

# Estates Facilities Management Newsletter

April 2016

## Planon Update



As you may know, a project is currently underway to transform the Reactive and Planned Maintenance operations across

the School's campus buildings and Residences. The project includes; a Self-Service portal, to allow Staff across the campus and Residences to log maintenance requests directly into the system, an upgrade of the helpdesk and maintenance functions to the most recent and supported version of the Facilities Management application and the implementation of Mobile Field Services, allowing field personnel to pick up and report on maintenance jobs while on the go.

Key benefits of the upgraded system include;

- Improved responsiveness to the Customer

- More efficient allocation of Technicians to various jobs

- Automatic confirmation to the customer at key stages of the job

- Customer's ability to visibly track the status of the job through the Self-Service portal

We have been working very closely with key members of Staff from the Estates Division and Residences and by the end of April, we are aiming to complete the specification for the new functionality in Planon. Between May and mid-June, our suppliers will be configuring Planon according to our specifications and this will be followed by User Acceptance Testing from mid-June to early July, where we will enlist the help of colleagues in the Estates Division, Residences and Departmental Managers to test the new functionality.

By late July, we aim to go live with the Estates functionality and then begin to integrate Residences staff by September 2016.

If anyone has any further queries regarding this project, please contact [Imt.Programme.Office@lse.ac.uk](mailto:Imt.Programme.Office@lse.ac.uk).



# Estates Facilities Management

## Sustainability and Green Impact News

### Green Impact

We successfully participated in Green Impact again this year. As well as completing the Bronze workbook criteria, we took part in Earth Hour for our Green Impact project. Earth Hour is an environmental awareness campaign from the World Wildlife Fund, where people across the world turn out their lights for one hour to show their support for protecting our planet. The lights in Cowdray House were switched off, and we got involved with WWF's #passthepanda Twitter campaign by posting photos of the WWF toy panda. A particular photo of the panda in the post room was one of our most shared tweets ever!



The green team is already recruiting members for next year's Green Impact and has a lot of exciting ideas for potential projects. To register your interest or find out more, contact Tamara at [T.A.Williams1@lse.ac.uk](mailto:T.A.Williams1@lse.ac.uk)

### Queen Bee



Dan Reeves has just taken 'delivery' of a new queen all the way from Greece, for Passfield Hall. Currently she is acclimatising in a new nucleus of bees and will be ready in a couple of weeks to be transferred into one of the existing hives at Passfield Hall. The new queen is currently being housed in the "queen induction cage". The cage has a plug of sugar candy which takes the bees a few days to eat



through. This delays the release of the queen into the new colony, giving the other bees enough time to get used to her scent. This reduces the likelihood that the bees will attack and kill the alien queen.



We are sad to announce the passing of Fred Gilbert MBE, on 19<sup>th</sup> March 2016.

Fred joined the LSE Porters team in December 1976. He took over the leadership of the team following the retirement of George Burman.

In the New Year Honours list 2000, Fred was awarded the MBE for services to Higher Education. Fred retired from the LSE in July 2004 following 28 years loyal and dedicated service to the School. Fred was a larger than life character who will be remembered fondly by all those who had the good fortune to have met him and worked with him. Rest in peace, Fred. Once met, never forgotten!

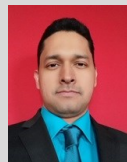
## Noonan—Cleaning Contractors

Resource have officially changed their name to Noonan (you may have spotted their smart new uniforms around campus).

Some of the office personnel, based in 1 Kingsway have also changed, say hello to:



Richard Seddon  
Account Director  
[r.seddon@lse.ac.uk](mailto:r.seddon@lse.ac.uk)



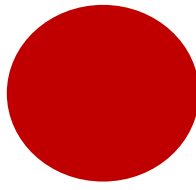
Juan Ruiz-Tapia  
Senior Supervisor  
[j.d.ruiz-tapia@lse.ac.uk](mailto:j.d.ruiz-tapia@lse.ac.uk)



Luis Miguel Escobar Gallego  
Administrator (Residences)  
[l.escobar@lse.ac.uk](mailto:l.escobar@lse.ac.uk)



Joseph Ladele  
Training Manager  
[j.ladele@lse.ac.uk](mailto:j.ladele@lse.ac.uk)



## May Bank Holidays Closure Notice

### OFFICIAL SCHOOL CLOSURE: Public Holidays Monday 2<sup>nd</sup> May and Monday 30<sup>th</sup> May 2016

We would like to inform all Staff & Students of the access arrangements - on the main School campus - for each of the Public Holidays in May 2016:

#### Undergraduate Students

Study areas and computer facilities will be available at the following locations and at the following times on production of LSE ID Card:

**Shaw Library, 4<sup>th</sup> Floor Restaurant, Teaching Rooms - 08:00 to 21:00**

**NAB open spaces – 08:00 – 21:00**

**32LIF open spaces and teaching and seminar rooms – 08:00 – 21:00**

**Saw Swee Hock Building – 08:00 – 21:00**

#### Staff & Post Graduate students

Staff & Postgraduates will be able to gain entry to School Buildings between **08:00 – 21:00** on production/use of the LSE ID Card.

**Emergencies** will be dealt with by a team of Security staff on duty at the Old Building reception desk in Houghton Street. They can also be contacted – in an emergency - by telephone on 020-7955-6555.

#### Opening hours of the Library are:

DATE	
MONDAY 2/5/16	24 HOUR OPENING - There will be no staffed services
MONDAY 30/05/16	24 HOUR OPENING - There will be no staffed services

**Halls of Residences** are open throughout with staff cover as normal over the closure period.

Three halls, Carr Saunders, Passfield and Rosebery operate as bed and breakfast hotels - **single rooms** £47 per night including full English Breakfast, **double / twin rooms** from £76 per night - staff and students get a10% discount - book online at: <http://www.lsevacations.co.uk/Home.aspx>

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

LSE SECURITY

April 2016



**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.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.



**Emergencies / Urgent**

**Contact Help Desk**

Ext. 2444

**Submit a service request**

**Contact Help Desk**

**Web Service Request  
Forms**

**Queries / Feedback  
General Information**

**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-**

**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**

**For more information please visit our web page at:**

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

## Estates Staff News



**Ben Gladstone, Post room Supervisor**

Ben graduated from Plymouth University, and enjoyed spending a few years living by the sea. Previously he was the Mail-room Team Lead for BNP Paribas, based in the City and Marylebone campus, overseeing 3 post rooms and 19 staff, previous to that he was traveling. In 2014 Ben summited Kilimanjaro, he's had more flying lessons than driving ones. Ben is a Rugby Union fan and a proficient skier and snowboarder. Ben can be contacted on 0207 955 **6564** or at [b.gladstone@lse.ac.uk](mailto:b.gladstone@lse.ac.uk)



**Thomas Taylor – Electrician**

My last job was at Lowri Beck where I worked as a Dual Fuel Smart Meter Fitter. I'm a big cricket fan and watch a lot of it in my spare time. I also enjoy rock climbing at weekends, cooking and generally spending time with my family. Tom can be contacted at [t.taylor2@lse.ac.uk](mailto:t.taylor2@lse.ac.uk) or via the maintenance office 020 7955 **6934**



**Jon Taylor – Electrician**

I spent my previous four years working at the LSE Residences, I'm originally from New Zealand and love cricket and rugby! Jon can be contacted at [j.l.w.taylor@lse.ac.uk](mailto:j.l.w.taylor@lse.ac.uk) or via the maintenance office 020 7955 **6934**



**Andrew Worthy – Electrician**

Previously I worked for a college in East London, I enjoy cycling, watching TV and going to the pub. Andrew can be contacted at [a.worthy@lse.ac.uk](mailto:a.worthy@lse.ac.uk) or via the maintenance office 020 7955 **6934**



**Sam Venables – Mechanical Engineer - Fitter**

I used to work for a company called Interserve as a maintenance plumber in the National Hospital for Neurology and Neurosurgery. My hobbies include playing football (I play for a Sunday league team); social media; snowboarding; going to music festivals. Sam can be contacted at [s.venables@lse.ac.uk](mailto:s.venables@lse.ac.uk) or via the maintenance office 020 7955 **6934**



**Cliff Alcaraz has joined the Security team**

Before joining LSE I worked in a variety of security roles, for Tesco, Boots and T.S.S. I also worked for First Call Services, doing security for Prada stores and the Prada warehouse and covered events at the Hilton Hotel, Tower Bridge. In my spare time I like to work out, listen to music, go to gigs, and eat! Cliff can be contacted at [c.alcaraz@lse.ac.uk](mailto:c.alcaraz@lse.ac.uk) or by calling 020 7955 **6200/7111** (or **2000** internally).

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

For any related queries please contact: [j.sidhu@lse.ac.uk](mailto:j.sidhu@lse.ac.uk)