

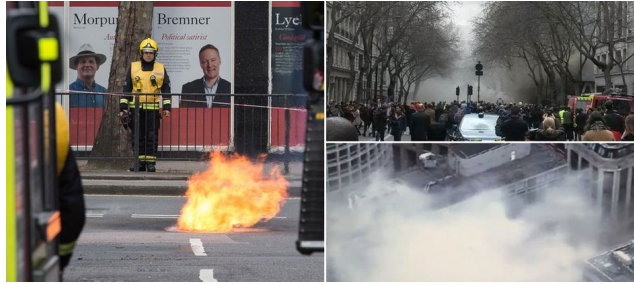
Estates Facilities Management Newsletter

April 2015

Volume 3, Issue 33

London School of Economics and Political Science
Facilities Management
Estates Division

Estates news The Great Fire of Kingsway



An electrical fire, caused by a faulty electrical junction underground, caused chaos on the Kingsway as clouds of thick black smoke and flames shooting from man-holes prompted the evacuation of around 2,000 people from the LSE and surrounding buildings. The inferno led to power surges, electricity failures and lift entrapments.

Estates staff worked relentlessly and gave up their Easter Break to work hard to reinstate all the buildings following loss of power and gas services. Due to staff's hard work buildings were back in service on schedule and didn't affect most staff. There are still some on going issues being dealt with as they arise. If you do find any thing not working please contact the Helpdesk in the first instance.

Allan Blair and Paul Franklin would like to take this opportunity to thank all staff who helped out during this situation for all their help and dedication in getting all the buildings back in service as quickly as they did. All their help was much appreciated.



Contact us or provide feedback

If you would like to provide feedback on the content of this newsletter or report some news or event that you think should be included in future issues, please email me at j.sidhu@lse.ac.uk.



LSE

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.

Estates Staff Forum



The Estates Staff Forum was held on 29th April, 2015. First up was Julian discussing his findings from Meet the Customer. Overall Estates have done well and most views were good. It highlighted how we present ourselves and how people perceive us. There are little tweaks to be made to raise our game. We do need to improve on communication and feedback but overall we did well and it was noted we do go the extra mile.

Next up was an interesting presentation on Residences and the challenges they face. Steve Ryan and Jackie Woodley gave a great presentation on what's involved in the running of the Halls and Residences and highlighted some of the issues they have had to deal with and their quick turnaround on maintenance issues.

Jon Emmett from Sustainability gave us an update on the online sustainability training. So far 71% of Estates staff have completed the training and most people achieved over 90%. We can now look forward to face to face workshops which will be specifically tailored to individual teams. These will target how Estates staff can improve on LSE sustainability performance through their own roles. This will be rolled out starting in summer.

To round off the session Ken Kinsella gave an informative presentation on the Centre Buildings Redevelopment (CBR) and what's involved. Houghton Street is closing.....Only 7 weeks to go!! Demolition is expected to take 36 weeks and should be starting in July. The main build will commence next summer. All information on CBR can be found on the website and is continually updated with the latest information. The grand opening will take place December 2018.



'Due to the development of Centre Buildings, many departments are being relocated. The Sustainability team with the help of the porters and the cleaners have salvaged and recycled as much as possible. Many items will be reused by other departments and some things will be sold as part of the annual ReLove event which will be held at the start of term. This photo is from the Language Centre who occupied 4 floors of Clare Market. After a mammoth sorting session we had conquered the rooms full of stuff and sorted them into their different waste streams.'



School Closure 4th and 25th May, 2015

OFFICIAL SCHOOL CLOSURE: Public Holidays Monday 4th May 2015 and Monday 25th May 2015

We would like to inform all staff of the access arrangements - on the main School campus - for each of the Public Holidays in May 2015 :

Emergencies will be dealt with by a Security service on duty at the Old Building reception.

There will be limited LSE ID card access to buildings for **Staff** based on their current level of access as stated in table below:

DATE	7AM- 9.30PM	8AM – 9PM
MONDAY 4/5/15		YES
MONDAY 25/5/15		YES

We recommend that Staff only attend for work if absolutely necessary on the Public Holidays on Monday 4th May 2015 and Monday 25th May 2015.

LSE Staff working in **Aldwych House** will need to give the building security staff advanced notice if they wish to attend for work on Saturday 2nd May 2015, Sunday 3rd May 2015, Monday 4th May 2015, also on Saturday 23rd May 2015, Sunday 24th May 2015 and Monday 25th May 2015.

For **Library** opening times, see table below: -

DATE	
MONDAY 4/5/15	24 HOUR OPENING - There will be no staffed services
MONDAY 25/5/15	24 HOUR OPENING - There will be no staffed services

For your information, Student access is covered in a similar notice which will be advertised at the following locations:

LSE Security Website
SU Website

Halls of Residences

open throughout with staff cover as normal over the closure period

Thank you for your co-operation and enjoy the holidays!



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.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.



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 J.Sidhu@lse.ac.uk Feedback Form
Contingency Procedure Please visit the Estates Help Desk web page for forms and user notes		Visit our web page Response Times Quick Reference News

Estates Staff News Welcome

Richard Jenden joined the Estates Division on Monday 27th April as Director of Property and Space Strategy.



Richard is a chartered surveyor who has worked in the corporate real estate environment for the past 27 years. His experience traverses both public and private sectors where he has developed a strong leadership ethos in owner occupied estates.

Richard has been involved in the delivery of organisational transformations using property as a platform for a variety of clients from DWP to private equity organisations. He has dealt with all aspects of property from nuclear bunkers and residential development to award winning sustainable offices.

He is married and lives in Buckinghamshire and spends most of his leisure time keeping up with three boys and their sporting interests, occasionally finding time for a game of cricket.

Richard will be based in TW1 5th floor and can be contacted on **020 7852 3647** and on email: r.jenden@lse.ac.uk

Congratulations



Elena Rivilla-Lutterkort

Congratulations to Elena and her new husband Guillaume on their Wedding over Easter in France, we hear it was a wonderful day and they had an amazing time on their honeymoon in Iceland.

We'd also like to report that both **Phil Newsham** and **Tony Lobo** have been appointed as Senior Project Managers in the Capital Development team.

Goodbye and Congratulations

We say goodbye to **Rosie Komorowska-Gillam-Jones** who has decided not to return as Financial Administrator following her maternity leave. Congratulations to **Jennifer Williams** who will now remain in the role of Financial Administrator on a permanent basis.

We also said goodbye to **Tony Rossiter** who left with a bang on the day of the Kingsway fire (well planned Tony), after 5 years with the Capital Development team