

Volume 2, Issue 9

April 2011

# LSE

## Estates Division Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

# Estates Facility Management Newsletter

### Something topical

The artist Ai Weiwei, best known for helping to design the Bird's Nest stadium for the Beijing Olympic Games'08, has been in the news recently and this reminded me that recently I saw his exhibition in the Tate Modern called Sunflower Seeds. I know, 'old news', you say, 'it has been there for a while so much has happened since'. 'True', I say, 'but still worth mentioning'. I saw it before, just from the bridge, but must say did not quite understand it. This time I saw the film that accompanied the exhibition and this made all the difference. It seems to me that with modern art the originality of thought and the process of creation is almost more important than the final result, i.e. understand the creative thinking and one understands the art. The sculpture seems to have come together in a powerful expression of wholesomeness: the artist's original idea; the whole village taking part in the decoration of the individually sculpted seeds, using traditional techniques; this in turn provided income for an otherwise very poor community; it also represented what is a powerful social commentary on the individual as part of the mass represented by the sunflower seeds; and all this by using porcelain, material that is almost synonymous with China. The attention to detail and the successful and meaningful marriage of art that economically benefits people whilst representing the people is fascinating. Originally, people were meant to walk across the sunflower seeds carpet, but due to H&S, it was decided that this is not wise. I personally think it is better to look at it from the sides as if the seeds represent the individual as part of the mass, we better show some respect! A new work by Ai Weiwei 'The Circle of Animals/Zodiac Heads' will be seen in the first outdoor public sculpture to be displayed in Somerset House from 12 May.



### LIFT MAINTENANCE

- Lift 60—Columbia House—out of service for essential maintenance between 21/28 April
- Lift 16—Clare Market—out of service for essential maintenance on 26th April

**St George's Day** is celebrated by the several nations, kingdoms, countries, and cities of which Saint George is the patron saint. Most countries which observe St George's Day celebrate it on 23 April, the traditionally accepted date of Saint George's death in 303 AD. This day is May 6 for Eastern Orthodox Old Calendarists. St George's Day was a major feast and national holiday in England on a par with Christmas from the early 15th century. However, this tradition had waned by the end of the 18th century after the union of England and Scotland. In recent years the popularity of St George's Day appears to be increasing.



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### Room for Thought:

The way to gain a good reputation is to endeavour to be what you desire to appear. - *Socrates*

Coming together is a beginning. Keeping together is progress. Working together is success. - *Henry Ford*

A chain is only as strong as its weakest link. - *Author Unknown*

If you have received this newsletter by email this is because you have either subscribed to it or have been identified as a regular user 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.

# MAINTENANCE



## Feedback

Hi, just a short Email to thank you and your team for the excellent service you have provided us with over the last week. When the power failure hit our restaurant last Thursday and we were plunged into darkness in various parts of our kitchen, your team were on hand swiftly to rig up emergency lighting which allowed us to continue to provide a catering service to our customers. I would also like to pass on a big thank-you to Ross who's efforts to rectify some faulty plumbing in the 4th floor café bar saved the day for us, without his efforts and ingenuity we would have not been able to provide a full service of hot beverages to our customers in the café. We really do appreciate his efforts to correct the problem which he did without fuss and with as little disruption to us as possible. I would also like to take this opportunity to ask you pass on my thanks to Mo, who has frequently come to sort out various problems in the kitchen area over the past months - as usual, we all mean to take the time to pass on our thanks, but never get around to sending the Email. I am sure that your whole team deserves a big pat on the back for your fast and helpful service, please can you tell them how much we appreciate them all!

Regards, Karen Agate-Hilton

Dear Steve,

I just wanted to say a big thank you and commend Tony Hough for his willingness, dedication and professionalism for a job well done this week in respect of a couple of jobs that he was asked to do for the Security dept. at the LSE. Often the jobs that need doing need to be completed quickly and efficiently so as not compromise the security of rooms and buildings across the site.

Tony is always extremely helpful and can be relied upon to do a thorough job.

Cheers, Graham Shillabeer  
Security Office Manager

Thank you so much for arranging the engineer's visit so quickly. The room has been a very comfortable temperature all day and most importantly during the Grantham Board meeting this morning.

Once again, many thanks for your prompt response, it was very much appreciated.

Best wishes, Ann Sawyer

Many thanks to Steve Ryan and colleagues for their efforts to accommodate the varying needs of staff and the vagaries of the heating system in Tower 3. We also now have a better understanding of how the system is supposed to work. Not a single member of staff has complained for days!! So a personal thank you for that! Ginny Pavey

## Complaints procedure on the web

This is to confirm that the full and final version of the Complaints procedure is now on the web. It contains 4 steps and allows for the registrations of feedback, queries, complaints and escalation. It is important that customers follow the correct steps in order for us to be able to manage the information and corrective action with the tools we have put in place. **The link to the procedure** is either via EstatesDivision/estatesDivisionOrganisation/ policiesAnd-Procedures OR via Estates-Help Desk—Customer Service.

The best place to start with your enquiry is to contact Help Desk on ext. 7956 or the Customer Services Manager on ext 7778 or via email [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk).

## Managing the economics

All service leaders in the Estates Division have been asked to make budget cuts.

We are trying to ensure that this will not affect the quality of service we provide but inevitably it will mean greater discipline when work is approved.

One of the immediate impacts of the cuts is on the overtime budget, i.e. fewer jobs will be done out of hours to avoid inconvenience and we will only have very limited weekend cover.

## Meet Robert Meecham— electrician

*How long have you been working at the LSE?*

I have worked at the LSE for about a year and a half now. I had also worked at the LSE as a contractor many times over the last ten years.

*What did you do before you joined the LSE?*

Prior to working at the LSE I worked as an Electrical contractor working mostly in central London. The work included Installation and maintenance in a wide range of environments such as Government Buildings, royal palaces, police stations, High Courts, English Heritage and the NHS.

*What is the most enjoyable part of your job?*

I would say the most enjoyable part of my job would be the satisfaction I get when I'm able to fix a problem that has no obvious solution. With a large campus to look after there is always another problem around the corner to keep me busy.

*What do you enjoy doing outside work?*

Cycling, swimming and when were lucky enough to have some good weather I take my MG Midget for quick blast down the country lanes (usually the ones that lead to the pub)!

*Tell us something interesting about you that we may not know.*

In 2004 I participated in the Vogalonga historic rowing competition which is a 30 Kilometre race through the city of Venice and around the other islands. It's a bit like the London Marathon only on water. We did this in a dragon boat which is a lot quicker than most of the other more traditional boats involved, but with three thousand other competitors we mainly concentrated on beating any other dragon boat teams. It was hard work but the Italian crowds cheered us on all the way.

*What do you look forward to?*

At the moment I look forward to going home after a hard days work to see and spend time with my 10 weeks old baby daughter.



More staff news: We would like to welcome to our team our new electrician William Tappin, read more next month.



Are you sitting comfortably?



Fancy a ride after I get off?



Animal lovers we need your help...



## Staff news

### When customers felt we could have done better

In this section we feature randomly selected feedback where the customer felt we could have done better. All feedback indicating that there is a shortfall in performance is investigated and where appropriate addressed as we try to learn from our mistakes.



As part of a refurbishment project some of the kitchens in the Towers were fitted with ZIP boilers / taps. The installation was done on the provision that maintenance contracts will be set up by the departments for the annual service of the equipment and the replacement of filters. This is done on the same principle as all other kitchen equipment such as fridges, dishwashers, microwaves etc where it is only the manufacturer or their approved contractor who are authorised to maintain the equipment.

For reasons that are not quite clear, the communication fell short and as a result the parties concerned had different expectations to what the original intent was.

After exchange of information and a visit from the ZIP representative now the departments have set up contracts and the maintenance issue should be well in hand.

The new generation ZIP boilers are 53% more efficient as they can be programmed to heat the water only when it is needed and they are well insulated so there is no heat loss.

### Customer First Standard—Update

The Customer First standard is looking for a culture of customer focused service that is following best practice.

Every member of staff has a responsibility to contribute to the Divisions objectives of service delivery.

Progress update:

- We submitted a formal Customer First Commitment Form
- We met with HR to progress the

Customer 1st application

- HR will meet the SMT to decide on specifics and establish an Action Plan.
- All staff will be invited to discuss their responsibilities and understanding of the standard
- The C1st representatives were briefed on how to carry out the staff meetings
- Meetings with all staff took place in the w/c 11 April

Our Culture Aim:

"We act in the best interests of our customers at all times.

We understand the impact our services have on our customers.

We support continuous improvement."



### Have a nice day news!

At the grand old age of 42 Paul Franklin, Head of Maintenance, became a grand dad.

Baby William is doing very well, growing strong and keeping his grand dad busy. Baby's mum and dad are enjoying the help.

Congratulations! We hope you can catch up on sleep and rest over the Easter break.

Congratulations also go to Pat and Lesley Causley who had their wedding anniversary this month!

We are pleased to welcome back Mal-



colm Callender, Dave Felstead and Chris Roots who went on long holidays— Malcolm went to Australia, Dave went on a Caribbean Cruise and Chris went on a break to Oman and Sri Lanka for 3.5 weeks. We are glad to have you back!

Beni Ahjem is also a year younger this month. Have been counting back for a few years now! Will stop at 30.

### Estates Help Desk Contact Details

**To log a request:** Estates Division—Help Desk and Services—Service Request Form

**To report an emergency:** call ext. 2444, from communal phones dial #2444

**To follow up progress on a job or log an enquiry:** [estates.follow-up-jobs@lse.ac.uk](mailto:estates.follow-up-jobs@lse.ac.uk)

**Contact Help Desk:** ext. 7956, ext.6415, [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk)

**Customer Services Manager:** ext. 7778, [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk)

