

Volume 2, Issue 17

December 2011

LSE

Estates Division
Facilities Management



LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Guest blog—Goodbye from Chantal Beaudoin

Dear LSE, I have truly cherished my time at the LSE. Since 2008 you have become like an extended family and community away from home. As part of the waste management initiatives, it has been a privilege to work with all of you to make real positive change happen. And just before I go on Wednesday December 21st, in true sustainability spirit, I wanted to introduce an idea for some Zero Waste fun... THE RELOVE GIFT EXCHANGE!! An ideal game to play any time of the year not just at Christmas...

ReLove Gift Exchange – How it Works

Each player brings one gift that they no longer need and think that another player might enjoy and use. Wrap with reused materials. No purchases!

All gifts are placed together on a table. All players' names are placed in a hat.

The first name is drawn and that person must choose one of the gifts on table.

The person that gave the gift opened says short story about where the gift came from (e.g. "I love this movie but it's been on my shelf since 2008 and someone else should enjoy it")

The second name is drawn and that person can choose between getting a new gift from the table or steal the opened gift from first player.

The third name is drawn and that person can choose between getting a new gift from the table or steal the opened gift from the first or second player. This continues until all the gifts are unwrapped and the game ends.

Relove Gift Exchange – The Magic Rules

You can only have a gift once in your possession, i.e. if you unwrap a gift and it gets stolen then you cannot steal it again. If you stole a gift you can no longer steal that gift again.

No trying to see what the gift may be before selecting. If you touch a gift, it's yours to unwrap. Have Zero Waste fun and stay in touch if you can!



Merry Christmas and a Happy New Year!



We would like to wish you a very relaxing and enjoyable break and a peaceful, healthy and successful 2012!

Room for thought:

Christmas gift suggestions: to your enemy, forgiveness. To an opponent, tolerance. To a friend, your heart. To a customer, service. To all, charity. To every child, a good example. To yourself, respect. Oren Arnold

Christmas is not a time or a season but a state of mind. To cherish peace and good will, to be plenteous in mercy, is to have the real spirit of Christmas. Calvin Coolidge

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.

Sue Flint— Estates Building Steward

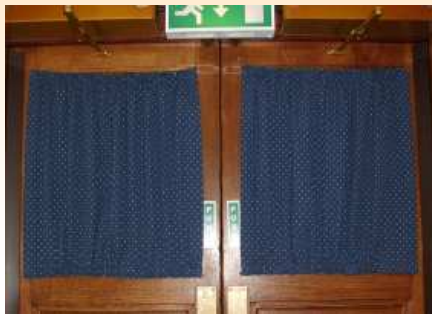
Sue Flint, one of the Estates Division long standing members of staff, started working for the LSE in 1995.

Sue is a qualified seamstress who's original appointment was working in the linen room repairing staff uniforms and making bespoke drapery until 2002.

Sue subsequently applied for a role as a building steward monitoring the conditions of the main campus buildings which is a far cry from her original post.

When the Old Theatre entrance curtains needed replacing, Sue volunteered her services to source the material and make them.

With Sue's talent she not only made 6 beautiful pairs of curtains of which 5 pairs are currently on display in every entrance/exit door of the Old Theatre (Old Building) but managed to save Estates £300.00 +VAT. Well done Sue.



Feedback

JI 152253.01

The Library staff member who requested the job was delighted that it was done so quickly and exactly as she wanted - thank you. Val Straw

JI 152196.01

The maintenance officer who came to fix the door very kindly checked all the other handles at the same time and found another one was loose on the other side of our floor so also fixed that which was very much appreciated.

Michelle Batten

Director's Christmas Party for Children of Staff

This year the Director's Christmas Party for children of staff was held on Saturday 3 December from 2 - 5pm in the SCR and SDR (5th Floor, Old Building). Members of staff were able to bring their 3 to 9 year old children to see Father Christmas and receive a present.

The party was organized by Conferences with the invaluable assistance of Catering who provided the food and the Maintenance team who set up the party. Seeing the smiles on the children's faces was a reward for a job well done.



A big thank you to your teams for all your help with the Children's Xmas party this year! It was a great success and I have had lots of positive feedback from children and parents.

The room looked fantastic as always and the back staircase also looked great even with the "cutbacks" it was hit with this year!

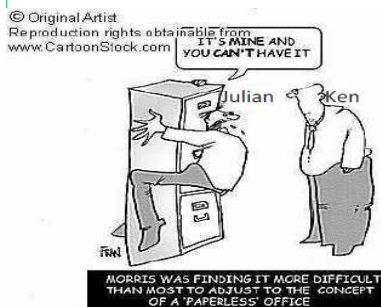
Veronika Tugendreich Garwolinski
Events Executive
Conference & Events Office

LSE CHRISTMAS PROGRAMME

Item	Building	Description	Dec-11																												Jan-12									
			S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
			10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8								
1	Clement House	salto locks																																						
2	Clement House	7th floor new tea point																																						
3	Clement House	drainage remedials																																						
4	Café Plaza	waste recycling																																						
5	Old Building	waste recycling (level 4 & 5)																																						
6	Old Building	waste recycling (staff dining rm)																																						
7	Old Building	lightwell windows																																						
8	Old Building	staff dining rm parquet flooring																																						
9	Old Building	A45 staircase B																																						
10	Old Building	Theatre lighting																																						
11	Old Building	green room water heater																																						
12	Old Building	Greening Scaffold																																						
13	Old Building	Level 1 Teaching Space																																						
14	Old Building	Main Reception Power																																						
15	20 Kingsway	Drainage Remedials																																						
16	LRB	drainage remedials																																						
17	LRB	Cycle Racks																																						
18	Lakatos/Cowdray	ground fl secondary glazing																																						
19	St Clements Bldg	kitchen water heaters																																						
20	Cowdray House	toilet water heaters																																						
21	Nursery	soft furniture store																																						
22	Tower 1	4th and 5th floor decs and shelving																																						
23	Tower 1	a/c units & roofing																																						
24	Tower 3	10th Floor Grantham Partitions																																						
25	Towers	Basement Refurbishments																																						
26	St Clements Bldg	main staircase decs																																						
27	St Clements Bldg	Roof insulation																																						
28	St Clements Bldg	2nd Floor Office Refurbishment																																						
29	Connaught House	Lightwell Exterior Decs																																						
30	Main Campus	teaching rooms																																						
31	Queens House	delapidations																																						
32	Rosebery	basement showers & kitchens																																						
33	High Holborn	showers, toilets & kitchens																																						
34	Butlers Wharf	showers & kitchens																																						
35	Carr Saunders	showers & kitchens																																						
36	NSC	New Students' Centre																																						
37	32LIF	Refurbishment/alteration																																						
38	Sardinia House	1st Floor Refurbishment																																						
39	George IV Pub	Lighting/Flooring																																						

Our NCT office clear out and move to Tower 1—floor 4 & 5

On 29th November we had a clear out day in preparation of our relocation to the Towers. We reduced the amount of filing by 46%, archived as much as possible and recycled what we could. It is amazing what one accumulates with time!



With the first challenge out of the way, we moved on to the next one—choosing a colour for the feature wall in the new office. Having heard the original ideas of sunshine yellow or purple that would not have been a good match for our red desk panels, we had to take the matter in our own hands and took the Henry Ford approach of: 'you can have any colour you like as long as it is heritage green'. And just as we thought we've achieved consensus, we

heard that the cleaning manager insisted that the paint finish is washable, whilst the environmental manager was adamant that the paint cannot be anything other than eco friendly. The project manager had an information overload, but he handled it beautifully.

And then it was the actual move. The FM section relocated to Tower 1 on 9 December. The Capital Development and Space Management Teams moved on Dec, 16th. We felt as if Christmas came early for all of us as while the office in New Court was very spacious and we had a lot of filing and personal space, the building itself left a lot to be desired and sharing communal areas with other tenants was a real challenge, not to mention that the heavy duty security left us a bit isolated. Nevertheless we had two good years with the entire Division sharing the same floor which contributed in no

small degree to improved working relationships within the wider team. The space in Tower 1 is nicer, lighter and more inviting but the Division is now split over two floors and we will have to find ways to deal with this challenge and ensure that our well built relationships and communication are going from good to better and not the other way round.

Come and visit us when you can, we would love to see as many of you as possible. The Facility Management team, Sustainability and Maintenance are based on the fourth floor and the Capital Development and Space Management teams are located on the 5th floor. The supporting staff are split between the two floors accordingly. Visitors report to the reception desk located on the fourth floor.



Help Desk maternity cover



We would like to wish Terri Townsend, Help Desk Technician all the best with the delivery of her baby, due in February. She is leaving on maternity at the end of December.

Whilst she is on maternity, Mirren McLeod has extended her hours to cover Help Desk over three days and we are currently recruiting a part-time person to work on the other two days.

Enjoy your maternity Terri and good luck!



Portable Appliance Testing (PAT)

We are currently re-tendering the PAT contract.

The testing of portable appliances at the LSE is carried out on a three year rolling schedule. The high risk areas (catering and workshops) are done more often.

The new tender is intended to include the Halls of Residence. For more information please follow the link: http://www2.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/PAT_Policy.pdf



Cleaning and ancillary services

A meeting was held to update all FM forum members in regards to the following:

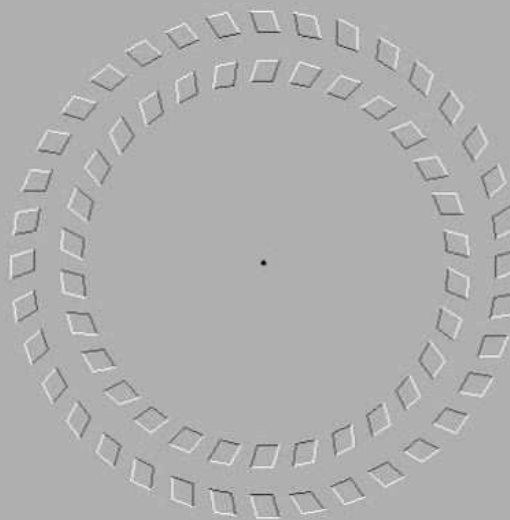
1. Cleaning Contract
2. Window cleaning contract
3. Pest control contract
4. Feminine hygiene & roller towel contract

An update on all the recent developments will be provided in the new year.

You need to be strong and brave!



Turning wheel



FOCUS ON THE DOT IN THE CENTRE AND MOVE YOUR HEAD BACKWARDS AND FORWARDS.
WEIRD HEY ...

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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