

Estates Facilities Management Newsletter

Volume 3, Issue 14

June 2013

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter



Estates Celebrates

The Estates Division is committed to

following best practice and what better way to prove this than to get an external independent body to give it the seal of approval.

In June, we were audited for Customer First. We are pleased to report that we passed it with flying colours. The auditor said that we submitted an exemplary application with a great deal of positive information showing that we have done better than most and are leading the way. He identified a few highlights such as the positive feedback on the Customer Service Excellence training, the sustainability achievements and the passion and commitment people showed

in delivering first class service.

Julian Robinson, Director of Estates and Allan Blair, Director of Facilities expressed their personal thanks to the Customer First team for supporting the application and to the wider Estates team for not only meeting but also, where possible, exceeding expectations.



Andy Farrell, Director of Finance and Facilities said: "I am delighted that the efforts of all members of Estates to ensure you provide great service to staff, students and visitors to the School have been

recognised again by Customer First (re) accreditation.

It is challenging on this constrained site to meet the needs of every occupant. But you do a great job of developing the estate, maintaining it, cleaning it, securing it, making it environmentally sustainable, getting post to the right place, and more.

Thank you and well done, again."

And Craig Calhoun, LSE Director added: "Great news! Very good recognition and based on my own experience well-deserved."

Next month we will undergo the ISO14001 audit and reaccreditation. Good luck to our Sustainability team!

Summer works on campus

There is a long list of summer works being carried out around campus as part of our continuous improvement. All work is co-ordinated with the Summer School and Conferences to ensure minimum disruption to the busy summer schedule.

The works involve planned preventative maintenance and refurbishments that form an essential part of getting the campus ready for the new academic year and welcoming the increased number of students and staff.

The relevant departments have been informed and a Summer works special newsletter will be sent shortly to all users with full details and contact numbers.

You will also shortly be able to find a schedule of works with a traffic light map of likely disruption on our web page: <http://www.lse.ac.uk/EstatesDivision/buildingAndConstruction/home>.



INVESTORS
IN PEOPLE



Successful and unsuccessful people do not vary greatly in their abilities. They vary in their desires to reach their potential. **John Maxwell**

Believe in yourself! Have faith in your abilities! Without a humble but reasonable confidence in your own powers you cannot be successful or happy. **Norman Vincent**

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.

Green League update



A fifth First for LSE in 2013 People & Planet Green League

The London School of Economics and Political Science (LSE) was awarded a First in this year's People & Planet Green League, which ranks all UK universities on their environmental and ethical performance.

This is the fifth year running that LSE has been awarded a First. The School came 22nd in this year's league – a rise of 20 places from its 2012 ranking of 42nd.

LSE Director Professor Craig Calhoun said: "This is terrific news. It is always pleasing to rank well in league tables and our rise to 22nd most environmentally and ethically friendly university in the UK is a great accomplishment. As always, however, there is still much to do and we will not rest on our laurels. LSE still faces challenges in continuing to reduce its carbon use, but as our improved ranking shows, if the school community continues to work together we can achieve positive results." The Green League, which is published annually in the *Guardian*, is the UK's only comprehensive and independent green ranking of universities. This year's table ranks 143 higher education institutions across the UK. LSE is one of 43 to achieve a First this year.

The School's Environmental Management System was awarded ISO14001 certification in 2012 and the School has continually improved its environmental performance since then.

Martin Bolton, Head of Environmental Sustainability, said: "The School's Environmental Management System was awarded ISO14001 certification in 2012 and since then we have continually improved our environmental performance. Initiatives such as Furniture ReUse not only provide environmental benefits but make good business sense, our ReUse project last year saved the School £31,553. Challenging students to come up with innovative ways to improve our performance is also part of our work, and through the Sustainable Projects Fund students have the opportunity to turn their ideas into reality and as a large consumer of goods we are playing our part in driving the transition to a low carbon economy by trialling innovative products such as a toilet that only uses 1.5 litres per flush which could contribute significantly to reducing our water use."

Louise Hazan, who compiled the People & Planet Green League, said: "LSE thoroughly deserves its First Class ranking this year and is helping to drive up environmental and ethical standards for the higher education sector as a whole. Its success in reducing waste and effective ways to engage staff and students in the transition to sustainability is exemplary. We congratulate LSE on listening to its students, who are quite rightly demanding greener degrees and that the university tackles issues like climate change head on."

For more on LSE's environmental and sustainability work, please visit our web page <http://www.lse.ac.uk/estatesDivision/sustainableLSE/home.aspx>

Dear all estates staff,

I meant to thank you all for your help in sorting out the heating etc. in my office, your phone messages, visits and emails were very much appreciated, and it has worked very well since, I set it off in the morning, and it stays that way ALL DAY, which is perfect, no more air blowing in my face. SO, many many thanks to all, very much appreciated.
Nathalie Mitev, NAB
Room NAB 3.27

Many thanks to the plumber (Mo Miah) who did an excellent job on a slightly awkward project and kept us well-informed throughout.

RE: Porters

Dear Vic, I wanted to thank you and your team for getting everything ready for us throughout the day on Tuesday.

Everything that we had requested was in place and in the times that we needed it. As you can imagine, this was a great help to myself and the rest of the AR team, as we had multiple events throughout the day

Thank you once again for supporting alumni relations at the school through this event.

Have a lovely weekend!

Best wishes,
Camilla

RE: Facility Management

Dear Mark,

I really appreciate your response and your thorough investigation. I did not request a reply because I honestly did not think that my complaint would be taken seriously.

Your communication, concern, and follow-up has sincerely exceeded my expectations.

Best wishes,
Colette Le-Jeune

Update on Women's library project

In December 2012, custodianship of the Women's Library transferred from London Metropolitan University to the LSE. Work has begun in preparation for its relocation to the Lionel Robbins Building on Portugal Street.



With the Library open 24 hours and exam times in full swing, we would like to update users of the Library on the scope and progress with the Women's Library project.

The scope of refurbishment works in the Lionel Robbins Building are as follows:

- Reading Room (4th floor)
- Exhibition Space (4th floor)
- Archive Collection Store (lower ground floor)
- Museum Collection Store (lower ground floor)
- Teaching and Activity Room (lower ground floor)
- Open plan office space (4th floor)
- Toilet refurbishments

A series of enabling works are necessary in order to facilitate the works, these commenced in November 2012 and the project will be completed by October 2013.

- The relocation of computer desks from the lower ground floor to the first floor, making space for rolling racking (November 2012 - January 2013).
- The construction of a new, purpose built archive room on the lower ground floor, for the Women's Library Archive (December 2012 - May 2013).
- Extension of existing racking on lower ground floor (January 2013 - April 2013).
- The creation of a new seminar room and poster/banner archive on the lower ground floor (March 2013 - May 2013).

All toilets throughout the building will be refurbished (July 2013 - September 2013).

You will be pleased to know that the main bulk of the noisy works has finished and that apart from occasional drilling the noise levels should be right down.

The building contractor has permission to carry out noisy works before 11am. Should you experience any disturbance outside those hours please contact Help Desk on ext. 2444 or Phil Newsham, project manager, on ext. 1167 or email p.newsham@lse.ac.uk.



WORKING TOGETHER TO MAKE THE CAMPUS A BETTER PLACE

If you need a repair or notice a fault with our facilities, e.g. lights not working, dripping taps, leaks, blocked toilets/sinks, trip hazards, broken locks, lift out of service, unsafe practice etc.:

PLEASE CONTACT ESTATES HELP DESK
OR REPORT IT TO ANY MEMBER OF THE ESTATES STAFF

Estates Help Desk - Mon-Fri 8.30am-5.00pm

emergency: ext. 2444, communal phones dial #6244; DD: 020 7831 8713

Submit a request via the web link: Estates-Help Desk- **Service Request Forms**

general enquiries: ext. 7956 or ext.6415

email: estates-help-desk@lse.ac.uk

www: www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk

Security: **Weekends, Holidays and Out of hours:** ext. 2000

Where possible we will assist you, if we cannot – we will tell you why.
All jobs are prioritised based on merit and SLAs are subject to emergencies, workload & staff availability.

LSE Estates Division
Facilities Management

Emergencies / Urgent

Contact Help Desk

- Ext. 2444

Out of hours contact - Security

- Ext. 2000

Contingency procedure

- Visit the Estates Help Desk web page for forms and user notes

Submit a service request

Contact Help Desk

- Web Service Request Forms

Contact Help Desk (if the web page is down)

- Ext. 7956
- Estates-help-desk@lse.ac.uk

Queries / Feedback / General Information

Contact Help Desk

- Ext. 7956
- Estates.follow-up-jobs@lse.ac.uk

Contact the Customer Services Manager

- Ext.7778
- A.Ahjem@lse.ac.uk
- Feedback Form

Visit our web page

- Response Times
- Quick Reference
- News

LSE Estates Division

For more information please visit our web page at:

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

Estates staff news



Congratulations to **Martin Bolton**, Head of Sustainability, who became a father for the third time. His family welcomed Oscar a few weeks ago! Since dad is the sustainability man, we look forward to hearing the CO₂ savings from the reuse of Terry nappies and other green practices.

Jossette Edwards Leigh also had her baby. Welcome Joshua. Mother and baby are doing well.

Congratulations to **Beni Ahjem** for completing her 18 month diploma course in Management Level 5 for the Chartered Management Institute. Awaiting certificate.



Edina Dudas is now covering the role of Estates Cleaning Services Manager whilst Jossette Edwards-Leigh is on maternity leave. Edina can be contacted on x6544 or e.dudas@lse.ac.uk.

Juan Ruiz-De-Ocenda will cover Edina's substantive post of Facilities Assistant. Juan can be contacted on x1144 or j.ruiz-de-ocenda@lse.ac.uk

We would also like to wish **Dan Cox**, electrician, all the best for the future. He is leaving us at the end of June.

What were they thinking? (Luckily not at LSE!)



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

