

Estates Facilities Management Newsletter

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LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter

Editor's blog

Let's talk about the Olympics! I think most of us surprised ourselves by how excited and involved we were. There was so much to see and so much to do even if one did not have tickets for events, and if you had tickets—even better. Our favourite pastime was to visit the Olympic houses that were scattered across London and engage in a bit of big screen

watching of events in the company of fans from a particular nation. From the free entry houses, we thought the Swiss was the best—you cannot beat a bit of Swiss cheese and chocolate tasting! From the paid entry houses our vote went to the French, they do know how to create style, but where is the Olympic spirit—why charge? And I must say that the Olympic exhibition at the Royal Opera

House was second to none; really exciting, informative and engaging!

Everywhere in London was just one big party, the transport problems never were and people were just happy! What else do you want? Oh, yes, and team GB surpassed our expectations—29 gold medals, 65 in total! How about this! Well done to all athletes!

Bring on the Paralympics!



Furniture update—additional and replacement items only

Furniture Reuse has reached the end of Stage 1 of the project, which included setting up the foundations and embedding the new procedure, with great success.

Since April this year we have had a 10-fold increase (1066%) in requests in comparison with the pre-April period, with 74 requests having

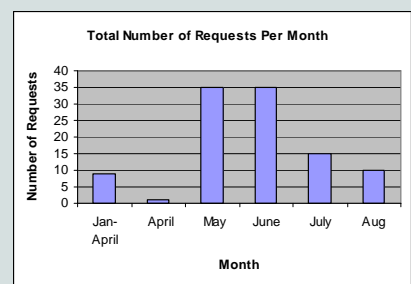


been filled by provision of 380 items of Reuse furniture. This led to a saving of £8533.99, which is equal to 5948kg of CO2e saved, helping the LSE to

maintain its high standard of Sustainability.

To place a furniture request please use the Help Desk Service forms, available here:

<http://www.lse.ac.uk/estatesDivision/HelpdeskAndServices/serviceRequesthelpdesk/Home.aspx>



The most important thing in the Olympic Games is not winning but taking part; the essential thing in life is not conquering but fighting well. **Pierre de Coubertin** (founder of modern Olympic Games)

I am building a fire, and every day I train, I add more fuel. At just the right moment, I light the match. **Mia Hamm** (American football player, 2004 Summer Olympics)

And then in life, you always have to try, and today, I may not have succeeded, but I am happy to have tried to beat my record.

Noureddine Morceli (Algerian athlete, 1996 Summer Olympics)

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.

Room Re-Vamp

The Old Building locker room is undergoing a full refurbishment at present. The works include remediation of damp ingress and alterations to structural columns and stairs, as well as full redecoration, replacement of floor finishes and all lockers. See the inside scoop and access (pictures below).



Existing Entrance



Proposed Entrance



Existing Lower Ground



Proposed Lower Ground

An important aim of this project is to improve safety and security within the space, so that students feel comfortable leaving their belongings and accessing the room at any time of day or night. The installation of half height lockers will remove the dead end corridors and allow 360° views around the room; they will also allow for a more efficient lighting layout and full CCTV coverage. A new secure entrance will ensure access to the space can be controlled and monitored.

As Project Manager Phil Newsham describes, “apart from improving the functionality of the room, these works will significantly enhance the look and feel of this underused student space”. Demolition of the current space began on 26th July, with completion anticipated to be the 12th September.

For further information please contact Project Manager Phil Newsham (P.Newsham@lse.ac.uk, extension 1167) or Assistant Project Manager Ana Dinis (A.Leite-Pereira-Dinis@lse.ac.uk, extension 6515).

Clement House refurbishment



Following the upgrade of the corridor lighting in Clement House, this year we took the opportunity to replace the emergency lighting with low energy fittings. The new fittings reduce energy but they are also self-testing, i.e. they self-diagnose faults which our electricians can attend to.

Parallel to this, we were working on upgrading the WC areas where we replaced all the old metal ceilings with new, as well as all light fittings with LED alternatives. We reduced the number of fittings by 1/3 as the new ones have higher light output whilst at the same time they have lower energy

consumption. We also replaced the hand driers that were coming to the end of their life with energy efficient modern models. This reduced the energy consumption from 2.2KW to 0.9KW per unit. The next step is to replace the taps with push taps which will help reduce the water wastage. Let us know what you think.



NEW LONDON AWARDS 2012

WINNER

Capital Development are proud to announce that the NSC won the 2012 New London Award (NLA) in the Education category. NLA is an Architectural competition that recognises the very best in architecture, planning and development in the capital. The NLA jury were reportedly looking for a project of the highest design quality that demonstrates a positive impact on its surroundings and makes a wider contribution to life in the city. Congratulations also go to the two other winners of this category, New University of the Arts Stanton and Williams and Stanley Park High (School) from Haverstock Associates.

LSE Recommended for ISO 14001

The Estates Division has been working towards obtaining ISO14001 certification. It is an internationally accepted standard that sets out how an organisation can go about putting in place an effective Environmental Management System (EMS). The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact.

Following the recent audit, Martin Bolton, Interim Head of Environmental Sustainability, wrote to all involved:

"Many thanks indeed for taking the time to meet the environmental auditor. Everyone really went out of their way to support the audit – showing Margaret around campus, talking about your roles, and going the extra mile to fish out obscure documents – your hard work is very much appreciated.

Through Margaret's conversations with you, it became abundantly clear to her that staff and students across the School are all active in contributing to improving LSE's environmental performance, and that there is a clear and joined-up vision for progress.

The auditor has recommended LSE for ISO 14001 certification to the national board of assessors, who will meet to approve her decision over the next few weeks. If they accept the recommendation in the audit report, the School will formally be awarded ISO 14001 certification within six weeks.

Congratulations for your combined efforts, which collectively delivered this success and a very big thank you to Jon Emmet who has led on developing the Environmental Management System and did a sterling job in providing Margaret with all she needed throughout her four days with us."

Well done everyone and thank you for your support.

Job number 163120.01

The plumber was excellent in that he also identified another long term problem with which we had been suffering and rectified it easily on the spot.

Furniture feedback:

"The request was dealt with quickly and efficiently and Rose kept me informed of progress at all times"

"Beni was very helpful, I can't fault the service I received, thank you"

"Swift and prompt service. Vic took the time to ensure that a matching pair was found."

HOW TO CONTACT HELP DESK:

Log a request via the web: LSE—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 a query: estates.follow-up-jobs@lse.ac.uk

Contact Help Desk: ext. 7956, ext.6415, estates-help-desk@lse.ac.uk

Customer Services Manager: ext. 7778, a.ahjem@lse.ac.uk

Emergencies / Urgent	Submit a service request	Queries / Feedback / General Information
Contact Help Desk <ul style="list-style-type: none"> - Ext. 2444 	Contact Help Desk <ul style="list-style-type: none"> - Web Service Request Forms 	Contact Help Desk <ul style="list-style-type: none"> - Ext. 7956 - Estates.follow-up-jobs@lse.ac.uk
Out of hours contact - Security <ul style="list-style-type: none"> - Ext. 2000 	Contact Help Desk (if the web page is down) <ul style="list-style-type: none"> - Ext. 7956 - Estates-help-desk@lse.ac.uk 	Contact the Customer Services Manager <ul style="list-style-type: none"> - Ext. 7778 - A.Ahjem@lse.ac.uk - Feedback Form
Contingency procedure <ul style="list-style-type: none"> - Visit the Estates Help Desk web page for forms and user notes 		Visit our web page <ul style="list-style-type: none"> - Response Times - Quick Reference - News

For more information please visit our web page at:

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

Staff news

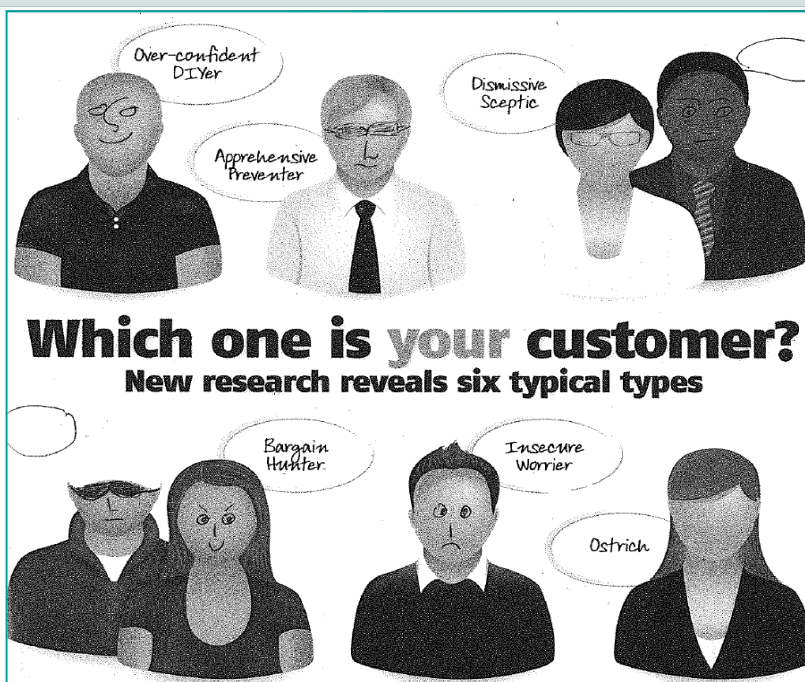
Investing in staff development pays dividends in the long term.

We regularly arrange training sessions for our staff to attend statutory training as well as training to keep up with best practice.

We are currently looking into custom made training for our staff covering relevant areas of customer service.

The areas that the training will cover are best practice and latest updates on:

- Customer expectations
- Dealing with difficult situations
- Working together to deliver excellence



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

