

# Estates Facilities Management Newsletter

Volume 3, Issue 23

April 2014

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Estates matters

At the recent Estates Staff Forum, our staff were treated to a presentation by ODAR who talked about the work they do in general and more specifically about their effort in raising funds for campus development. It is a mutually beneficial relationship between the two departments and we very much appreciate the work they do. For example they helped Estates by raising around £10M for the New Academic Building and £5M for the refurbishment of 32LIF and the Saw Swee Hock Student Centre. On the other hand, Estates works really hard to improve the existing facilities and ODAR are always very happy to welcome our alumni 'back home at LSE' and show them the improved campus and how we maintain the LSE world class image of place of excellence.

During the Staff Forum there was also a presentation on the current level of energy consumption on campus, highlighting the buildings that are the most power hungry. We then had a brain storming session designed to come up with ideas to how we can reduce energy consumption, from technical solutions to behavioural change and buy-in from the users. It is important that everyone signs up to supporting the sustainable initiatives that LSE is committed to promote. This is not just because it makes sense and it is the right thing to do but it is also an obligation and we will be penalised if we do not achieve our targets of reducing our carbon footprint. So some good old understanding and co-operation will go a long way in managing the energy use on campus. Please share with us any practical and achievable ideas you may have.

Staff across the School came to **Vic Finnigan's retirement party** on Friday 28th March. In the long career he had with the LSE he worked with almost all of us and his contribution to the daily life of the School cannot be underestimated.

We do look forward to him coming and saying hello in between his busy new life as a retired gentleman.

Among other presents, Vic received a framed cartoon 'End of an Era' picture, featuring him talking to Princess Anne.



If you want to live a happy life, tie it to a goal, not to people or objects.  
**Albert Einstein**

If you cannot explain it simply, you do not understand it well enough.  
**Albert Einstein**

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.

## Sustainability training for Estates



Our Sustainability team has been working on a tailor-made training package for all Estates Staff designed to inform us on best behaviour and practice in various areas such as recycling, energy use, procurement etc. As far as we know, this is the first training in a UK university to introduce such customised package and we are proud to be leading the way. The training consists of two modules: an on-line e-module and an interactive team specific workshop. Both modules will end with a short quiz to check understanding and 70% is the pass mark. All Estates staff will be involved and given few weeks to complete the modules. Get ready to take part!

Estates were audited for the **Green Impact Platinum** on 21st March. The application was led by Dan Reeves, Isabel Gardiner, Tamara Williams and our student auditor Dakshini Bhattacharyya.

We keep our fingers crossed for a positive outcome as a lot of work was put in by the Estates Green Impact Team. We will know the result in May.



## Signing off plans for 20 Kingsway and Tower 3

Dear Amisha,

On behalf of myself and Liz Barnett we'd like to thank you in particular for your flexibility and understanding throughout - you really are a credit to the Estates Division.

Nick Byrne, Director & Head  
of Department

LSE Language Centre



LSE was delighted to win a **European Fair Cotton Procurement Award** in a ceremony held in Bremen, Germany, on 28 March. The School was recognised as the best university in Europe for its commitment to buying Fairtrade cotton. In particular it has taken a leadership role in the sector in buying Fairtrade uniforms for Estates staff, whilst explicitly linking this with its commitment to being a London Living Wage employer.

Jon Emmett, Sustainability  
Project Officer and Peter  
Fennelly, Store Manager  
represented the LSE at the  
awards.



Dear Albena (Beni),

I just wanted to write to say how great Olivia Hulse had been with helping us this week to find a re-use furniture item – she was incredibly efficient and found the perfect table for us, and organised to get it to us so quickly.

Really, really great service.

I have thanked her, but wanted  
you to know as well,

Harriet Ogborn

Assistant to Prof Lord Layard

Paul (Franklin), Pat (Causley),

I'd like to thank you on behalf of us all for helping us with preparations for TWL @ LSE opening event.

KFP and R&I did a really great job with disconnecting power and data and reconnecting everything back. I was very impressed how efficient they were and that they managed to do everything on schedule.

Please forward my thanks to the carpenters and electricians team and all others who have done jobs for us at a very short notice - particularly setting up the 13 AMP power supply for the stage and building the banner shelf (the conservator was really impressed with the shelf).

Thank you also for arranging for the lifts engineer from Liftec to attend the site. He has been really helpful when we needed to take the second lift out of action for the speeches. And also thank you for arranging for the Fire FM engineer to be on standby during the event.

The event was a success and we really appreciate your support.

Francesca Matano has helped a lot as well (with the moves) as well as Vic Finnigan and the Porters, Richard Allen and The FM and the Cleaning team, but I wrote to them separately.

Kind regards, Barbara Moldawa, Building Liaison Officer, Public Services Group



## Meet Olivia Hulse—Help Desk Technician and Furniture Co-Ordinator

**What did you do before you joined the LSE?** Before joining LSE, I worked at Port Vale football club, in ticket sales on a part time basis, while completing my A-levels. Post-college, I began studying a law degree at LSE and during this time I worked for various departments in the school, including Conferences and Residences.

**What made you move on?** I finished studying in July 2013 and I wanted to look for a full-time role, which involved working in a customer-facing role and allowed me to be more involved in the administration side of the education world. This role is perfect for me because involves working with customers on a daily basis.

**What was your first impression of the LSE?** I was surprised at how centrally located the campus is. It is literally in the heart of the city, with the Royal Courts of Justice on the doorstep.

**How would you describe life on Estates Help Desk?** Life on the Estates Help Desk is incredibly varied and a hive of activity, with no two days the same. Our phones are constantly ringing, but the strong camaraderie between all of the team, makes working a pleasure.

**Tell us a bit more about your role as a Furniture Co-ordinator...** My role as a furniture coordinator involves meeting the requests of various members of staff, in a way that is as environmentally friendly as possible. The majority of our requests are fulfilled by ReUse furniture, (in the past month, out of a total of 37 requests, 32 have been met using ReUse stock), saving not just money, but carbon also. In the past year, we managed to save 13046.66 kilograms of carbon and £22,764.24. This year our savings currently stand at £9121 for the period Jan-Mar 2014, compared with £6707.90 for the same period the previous year, showing that we are making clear inroads on surpassing last year's savings.

Our furniture project is fast developing a name as being a reliable and efficient service, with many repeat customers.

We source individual items of furniture as well as bulk orders. One of our recent projects involved assisting ODAR to re-arrange the layout of an office and make better use of the space, as both an office and a meeting room. This request was met with mostly ReUse furniture with the exception of the meeting room table, which was bought.

**What is your favourite past time?** I am a very keen foodie, who will usually be found scouring London on a weekend, for the latest food hangouts and instagramming my results.

**Tell us something about you that we do not know...** I was born in the same city as Robbie Williams.



## LSE Broadcasting Studio

Utilising a previously redundant security control room at the roof level of Tower 3 a fully equipped broadcasting studio was created. The physical constraints of the space meant that the Studio had to be heavily insulated acoustically from external and structure-borne noise.

The facility has access to live television and radio broadcasting services. The studio will be used for teaching purposes, web broadcasting and video recording using multiple cameras; podcasts and pre-recorded interviews on current affairs.

Here is an extract from feedback about the Broadcasting Studio :

"...for the School to be able to reach out live across the world like this is a game-changer and will not go unnoticed. So, thanks for all you've done (Gabija Bingelyte, Project Manager). You've been a real pleasure to work with and the result has exceeded my expectations in every way. We're taking a few first faltering steps in terms of taking the School into a new global digital TV era. I couldn't have done it without you."  
Simon Wood





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](mailto:estates-help-desk@lse.ac.uk);

**www:** [www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk](http://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](mailto:Estates-help-desk@lse.ac.uk)

#### Queries / Feedback / General Information

##### Contact Help Desk

- Ext. 7956
- [Estates.follow-up-jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

##### Contact the Customer Services Manager

- Ext.7778
- [A.Ahjem@lse.ac.uk](mailto: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



We would like to welcome Mans Ruda to the Estates Division.

Mans is the new Interim Space Planning Manager.

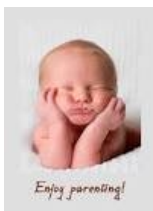
Mans is based at Tower 1, 5th floor and can be reached via phone 020 7106 1142 and by email [M.Ruda@lse.ac.uk](mailto:M.Ruda@lse.ac.uk)



Any objections?



Sadly, we will soon say good bye to Rose Ganly, PA to the Director of Facilities and FM Secretary. She is relocating to Wales. We would like to wish her all the very best with her new venture. Her position is currently being recruited for.



Congratulations to Rosie Komorowska Gillam Jones who had a baby girl at home on 31 March at 09.20am, weighing 7lbs 9oz. Baby's name is Freya. Mother and baby are doing well.



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](mailto:a.ahjem@lse.ac.uk)

