

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

LSE, as always, is attracting high caliber of speakers. I was most excited when it was announced recently that Michael Sandel was coming to visit the LSE to present three Public Philosopher lectures. It was a delight to hear the skillfully managed discussion that was swinging the opinion from one extreme to the other on subjects such as: Should universities give preference to applicants from poor backgrounds? Should a banker be paid more than a nurse? Should we bribe people to be healthy?

Michael Sandel has the incredible ability to bring philosophy to the wider audience and make people see the topics from all points of view. One did not need to be a philosopher to follow and understand the moral dilemmas and the complexity of the thinking behind the decision making process.

The lectures were an absolute success and on behalf of the attendees, I would like to use this opportunity to thank everyone involved, particularly Conferences, for giving us the opportunity to be part of such exciting events that are fresh, topical and thought provoking. The more we understand the world around us and open our



senses to the challenges the more equipped we will be in dealing with them.

We are given another opportunity to attend one of Michael Sandel's lectures (23 May), this time in St Paul's Cathedral, discussing: 'What Money Can't Buy – the moral limit of markets'. It promises to be another evening of exiting thinking and debating.

Help Desk & Furniture Requests

We are pleased to announce that Rosie Komorowska-Gillam-Jones joined us in April as Help Desk Technician and Furniture Request Coordinator. She will help us re-start the ordering of

standard furniture for the School and manage the re-use furniture pool.

We are currently working on the Standard Furniture Catalogue and a Furniture Request procedure to

streamline the process. In the meantime, please send all requests for furniture to Estates-Help-Desk@lse.ac.uk and we will process them accordingly. Thank you in advance for your co-operation.



Towers 1 & 2 Reception Refurbishment - Noisy Works Notice

Please note that for 3 week we are commencing with noisy works during out of hours periods to remove the mass concrete slab foundations in the compactor and loading bay areas beneath Tower 2. The works will be undertaken between 6am and 9am & 6pm and 10pm on weekdays and between 6am and 3pm at weekends. Please can you make staff and students aware of these periods so that alternative working arrangements can be made if necessary. Contact: **Matt Gale** Project Manager Capital Development ext. 1171 Mob: 07540 675 189



INVESTORS
IN PEOPLE

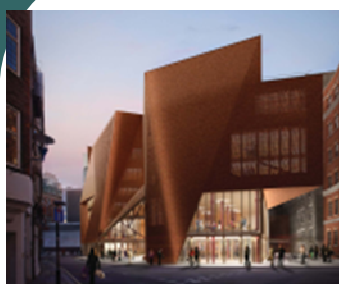


Room for thought:

Simplicity is the ultimate sophistication. Leonardo Da Vinci
The greater danger for most of us lies not in setting our aim too high and falling short; but in setting our aim too low, and achieving our mark. Michelangelo

A common mistake that people make when trying to design something completely foolproof is to underestimate the ingenuity of complete fools. Douglas Adams

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.



New Students' Centre Update

The New Students' Centre project started on site with the demolition of the old St Philip's Buildings, on 18 May 2011. The demolition proceeded very well, to programme, and was helped by the fact that the mortar had gone to powder, so the Contractor, Geoffrey Osborne Limited, literally just pushed the building over!

Following the demolition, the excavation proceeded very well,

until some huge unforeseen mass concrete foundations were uncovered, which had to be removed. This hampered the programme, and caused noise disturbance to the Peacock Theatre for a while. The archaeologists eventually were allowed on site to study the excavations, and thankfully (for the programme), few artefacts were discovered so the excavation continued.

Further problems were discovered with the Party Walls, with unforeseen apertures and poor construction. It has been a great challenge to the project, to rectify the defects. The project is currently behind schedule with targeted completion for the end of summer 2013.

For more information and further updates please check our web site: www.lse.ac.uk/students/campusLondonLife/newStudentsCentre/Home

Many thanks to Beni for the reply to my e-mail request when the maintenance form wasn't working on my PC. Dealt with very promptly! Esther Heyhoe



The Salto fob system is being subjected to an upgrade in order to link it to the LSE ID cards. It is affecting all of the campus.

The upgrade revealed a few issues that we would like to share with you as we need your co-operation in

addressing them.

Firstly, it became apparent that some users are using fobs that do not belong to them. Please note that the fobs are personal and the access permissions are set individually. Therefore, should you need a fob or require an update on your access permission, you need to contact your Departmental Manager who in turn will contact Help Desk to request this.

Secondly, there were issues with access to meeting rooms and other common rooms. Please speak to Help Desk if you need these addressed.

Security are currently authorising the access permissions to all areas and we are working with them to ensure that the requests and the upgrade project are managed in line with our Security Policy.

We had another leak in the Library entrance on Friday lunchtime. Thank you to your staff for coming over so quickly to stop the water. I'm even more impressed to see that the small hole that was left in the ceiling panel has been fixed and the ceiling redecorated over the weekend. Best wishes, Helen Cocker LRB

Help Desk Service and Customer Feedback

Recently, our work on Help Desk has been disrupted by various unforeseen circumstances, from staff shortage to web link problems with the service request forms. The challenges of course meant that we had some issues receiving requests and closing the jobs as completed.

I would like to use this opportunity to thank you for your understanding and co-operation in following our emergency processes. I hope we managed to reduce the inconvenience to you.

Also I would like to remind all of our customers to submit

feedback on the jobs we carry out. It is important for us to know how we are doing. We appreciate that you may not be able to do it every time a job is completed but do please complete the form when you can. Your help is appreciated.

Thank you!

32 Lincolns Inn Fields Update



The refurbishment of 32 Lincoln's Inn Fields is now well under way. The first phase of works involved the removal of structural elements in the basement to allow a faster second stage contract and was completed in January 2012. The main works contractor, Wilmott Dixon Interiors Ltd (WDI) have been appointed, and started on site to

programme on the 5 March 2012, and are due to complete in December 2012. The Architect is Jestico & Whiles, the Mechanical and Electrical Consultant is Hoare Lea, and the Contract Administrator/Cost Manager is Davis Langdon. The overall project budget is currently projected at £17.5 million. The occupiers of the

academic floors on levels 1-5 have now been agreed as : Department of Economics, Centre for Economic Performance (CEP), Centre for the Analysis of Social Exclusion (CASE), the Suntory and Toyota International Centres for Economics and Related Disciplines (STICERD) and the International Growth Centre (IGC).

Maintenance Section—Working Sustainably



Here are some examples of how the Maintenance Team have

recently helped to reduce the carbon footprint of our activities:

- 32 Lincoln's Inn Field Building - before the major refurbishment started we managed to rescue for re-use over 1000 light fittings, fire extinguishers, bathroom

rails / holders, ZIP boilers, mirrors any many other spare parts.

- Cowdray House and St Clements 1st Floor we replaced energy inefficient light fittings that have gone pass their useful life with energy efficient equivalents.
- Our controls engineers are monitoring the Building Management

System and programming the heating to run in line with the meeting rooms use, i.e. reducing heating times in line with usage.

- Tower 1—22 electrical heaters were decommissioned for the summer saving 2KW of energy per heater for 22 weeks.

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Thanks for identifying so quickly the cause of the problem in the Old Theatre. We were unaware of the plug and socket connections and their location. The electrical staff were most helpful and informative - well done for resolving this so rapidly.

Raymond Flood,
Audio Visual Manager

ESTATES DIVISION GREEN IMPACT TEAM

The Green Impact project is almost over for this year and we are waiting in anticipation for the final results.

As part of the project we organised a Fairtrade event. Staff made cakes, cookies and other Fairtrade goodies and there was a testing products competition which

asked us to identify the Fairtrade one.

The event was good fun and we raised £60, which was donated to the Fairtrade charity.

Should you be secretly interested to know who won the 'guess the Fairtrade product' game, the 2 winners scored 4/5 and they were Mirren

McLeod and Felix Nelson, both from Help Desk. They received 6 organic free range eggs each which were laid by Allan Blair's Hens!

Well done everyone and thank you for supporting Green Impact!



HOW TO CONTACT HELP DESK:

Log a request via the web: LSE—Estates Division—Help Desk and Services—Service Request Form

To report an emergency: call ext. 2444, from communal phones dial #2444

To follow up progress on a job or log a query: estates.follow-up-jobs@lse.ac.uk

Contact Help Desk: ext. 7956, ext.6415, estates-help-desk@lse.ac.uk

Customer Services Manager: ext. 7778, a.ahjem@lse.ac.uk

Emergencies / Urgent	Submit a service request	Queries / Feedback / General Information
Contact Help Desk <ul style="list-style-type: none"> - Ext. 2444 	Contact Help Desk <ul style="list-style-type: none"> - Web Service Request Forms 	Contact Help Desk <ul style="list-style-type: none"> - Ext. 7956 - Estates.follow-up-jobs@lse.ac.uk
Out of hours contact - Security <ul style="list-style-type: none"> - Ext. 2000 	Contact Help Desk (if the web page is down) <ul style="list-style-type: none"> - Ext. 7956 - Estates-help-desk@lse.ac.uk 	Contact the Customer Services Manager <ul style="list-style-type: none"> - Ext. 7778 - A.Ahjem@lse.ac.uk - Feedback Form
Contingency procedure <ul style="list-style-type: none"> - Visit the Estates Help Desk web page for forms and user notes 		Visit our web page <ul style="list-style-type: none"> - 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



www.smiletrain.org.uk

It is with great sadness we report that one of our colleagues recently lost her brother. In an attempt to turn this terrible news into a respectful gesture in memory of him, we collected £90.75 and donated to his favourite charity, Smile Train. The charity helps children born with cleft mouth. The family sent a thank-you note that they would like us to share with everyone who

contributed: "I am writing to express my heartfelt appreciation for the money that you donated to charity in memory of my brother. My family and I were blown away by the gesture and the amount raised. Smile Train is an amazing charity and the difference that this money will make is such a wonderful tribute to my brother's memory and something that gave comfort to us at a very difficult time. I would like to say thank you again to everyone who donated."

At the other end of the spectrum, we would like to say temporary good bye to two of our colleagues, who left on maternity—Lauren Allier who had a baby girl and Aggie Gemel who is also expecting a girl!

We would like to welcome Mandy Crane, our new Office Manager (maternity cover). For the past 15 years, she has worked for Adult Community Learning Essex and most recently, as Locality Admin & MIS Manager. She spends any spare time walking, baking and (trying) to grow her own veg. Mandy can be contacted by email on m.r.crane@lse.ac.uk, or by phone on 020 7106 1302.



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

