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August 2010

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates maintenance Newsletter

News from Estates Maintenance and Help Desk.

Dear colleagues,

So far we have received only positive **feedback** with constructive suggestions on the new format of the newsletter (for one exception see p.3). Thank you everyone who commented. This proves the theory that changes should be introduced in the summer when the sun is shining and people are happy! With English weather however, this is a tricky slot to fit in as the one week of summer never falls on the same week each year. But this year was different. Hasn't the weather been gorgeous recently? As for Maintenance this brought the expected volume of requests for fans and adjustment of temperature. There is no rest for the wicked!

Joking apart, let me use this opportunity to wish you all happy holidays! We hope you **all enjoy the summer break** and re-charge those batteries!

What's new?

The **Estates web page is being re-designed** by IT web service and our admin team. The intent is to create a more user friendly and useful web page.

Please visit our site and see what you think, the work is not completed yet but a lot has been done already.

We at Help Desk have been trying to upgrade our bit for some years and very much welcome this upgrade as we see it as an opportunity to make our intents for improving the customer experience a reality.

As with all complicated tasks where there is a lot of inter-dependent information we experienced **a few issues**. We are pleased to report that the initial hiccup with the links to the Service Request Form and the Feedback Form have now been resolved. We would like to offer our **apologies** for the inconvenience and our gratitude to all of our customers for their understanding, patience and co-operation while the corrective works were carried out.

We look forward to seeing the new look web site completed in the next few months. **Have a look at:**

http://www2.lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/estatesDivision/Home.aspx

Work by Maintenance this Summer

Summer is one of the 'quiet' times of the year, which we use to schedule as much work as possible to reduce inconvenience.

Planned Preventative Maintenance:

- Annual statutory Emergency light testing in the Library—night work on 6th August.
- Fire alarm servicing—campus, NAB & LRB—completed in July.
- Fire alarm tender for Towers—we are currently assisting the contractors with access.
- PAT testing—Tower 3; Lincolns Inn; Cowdray House; St Phillips; Parish Hall; Queens House
- Essential maintenance to electrical boards following the thermal imaging survey—Connaught House, Cowdray House; St Clements; Lakatos; Tower 2 & 3.

Reactive Maintenance:

- Air conditioning and fan requests for regulation of temperatures.

The schedule of areas affected was sent to the relevant Departmental Managers.

Summer works by Capital Development— please check the Estates website or contact the Capital Development team on ext.1158.

Inside this issue:

Green Initiatives—Reminder	2
Furniture re-use—it's a team effort	2
Painting & Decorating Works	2
Tool Box Talks	3
Newsletter feedback	3
Meet Peter Fennelly	3
Help Desk Procedure	4

For previous editions of the newsletter, please visit our web page at:

http://www2.lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/estatesDivision/servicesWeOffer/maintenance/ MainteanceNewsletters.aspx

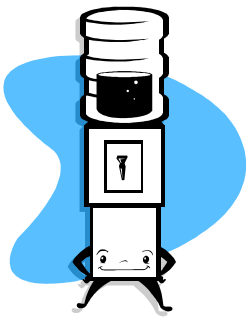
There will be Portable Appliances Testing and Essential Electrical Maintenance done on campus, the schedule of dates has been given to the Departmental Managers.

The works in Tower 2 on 14th August have been cancelled.

News

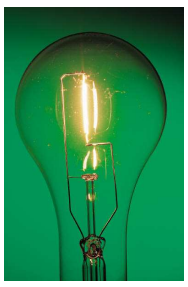
Green Initiatives—reminder

Following the recent Communiqué Green Tip, should you want to **switch your water cooler in your office to mains-fed**, which is typically less expensive and has additional environmental impacts through food miles, please ask your departmental contact to get in touch. We will carry an assessment and depending on proposed location and pipe work arrangements we will decide how to proceed. Please note, however, that it is the departmental responsibility to arrange for the fitting and the hire of the water cooler.



Please bear in mind that the Maintenance Team prioritise urgent maintenance but will schedule an assessment as soon as possible. Please complete a **service request form**, available through the LSE Estates page:

http://www2.lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/estatesDivision/Home.aspx



To support the School in achieving its carbon reduction commitment, we would like you to get involved and we welcome **your feedback.** 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. Please give us **your suggestions** via the Estates Helpdesk email: estates.follow-up-jobs@lse.ac.uk We look forward to making progress on this together.

Furniture re-use—it's a team effort!

As you would have read in various previous publications, the School has **a commitment to reducing the carbon** emissions and our Section is doing its part. Here is an example of co-operation between various sections of the Estates Division who brought together a successful furniture reuse project.

Ron Dale, the stores assistant vetted all **unwanted furniture** left by users and kept the items in good condition in order to be used again. The **Move Team** then used the furniture in their projects and the following impressive **list** of good quality items was found a loving home since March 2010: Desks:56; Chairs:54; Peds:53; Meeting tables/coffee tables:8; Meeting chairs:33; Storage:40; Screens:15; Sofas:4. This is only including furniture they managed to reuse from storage.

The **Sustainability Team** who has been leading the re-love initiative very helpfully calculated that our team **effort resulted in**:

4.3 tonnes diverted from landfill

£20,000 saved (avoiding purchase of new goods + disposal cost)

= 18 tonnes of CO2e

without compromising the customer experience.

We would like to **thank everyone** involved for supporting this initiative.

Painting & Decorating Works– Capital Development Team

We are in the process of preparing **long term plans** for our cyclical **floors and walls decoration across the School**. This will include the regular upkeep of communal areas and teaching rooms as the main priority, followed by individual offices within your respective departments and service areas.

As we have a **finite budget** and this is mainly to cover the planned priority works outlined above, it will be difficult to justify ad hoc single or a small number of room redecoration requests over the summer unless funded from Department budgets.

We will be aiming to **notify staff by the end of August 2010** of the long term plans which will show when each areas of the buildings will be redecorated. All areas of the campus will be **surveyed and a priority given** to those in greatest need of redecoration.

Should you wish to discuss this further, please do not hesitate to **contact** directly Kenneth Kinsella.

Customer feedback

Dear Martyn (Fisher), Steve (Ryan),

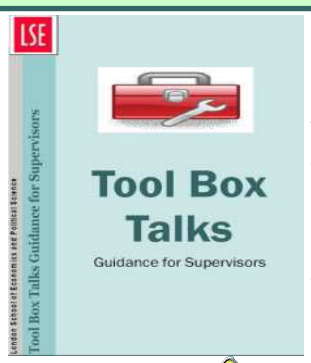
I would like to thank you both for your efforts in resolving the ventilation problems created by the 4th floor restaurant refurbishment. The adjustments you made have now been fully tested in both extreme cold and hot weather conditions and the environment for both customers and staff is tolerable, in fact its quite pleasant!

Very many thanks, Liz Thomas

Staff News

Tool Box Talks

The Estates Staff are in the front line of the customer interaction as well as the work they carry out has major H&S implications. As part of our commitment to good staff management and to comply with current approved codes of practice, regular **'Tool Box Talks' meetings** are organised for



staff to discuss current issues and review environmental, H&S matters and training.

To ensure the meetings are constructive and positive we have introduced a more **formal format** to the agenda. This is to avoid them being dominated by trivial issues but focus on the 'bigger picture' instead, with an opportunity to ask questions and discuss at the end.

A guidance booklet was issued to the supervisors that covers most relevant topics and aims to facilitate the talks.

The meetings are held **monthly**.

Newsletter Feedback — CAUTION read in good spirit and with an advanced dictionary.

Here is a snap shot of a feedback we've received mourning the old format of the newsletter.

! Sense of humour required and an advance command of English.

Don't say I did not warn you!

It was with deep regret that we noted the recent passing of the old-style estates newsletter.

We feel that by bowing to the bourgeois virtues of clarity, legibility and functionality in the new format, you have needlessly compromised your once-bold aesthetic vision.

With its vigorous rejection of every basic tenet of modern graphic design, the former newsletter was a fierce statement of artistic purity. In an age where newsletters coddle readers with clean lines and logical design, it dared to challenge its audience; and those of us who looked beyond the brutalist facade were moved by the elegiac subtext. We understood that its unselfconscious crudity quietly raged against the dying lights of an 8-bit world, like a digital Don Quixote gamely tilting at the implacable windmills of modernity.

Like Duchamp's urinal, the newsletter was both conceptual and inescapably visceral; it demanded a physical response. Yes, this response was usually vertigo, and occasionally epilepsy, but for those who muscled pasted the dizziness it offered an invigorating visual slap that reminded us to seize the day. This was its monthly gift to us all, and we were enormously grateful for it.

The old newsletter enriched us. It was important to us. Please return it to us.

Dear reader, I thought this is a very funny note, in line my sense of humour. I could have even written it myself, if only, I used all those sophisticated words regularly as part of my vocabulary! Thanks for taking the time to write it. For two years I was unknowingly a member of the Brutalism movement! and although I am not a fan, I took this as a compliment. I must confess that the lack of access to Publisher was the real reason for my bold approach, but I am happy to be compared to an artist who is world renowned and avant-garde or to Don Quixote—at least he had a dream. Frankly, I am pleased that you read the newsletter and if it provoked a response—even better! Maybe you should have a permanent column, but you must keep up the standard, your second email was somewhat off piste.
Yours sincerely, Beni Ahjem
PS1: The old format will not be returning, so Tate Modern: any offers? PS2: Looking forward to the next reader participation.

Meet.....Peter Fennely, Store Manager

How long have you been working for the LSE?

27 years ago I thought this will do until I get a proper job!

Might stay. Not sure yet.

What is the best thing about the LSE?

Good name to drop when people ask where I work. Almost everyone has heard of LSE, and they are very impressed when I claim to be a lecturer/academic.

What changes have you witnessed during your work at LSE?

The size of the campus and the rate that it has grown is incredible. It seems like LSE is winning a game of Monopoly in Westminster, by buying buildings, pubs and theatres. Haven't got a tube station yet!

What is your favourite holiday destination and why?

Ireland or Malta (haven't managed to leave Europe yet)

Cheap holiday. I have family in Ireland and my wife's family are Maltese.

What do you look forward to?

I always look forward to the future. Looking forward to the past is difficult. At present.

I love spending time with my family and they love spending my money with me. It's great when we're all together, but as my two boys are getting older, I feel my wife and I may be cramping their style a bit (I know, hard to believe, isn't it?)

Help Desk Procedure Guidelines

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 and for avoidance of delays.

To report an emergency or a very urgent job such as blocked toilets, floods, power loss, H&S hazards etc, please dial 2444 or #6 2444 if calling from a public access phone. (Please note that this number is for **emergency use only** and is only manned between 08:00 - 17:00. Outside of these times please call security on extn. 2000).

To request basic maintenance work, please use our on-line Maintenance Request form at http://www.lse.ac.uk/collections/estatesDivision/serviceRequest/Default.htm Please give as much detail as possible, e.g. the exact location in terms of room as well as area within the room where the work is to be done, what needs doing, times for access to the room etc.

It is critical that we have the job requests recorded in order to follow up their progress and to ensure that the work is completed. Therefore, **unless it is an emergency please use the web site to log requests**.

Being kept informed - once the job is logged you will receive **two** automated emails keeping you informed of the acceptance and completion of the job. If you would like **information on the progress of a current job** or **to follow up on a job that is overdue**, please contact the Help Desk Technicians on extn. 6415 or 7956. They will be able to give you an update. Alternatively you can send an email to estates.follow-up-jobs@lse.ac.uk and the Customer Services Manager a.ahjem@lse.ac.uk and she will follow through.

All other enquiries please contact Beni Ahjem (Customer Services Manager) extn. 7778, Pat Causley (Deputy Head of Maintenance) extn. 6329 or Paul Franklin (Head of Maintenance) extn. 6736.

On **completion of a job**, you will receive a request for **feedback**. Please return this to us, it is very important that we monitor how well we are doing and if there are any areas where we can improve.

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

Other requests please contact as follows:	**Contact**	**Web / email**	**Extn.**
More extensive maintenance / refurbishments – Projects	Ken Kinsella	n.s.langton@lse.ac.uk – secretary to Projects	3614
New works	Ken Kinsella	New Works Form k.kinsella@lse.ac.uk	4951
Space requirements/ Office moves	Ricky Taylor	R.Taylor2@lse.ac.uk	1142
Ordering of furniture including white boards (may require budget code)	Stores	r.dale@lse.ac.uk	7979
Removal/Relocation of furniture and confidential waste	Porters –	http://www.lse.ac.uk/collections/security	6760
Cleaning inc. emptying of bins	Jossette Edwards-Leigh Mark Atkinson	www.lse.ac.uk/collections/estatesDivision/serviceRequest/ServiceRequest_environmental.htm	1144
Décor and flooring	Lauren Allier	l.k.allier@lse.ac.uk	6515
Blinds & Window cleaning	Andy France Mark Atkinson	www.lse.ac.uk/collections/estatesDivision/serviceRequest/ServiceRequest_environmental.htm	6544
Pest Control	Andy France Mark Atkinson	www.lse.ac.uk/collections/estatesDivision/serviceRequest/ServiceRequest_environmental.htm	6544
Sustainability, Recycling, Waste	Victoria Hands	v.e.hands@lse.ac.uk	6618
Telecoms / phone points	Telecoms	Telecoms@lse.ac.uk	
Security	Paul Thornbury	Main desk – Old Building	2000
Data points	Malcolm Barker	m.barker@lse.ac.uk	7742
Audio Visual Teaching Room Requests	Ray Flood Mike Betts	r.flood@lse.ac.uk m.betts@lse.ac.uk	7694 6244