, builders and LSE estates staff. Display boards showing the transformation of the

building were on hand to visually show the work done.

On arrival Craig Calhoun handed over to Julian Robinson, Director of

Estates who introduced HRH to the rest of the staff present, and showed her the display boards.

Following the visit by HRH, guests were invited to attend the official opening event & speeches in The Bean Counter Café in the basement of 32LIF.



## Green impact update!

The Green Impact is over for another year, we are awaiting the results from the audit in May. Good luck everyone! We had a new team and a new approach—the target was to achieve behavioural change—make a difference through small changes. The good news is that the Green Impact newsletters will continue to be published.

**DID YOU KNOW?** The Estates Help Desk runs a successful furniture ReUse scheme, taking unwanted furniture from offices and re-distributing it across campus. For more information visit our web page at [www.lse.ac.uk/LSEservices/estatesDivision/HelpdeskAndServices/furnitureReuse](http://www.lse.ac.uk/LSEservices/estatesDivision/HelpdeskAndServices/furnitureReuse) or contact Help Desk.

**DID YOU KNOW?** The Estates Sustainability team runs a ReLove Fair for students at the end of term, taking old furniture, fridges and other items and re-selling them at low cost to new students who might need them.

**DID YOU KNOW?** The Estates Sustainability team has a stationery ReUse system. The stationery is being resold in the SU shop.



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.

## Sustainable Projects Fund: winners announced

The winners of the 2013 LSE Sustainable Projects Fund have been announced. £14,000 was awarded to kick-start seven student and staff-led projects that will improve environmental sustainability within the LSE community.

The winning entries were:

- A pilot for Maths modules to include environmentally themed worked problems (£3,000).
- Bike service points in the NAB and the Towers (£1,200).
- A study of LSE recycling behaviours (£390).
- Enhancements to the gardens in Passfield Hall (£6,000).
- Student focus groups to identify options to improve sustainability communications networks (£500).
- An online marketplace for LSE students and staff to exchange goods with each other (£2,000).
- Ethical costumes bought for Timeless, an LSE student theatre production (£700).

Julian Robinson, Director of Estates, said, "We are delighted to support these projects, which will positively contribute to the life of the School whilst improving its environmental impact. The strength and variety of all the applications was a testament to the huge wealth of talent and creativity at the School."

11 applications were received from undergraduates, postgraduates and staff, tackling a wide range of issues, from waste, to biodiversity, to climate change.

The Sustainable Projects Fund is an LSE prize-fund for student and staff-led projects that enhance sustainability at LSE. It is run by the LSESU [Sustainable Futures Society](http://www.sustainablefuturesocietylse.com/index.html). The money comes from a 10p 'tax' on bottled water sold by LSE Catering. Funds are awarded annually by an independent judging panel including students, senior academics and the Director of Estates.

For more information on the Fund and the seven winning projects, follow the link: <http://www.sustainablefuturesocietylse.com/index.html>



### New LSE Smart Mugs!

To help reduce the negative environmental impact of using disposable cups LSE Catering are selling new environmentally friendly smart mugs.

The mugs are retailing at £8.50 (including a free tea, coffee or hot chocolate).

Smart mugs are sold and accepted in:

- LSE Garrick
- 4<sup>th</sup> Floor Café Bar
- Café 54
- Mezzanine Café
- The Bean Counter
- SDR Café Bar (members only)



See the [Smart Mug webpage](http://www2.lse.ac.uk/intranet/LSEServices/estatesDivision/sustainableLSE/policy/bijectives/Procurement/SmartMugs.aspx) for more information:

<http://www2.lse.ac.uk/intranet/LSEServices/estatesDivision/sustainableLSE/policy/bijectives/Procurement/SmartMugs.aspx>

Julian Robinson received this compliment on behalf of Mo Miah.

"I just wanted to say that I was pleasantly surprised to get a voicemail updating me on the progress of a maintenance request that I submitted on Tuesday afternoon. It really is appreciated."

And the new Student Centre is looking good!"

Best, Cath Bennett  
Departmental Manager

## Work to 4th floor terrace—Old Building

### BOOM Terrace Shade

LSE Estates are pleased to announce the installation of a sun shade at the Old Building 4<sup>th</sup> Floor Terrace. The canopy is controlled remotely from the building at the 4<sup>th</sup> floor Catering facilities. Each shade had been fitted with a vibration sensor which responds to the undesirable wind speed and would cause the shade to retract automatically. The plant boxes installed over the free-standing frame of the sun shade will be filled with planting arrangements to compliment the terrace.



Computer generated image above and below



### School Closure: Public Holidays – Monday 6<sup>th</sup> May 2013 and Monday 27<sup>th</sup> May 2013

There will be limited LSE ID card [access to campus buildings for Staff](#) based on their current level of access as stated in table below:

DATE	7AM- 9.30PM	8AM – 5PM
MONDAY 6/5/13		YES
MONDAY 27/5/13		YES

We recommend that Staff only attend for work if absolutely necessary on the Public Holidays on Monday 6<sup>th</sup> May 2013 and Monday 27<sup>th</sup> May 2013.





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-5.00pm

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

**Submit a request** via the web link: Estates-Help Desk- **Service Request Forms**

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

**email:** [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk)

**www:** [www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk](http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk)

**Security:** **Weekends, Holidays and 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 SLAs are subject to emergencies, workload & staff availability.

**LSE** Estates Division  
Facilities Management

#### Emergencies / Urgent

##### Contact Help Desk

- Ext. 2444

##### Out of hours contact - Security

- Ext. 2000

##### Contingency procedure

- Visit the Estates Help Desk web page for forms and user notes

#### Submit a service request

##### Contact Help Desk

- Web Service Request Forms

##### Contact Help Desk (if the web page is down)

- Ext. 7956  
- [Estates-help-desk@lse.ac.uk](mailto:Estates-help-desk@lse.ac.uk)

#### Queries / Feedback / General Information

##### Contact Help Desk

- Ext. 7956  
- [Estates.follow-up-jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

##### Contact the Customer Services Manager

- Ext.7778  
- [A.Ahjem@lse.ac.uk](mailto:A.Ahjem@lse.ac.uk)  
- Feedback Form

##### Visit our web page

- Response Times  
- Quick Reference  
- News

**LSE** Estates Division

For more information please visit our web page at:

<http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk/home.aspx>

## Estates staff news

We would like to say good bye to **John Beardsell**, maintenance technician who retired at the end of March and **Nita Khambatta** who took on the role of Administrative Assistant in the Directorate. We wish them all the best for the future and hope they will stay in touch.

**Mark Atkinson** returns from extended leave on 22<sup>nd</sup> April which means that Ian James will end his temporary contract. Thanks to Ian for his help and support whilst covering this role.

We would like to welcome **Sarah Beck** who will be joining us as a Principal Project Manager from 29<sup>th</sup> April. Sarah replaces Martyn

Fisher in this role following his recent promotion to Assistant Director of Capital Development. Sarah has worked in the public, private and consultancy sectors and was most recently employed at the RIBA where she has been working on revisions to the RIBA Plan of Work and on better client briefing publications. A member of the RICS and the APM and a PRINCE2 practitioner she is an experienced client side project manager. Between 2005 - 2011 Sarah was the project manager for a major brown field regeneration scheme in the Thames Gateway. Prior to that she was an associate director at PRP Architects in their project services team, leading on bidding and client liaison as well as

undertaking research into successful developments. Sarah has also worked for a house builder and she began work in housing management working for two inner London local authorities before moving into capital projects at London Borough of Hammersmith & Fulham where she managed their capital investment programme.

## Razzies "Parent of the month" award



The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.

For any related queries please contact Beni Ahjem on ext 7778 or by email [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk)

