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LSE

Estates Division Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

What a month it has been, just as we thought that after so much bad news there must be, surely, a lull in the bad news front. Well we were wrong—this time it was riots in the UK main cities. Although I understand how it all started, a peaceful protest that turned violent, it all got out of hand to the point where the rioting spread across the UK. There was unrest in cities including London, Manchester, Salford, Liverpool, Nottingham and Birmingham, with shops being looted and set alight and men said to be protecting their community killed. Police said officers had faced "unprecedented violence".

I was desperately trying to make sense of the events, just like many others, and was constantly amazed by the next even more violent developments. I was reading some of the quotes from the people involved in the riots, in the hope that this may give us an insight into the reasons behind their behaviour. I read things like 'we want to show the police and the rich people that we can do what we like', 'if you show us some respect then you can have respect back', 'we are just claiming our taxes back'. As all of this did not answer any of my burning questions and threw me into deeper bewilderment and lack of comprehension, I thought, someone at the LSE must find researching this phenomenon an extremely interesting topic for a thesis. I would really like to read the final findings as I will be, one of many, in awe of the person who could make sense of this and give us hope that, as David Cameron would say, the "sick" society will be cured.



Help Desk update

We have now recruited a new member of staff, Mirren McLeod, to cover one day a week in a job share arrangement where the second technician will be covering the rest of the week.

We welcome Mirren to our team and hope that she will enjoy working on Help Desk. She has had previous experience in working with the Estates Division and Planon. We have also organised on the job training to ensure smooth transition.

I hope you can all offer her your support in her new role.

inmidtown
bloomsbury / holborn / st giles



Why not explore the Holborn, it seems that people have a real appetite for learning more about their local area. It is also a good way to use your lunch break to de-stress and do some mild exercise.

The majority of In Mid Town scheduled walks set off from just outside Holborn tube Station at 1pm and take around 45 minutes. There's no charge and no requirement to book (unless specified in the programme). Just turn up on the day. For more info: <http://inmidtown.org/consumer/#6>

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Room for Thought:

"The pursuit of truth does not permit violence on one's opponent." Mohandas Gandhi

"It is a complete lack of responsibility in parts of our society, people allowed to feel the world owes them something, that their rights outweigh their responsibilities and their actions do not have consequences. Well, they do have consequences....We needed a fightback and a fightback is under way", the prime minister David Cameron said after four days of riots.

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.

Upgrading the lights in the corridors of St Clements and Cowdray House

We are replacing the old fashioned light fittings (right) in Cowdray House and St Clements corridors with new energy efficient LED fittings (below). As you will see, the old diffusers were yellow and worn and the components had reached the end of their useful life and they kept failing. The work was carried out by our in-house electricians and was funded by the SALEX fund.

In both buildings we replaced the existing 135 lights with 87 low energy LED lights in the corridors, giving us an energy consumption saving of 59%. In addition, the standard lamp had to be replaced every two years where the new fittings have an expected life of up to 10 years with no maintenance.

The new LED light fittings have increased the light levels in the area and brightened up the corridors making them look nicer and cleaner. We have already had positive comments from the occupants joking that they would prefer to move their desks from their offices into the corridors as they seem a lot better lit now.

Have a look for yourselves and let us know what you think.



Paul Franklin, Head of Maintenance commented: We are always trying to be proactive and be on the look out for how we can improve our facilities, become more efficient and environmentally friendly and provide a better working environment for our customers. The light fittings that we are currently using promise to reduce the time spent on replacing failed lamps and use the labour to carry out other job requests.

Signage update

Following the successful renumbering and signage replacement scheme in the Old Building during the previous summer break, the next phase of work is due to commence in mid-May.

This new system and suite of internal signage will be introduced across the campus. The intention is to replace signage to small buildings that are not used for teaching or exams prior to the summer break and the larger buildings with high student usage undertaken within the Summer Holiday period in order to limit disruption to staff and students.

The signage replacement scheme will mean that all numbers to all buildings will change in at least two ways:

- the old single letter prefix will be dropped from the room number and;
- a decimal point inserted between the level/floor ID and the room location number.

For example in Cowdray House J216 will become COW 2.16.

Where there are significant breaks in sequence or a confused numbering system the number of the room may be completely revised, as was undertaken within the Old Building. A review of the numbering in all buildings is currently being undertaken to ascertain where this may be required.

A programme of consultation has begun with Department Managers in order to clearly describe the proposals within each buildings, show outline time-scales for the installation and have an open forum for concerns, queries and suggestions. Further consultation will take place with every department with regard the content and way finding information required on signs within their building.



Update on the New Students' Centre development

The demolition of St Phillips Buildings is well on the way, clearance of the site is currently the main focus and the construction of the New Students' Centre will start in October 2011.

The main point of contact and information sharing is through the New Students' Centre website

<http://www2.lse.ac.uk/intranet/students/campusLondonLife/newStudentsCentre/Home.aspx>.

The next **site logistics presentations** will be made in early and mid-2012 as the project progresses. Dates for these presentations will be published in a number of ways to try and reach all interested parties. Invitations will therefore be issued via the project website, Staff News, posters, email and mail drops.

Osborne has been issuing a **monthly project newsletter** which is distributed by mail-drop to the surrounding buildings and is also posted on the website. The LSE is issuing periodic newsletters to the LSE community which are again available to view on the project website.

An information point is provided on the site hoarding which, as well as displaying general site signage, will also have notice boards to display key information.

A web-cam is set up to record the construction of the New Students' Centre which is fed live to the project website. The camera also takes record photographs of the project.

For more information and to see the latest newsletter please visit [New Students' Centre News](#) on our web site.



I have no fear of heights



Feedback

Hi Beni

This is to say that I came to my room today and saw the excellent work that the decorators have done. It's great. It looks much brighter and fresher.

Thank you very much.

Sebastian Boo, Disability & Wellbeing Officer

Very fast delivery of the desk lamps - thanks!

Clare Barry, Department of Management

(completed by Dominic Gallagher)

Many thanks for doing this so speedily.

John Wilkes, Departmental Manager Social Policy

(completed by Dominic Gallagher)

Thank you for carrying out the job promptly.

Patience Ohabuiro, Office Manager Student Union

(completed by Tony Hough)

As always my request was dealt with in good time by very helpful colleagues. Many thanks.

Elizabeth Trumble, Design Co-ordinator Design Unit

(completed by Dany Smith)

Staff news

Well done

Richard Mulcahy, Security Operations Manager would like to congratulate the following Security/Porter staff members for their 100% attendance in 2010: -

John Linehan – Security Officer
Tim Linehan – Security Officer
Ian Marston – Security Team Leader
Sarbaraj Rai – Security Officer
Faruk Ssekabira – Night Security Officer
Anna Zieba – Security Officer
Daniel Beckley – Security Officer
Barbara Bialek – Security Officer
Rooh Khan – Security Officer
Ronnie Klein – Deputy Security Team Leader
Duberley Maya-Murillo – General Porter

Well done and thank you for your reliability, support and being team players! Absenteeism can affect adversely our organisation through direct costs of paying the staff during their absence but the indirect cost and the impact on colleagues and productivity is the overlooked result.

Estates Stores—stock check

We have started our annual stock check of the Estates Maintenance Store. We have thousands of lines to be counted and the work has to be carried out outside of working hours to allow for the normal maintenance activities to continue to operate uninterrupted. Four members of staff are on duty to count, check, log and price all items in order to produce a total figure for the auditors. We expect to finish the stock check by the end of August.



When customers felt we could have done better

We received a note from one of our international students referring to the limited study areas that are open over bank holiday weekends. The student was trying to find a table, which she eventually did find, but it took some effort.

We wrote to explain that the bank holidays in the UK are national public holidays and traditionally the business activities are reduced during this time to allow for the intended break to take place.

We also explained that we at LSE recognise that our students require out-of-working-hours access to our services and as such we keep some areas open, particularly during busy times. One such step is to keep the Library open 24 hours during Lent

and Summer Term and from 8 am to midnight during Michaelmas Term with 1786 study spaces available. We also have a Computer room in the Old Building open 24 hours with a capacity of 39 PCs. There are further spaces on campus at exam time, albeit not open 24 hours, full details can be found at:

<http://www2.lse.ac.uk/library/services/facilities/additionalstudyspaces.aspx>
<http://www2.lse.ac.uk/intranet/LSEServices/itservices/facilities/home.aspx>

With reference to the suggestion that the whole campus should be kept open we commented that staff that are deployed to work on a national bank holiday are paid double rate overtime and as such it is necessary

to balance the cost of this with the benefit for the users.

We further observed a current practice where quite a number of our students plan some studying time from home, this is especially useful during busy times and public holidays.

With a view for continuous development, we logged the complaint in our register for the senior management to assess as part of our continuous review of the business development plan.

As a direct result of the note we are also looking into installing a few more power outlets in the Shaw Library to facilitate the use of laptops in the area. We are hoping to undertake the work later in the summer.

Estates Help Desk Contact Details

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 an enquiry: 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

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