

# Estates Facilities Management Newsletter

Volume 3, Issue 16

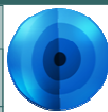
August 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Estates matters

August has been noticeably quieter with fewer visitors and staff on holiday. This allowed us to focus on finishing a number of the projects and summer works. One priority we have before the school starts is to check all teaching rooms and lecture theatres for faults and carry out some planned preventative work. Although our technicians have a schedule and are diligently going around, it will be very helpful if staff on campus report faults that they have noticed as this will ensure that we do not miss things. Please send us an email to

Estates-Help-Desk@lse.ac.uk or log a service request.



Please be aware that due to staff changes, the Estates Help Desk team will be working with various degrees of cover in September. We will try and ensure that our service operation is not affected, however do please bear with us if you are

experiencing delays. The area which is likely to experience handover issues is the request of new and ReUse furniture items. Please keep the communication open if you are expecting deliveries or you are experiencing delays as this will help us prioritise and manage the requests. Contact details are on the back of the newsletter.

Thank you in advance for your co-operation and understanding.



## Estates supports work experience for young people

Estates now have an established commitment to supporting the Apprenticeship and Work Experience Programmes. In the past year we welcomed various young people and we will continue to do so for the future. Recently, we welcomed two work experience students:

Ms Katelyn Isliker joined us for two weeks from Monday (29/7) for work experience with Estates and Security. Katelyn thanked the Estate's staff for their time and support.

James van der Vat was with us for a week and a half. James really enjoyed his time with LSE and was very pleased with the birdhouse he build with Danny Smith, it was a great success!

Good luck to both and all the best for the future!



INVESTORS  
IN PEOPLE



Coming together is a beginning, staying together is progress, and working together is success. **Henry Ford**

People have been known to achieve more as a result of working with others than against them. **Dr. Allan Fromme**

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.

**LSE's 32LIF building was featured in an article in the AUDE newsletter.**

### **£17.5 million refurbishment gives LSE new landmark building**



A sympathetic £17.5 million renovation of the old Land Registry building - Lincoln's Inn Fields - has given the London School of Economics and Political Science (LSE) a landmark new home for the Department of Economics and six research centres.

LSE is only the second owner of the Grade II listed building, which was built in 1903 as the Land Registry's head office and is located on the largest garden square in London. It was purchased by LSE in 2010 for £37.7 million and renamed as 32 Lincoln's Inn Fields (32LIF).

Designed by architects Jestico + Whiles, the renovation balances the historical aspects of the building with the modern demands of 21st century academia.

The design approach for the new building was influenced by the property's Grade II listing and its location within the Strand Conservation Area. A number of features have been

retained, including the authentic brick facades and pitched slate roofscapes, which have traditional Dutch style gables with ornate turrets at each corner. The Chief Registrar's Room has also been restored, and the main entrance hall, which possesses a number of period features such as mosaic terrazzo flooring, marble columns and decorative wooden panelling. A new, single-storey glass and steel entrance pavilion has been constructed to improve accessibility and provide the required secure entry and foyer space for a large number of students.

Julian Robinson, Director of Estates at LSE, said:

"Our aim is to provide a world class setting for our students and we have worked closely with Jestico + Whiles to ensure that 32LIF works as an academic venue while maintaining its historical character. It is a pleasure to see the building being enjoyed by staff and students." 📸

I just wanted to supply some feedback about Vic Finnigan, I have been so impressed with how helpful and efficient he has been to us.

He did a brilliant job last year organising the move out of all the Shaw library stock for the refurbishment – it was done very smoothly and efficiently.

Then he found us a temporary storage place for some of the stock that couldn't go back in and has since brought them back over to the main library for us.

Overall, he just seems to do 'that bit extra' and does it without any hassle or hitches. He is also very good at coming up with solutions e.g. the temporary storage solution and just being generally helpful and responsive.

All in all great job and we are very appreciative. Thanks very much.

Francesca Ward, Public Services Group

I thought I would drop you a quick line to pass comment on the guy who installed a radiator in the Post Room yesterday.

Mo (Miah) did a very good job. He was considerate to our needs, was clean and tidy in his work and made sure that everything was done to a very high standard.

He was also very polite and helpful whilst trying to work around a busy office.

Tony Simpson

Post Room Supervisor



## The central buildings' project

The Estates Division is working with the Royal Institute of British Architects to identify the right architectural team for the forthcoming project of the Central buildings redevelopment (inc. parts of St Clements, Clare Market, East Building and Anchorage). A very exciting initiative estimated to cost circa £90 million.

The new building will be a Global Centre for the Social Sciences.

For more details please visit our web site at: [http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/cd\\_newsletters/News-Letter-Centre-Buildings-Aug-2013-V1.pdf](http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/cd_newsletters/News-Letter-Centre-Buildings-Aug-2013-V1.pdf)

Aerial view and map of location

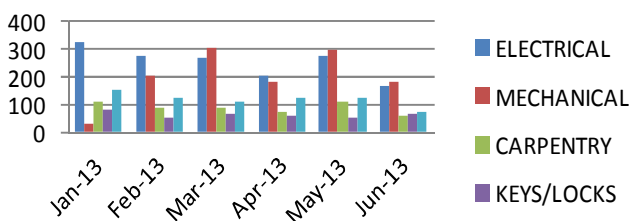


The site

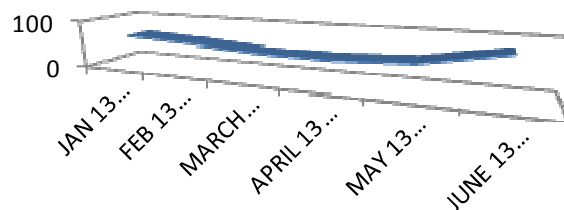
St. Clements Clare Market East Building

## Statistics for the period of January to June 2013

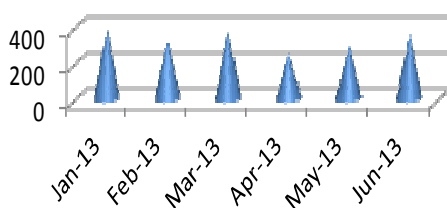
**Job instructions raised for maintenance  
Jan- June 2013  
Total=4898**



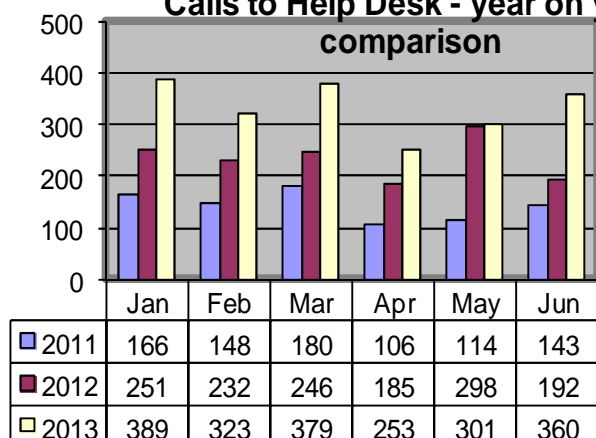
**Planned Preventative Maintenance  
jobs completed  
Jan-Jun'13 Total=365**



**Urgent & Emergency calls  
to Help Desk  
for Jan-Jun'13 = 2005**



**Calls to Help Desk - year on year  
comparison**





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



**Steven To** – Day Security Officer "A" Team – Started 8<sup>th</sup> July.

**Kenneth Chukwueke** – Day Security Officer "C" Team – Started 25<sup>th</sup> June

Property & Space Management would like to officially welcome **Lara Aigoro** as a permanent member of the team. Lara was successful at interview for the post of Assistant Space Planning Manager, after having worked here as a 'temp' on and off for the past 2 years. Lara can be contacted on 020 7107 **5268** or [o.o.aigoro@lse.ac.uk](mailto:o.o.aigoro@lse.ac.uk)

The Estates Admin team would like to welcome **Rose Ganly**. Rose will replace Alex Lillis as PA to Allan Blair and FM Team Secretary. Rose can be contacted on 020 7955 **7090** or [r.ganly@lse.ac.uk](mailto:r.ganly@lse.ac.uk)



#### Happy retirement to:

**Bill Armstrong**, Deputy Team Leader of Security A Team retired on 31<sup>st</sup> July. Good luck and enjoy your retirement!

Contribution by S.Sapkota, LSE Estates



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)

