

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 on anything

What gets us through the misery of winter and keeps the small talk in the office going? I know that Strictly Come Dancing is not everyone's cup of tea, but for us it is the start of the run



up to Christmas—a cosy family programme full of light humour, theatre and small personal dramas. The perfect show to watch with kids and not worry about answering awkward questions every 5 mins, as is the case with so many TV shows these days, or cringing at other people's misfortunes. Together with the glamorous girls and handsome boys (some real eye candy), beautiful music and good choreography it also is educational. It shows that one can learn skills that one did not have with hard work and guidance and become quite

good at it, a lesson that my kids are happy to hear from others but become quite twitchy when we say it. So I am happy to let them sit in front of the telly and learn how to take criticism gracefully and celebrate small victories. My vote goes to Louis or Denise, they are good but it is not really just about the dancing.



The main news this month

- We experienced a smell of burning and on investigation discovered a problem in the UK Power electrical substation that affected St Clements including St Clements extension, and Clare Market including the 3 Tuns. Major shut down of the power was carried out by UK Power over night on 20th November in order to undertake a repair.
- East building boiler repairs—we reported in the last newsletter that the boilers were installed and commissioned by our contractors. We would like to update with the works on the hot water system installation; this is also completed and it was done by the in-house staff.
- Tower 1 & 2 reception reopened—on 5th November we officially opened the new entrance to the Tower 1&2. What a difference—we love it!

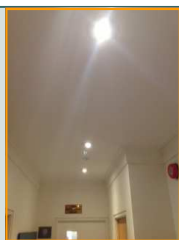


In the depth of winter I finally learned that there was in me an invincible summer. **Albert Camus**

As sure as the spring will follow the winter, prosperity and economic growth will follow recession. **Bo Bennett**

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.

Environmental update by Maintenance



Lamp replacement in the common areas of Lakatos—we picked up on a comment from the LSE Staff News where a member of staff was complaining of the slow warming energy lamps in the corridors. We followed this up and re-lamped the building with a new LED equivalent that improved the quality of the light, which now light up instantly and save energy at the same time.



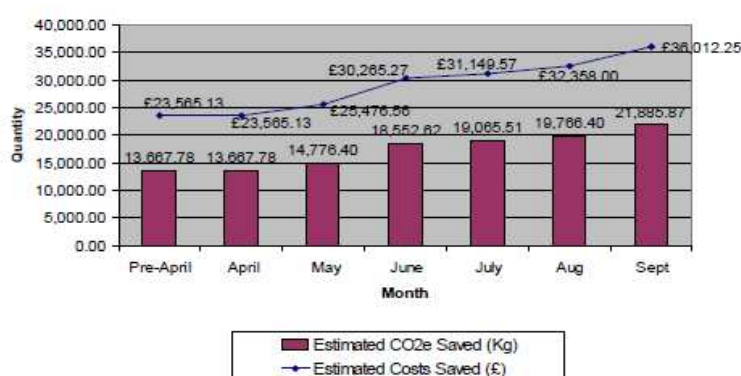
Lighting in the LRB—a project to upgrade the lighting in the Library was co-ordinated with the Library Building Liaison Officer. We started with the entrance area and after positive feedback have now scheduled further works in various other library locations.

Job number 00166

Hi, Rosie has been very helpful recently coordinating requests for furniture through the recycle scheme. We have recently received a number of items of furniture and she has always been very quick and efficient in following up on requests. It is good to have a central person to deal with such requests.

Progress Report for Furniture Requests (Academic Year 2011–2012)

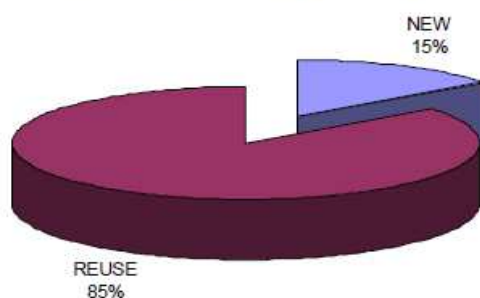
Savings Due to ReUse for Academic Year 2011-2012



There has been no furniture process for two years due to retirement of the stores assistant. In April 2012, it was decided to centralise the Furniture Request procedure, and this is now a service provided by the Estates Help Desk. A large part of this procedure is devoted to provision of ReUse stock furniture, which supports the LSE's Green Initiatives and Sustainability.

Over the academic year 2011–2012, we have saved £36,012.25 through the ReUse system, and saved 21,885.87Kg CO2e. This is equivalent to 79,469 miles travelled in a 1.4 litre car!*

Division of Completed Jobs for April - Sept Period (2012)



We have supplied 1114 items of Reuse over the year, and dealt with 134 requests in the April-September (2012) period alone. Of the requests that have been completed, 85% were fulfilled by provision of ReUse stock.

Despite the procedure having only been started in April we have saved £12, 447.12, but there is yet more to be done.

We need the cooperation and support of the whole School to ensure we keep reusing and making even

greater savings.

To use our service, please submit a Service Request form: www.lse.ac.uk/intranet/LSEServices/estatesDivision/HelpdeskAndServices/serviceRequesthelpdesk/Home

* Estimates of £ savings calculated from standard prices of LSE suppliers, CO2e and equivalent calculated using Defra 2011, Annexe 13 and 6 respectively. Please note all figures shown are cumulative.

Shaw Library Reopened

Have you been to see the newly refurbished Shaw Library? Following a six week refurbishment in the summer, it reopened its doors just before start of term.

The Library refurbishment works included plastering all of the wall and ceiling surfaces; repainting in a softer colour; upgrading the lighting to include lights for the paintings; and flooring repairs and recoating. The works mean that the much loved room can continue to be enjoyed by the LSE community.

The first event held in the Library since its reopening was a drinks reception following a public lecture by the French finance minister Pierre Moscovici on Monday 17 September, which was hosted by Peter Sutherland, chairman of the LSE Council and Court of Governors, and LSE Director Professor Craig Calhoun.

For those of you who have not been there yet, here are some pictures of before and after the refurbishment. I hope you will all agree that the transformation is complete and the Library looks great.



Bees at LSE

On 26th June 2012 bees were delivered to the roof of Connaught House and moved into their new hive by professional beekeeper Dr Luke Dixon.



The Queen bee is recognisable because she has an orange dot on her head and is larger than the other bees. We started with approximately 15,000 bees and by September we had to increase the size of the hive because the colony had increased to around 25,000. Bees are often fed sugar water when there isn't much available for them to eat naturally. For the winter months the sugar water is replaced by a kind of fondant icing sugar to sustain them during the cold weather.

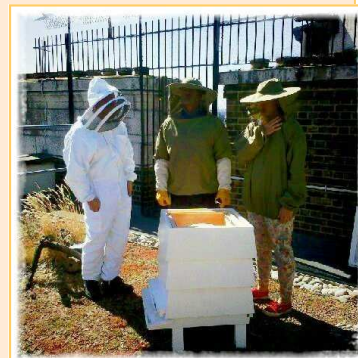
The traditional beekeeping outfit consists of a hooded suit, or a hat and veil, and gloves. The face and neck are particularly important to protect. Our beekeeping suits come in a range of colours, but the traditional suit is white

and made from cotton. Wikipedia tells me that this is to provide "the maximum differentiation from the colony's natural predators (bears, skunks, etc.), which tend to be dark-coloured and furry". No danger of finding those on the LSE rooftop!

A smoker is used when opening the hive. We generally give the bees a few puffs of smoke every time we want to manipulate a bit of the hive.

As looking out the window will tell you, winter's arrived in London, so visits to the hive have been cut down to once a fortnight so as not to disturb the bees too much...

For more information please visit <http://lsebees.wordpress.com/>
<http://www.facebook.com/pages/LSE-Bees/147662298668548>





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-4.30pm

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

general enquiries: ext. 7956 or ext.6415

email: estates-help-desk@lse.ac.uk; Estates **web Service Request Form**

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

Security: **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 subject to emergencies, workload & staff availability.

Emergencies / Urgent	Submit a service request	Queries / Feedback / General Information
Contact Help Desk - Ext. 2444	Contact Help Desk - Web Service Request Forms	Contact Help Desk - Ext. 7956 - Estates follow-up-jobs@lse.ac.uk
Out of hours contact - Security - Ext. 2000	Contact Help Desk (if the web page is down) - Ext. 7956 - Estates-help-desk@lse.ac.uk	Contact the Customer Services Manager - Ext. 7778 - A.Ahjem@lse.ac.uk - Feedback Form
Contingency procedure - Visit the Estates Help Desk web page for forms and user notes		Visit our web page - 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

We are pleased to say that Terri Townsend returned from maternity and took to her Help Desk duties like a duck to water. Welcome back.

This meant that Jennifer Williams, who provided temporary cover, left and we would like to wish her all the best for the future.

Tony Reyes-Wainwright also left the Estates Division. We are sorry to see him go and would like to wish him good luck in the pastures new.

Part of our maintenance team attended training on High Voltage power awareness. The course covered safe practice and responsibilities of staff who work in those high danger areas. Below is a picture of a 11,000V transformer located at Bank Side Hall of Residence, one of the areas that this training covered.



Which Estates member of staff is down in the mud?

Pledging beforehand not to whine - because kids whine - competitors took on electric shocks, ice baths and plenty of mud in a new craze sweeping the nation.

Following success across the pond people have been fighting to sign up for this gruelling 12-mile obstacle course as it made its way to the UK for the first time this year.

Designed by Special Forces burly men and women, working in teams, took on the Tough Mudder event at the Cholmondeley Estate in Cholmondeley, Cheshire.
(Answer: P.Newsham)



The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.

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