

# Estates Facilities Management Newsletter

Volume 3, Issue 20

December 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

## Estates Facilities Management

## Newsletter



### Estates matters

The recent Estates Staff Forum was held in the new Saw Swee Hock Building. We were excited to be the first to use the building for an event and test the facilities.

As part of the Forum, Julian Robinson, Director of Estates presented the feedback from his 'Meet-the-customer' initiative and estates staff had the opportunity to speak to two of our customers, Liz Barnett and Stephanie Davies, and hear their experiences and thoughts

about customer service.

Staff were also introduced to the schedule of works planned for the Christmas closure; the completion and formal handover of the Saw Swee Hock Building before Christmas and the progress on the Centre Buildings redevelopment. Further updates will be available from our web site.

The Forum finished with a round of pizzas to celebrate our Customer First Re-Accreditation earlier in the year.

### REST IN PEACE NELSON MANDELA!



Nelson Mandela: The world mourns his death

WISHING  
YOU  
A  
VERY  
MERRY  
Christmas



Don't be afraid of enemies who attack you.  
Be afraid of the friends who flatter you.  
*Dale Carnegie*

...the best possible way to prepare for tomorrow is to concentrate with all your intelligence, all your enthusiasm, on doing today's work superbly today. That is the only possible way you can prepare for the future." *Dale Carnegie*

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 Division

**STAFF & STUDENT NOTICE**

**OFFICIAL SCHOOL CLOSURE:  
23 Dec 2013 to 1 Jan 2014 inclusive – MAIN CAMPUS SITE**

We would like to inform all Staff and Students of the access arrangements - on the main School campus - for the Christmas School closure period:

The School is due to **close** at the end of the working day on Friday 20<sup>th</sup> December

**Normal weekend access** will apply on Saturday 21<sup>st</sup> & Sunday 22<sup>nd</sup> December

The School will **open again** for business on Thursday 2<sup>nd</sup> January 2014 .

There will be **no access** to School buildings on Wed 25<sup>th</sup> Dec 2013, Thu 26<sup>th</sup> Dec 2013 and Wed 1<sup>st</sup> Jan 2014.

- The opening hours of the **Campus** for **Staff and PG Students only**: There will be limited swipe card access to buildings for Staff and PG Students only to get to their office space based on their current level of access:

DATE	7AM - 9.30PM	8AM - 5PM
MONDAY 23/12/13	YES	
TUESDAY 24/12/13	YES	
WEDNESDAY 25/12/13	<b>NO ACCESS</b>	
THURSDAY 26/12/13	<b>NO ACCESS</b>	
FRIDAY 27/12/13	YES	
SATURDAY 28/12/13		YES
SUNDAY 29/12/13		YES
MONDAY 30/12/13	YES	
TUESDAY 31/12/13	YES	
WEDNESDAY 01/01/14	<b>NO ACCESS</b>	

We would ask Staff to only attend for work if absolutely necessary on the days between 23/12/13 & 1/1/14 inclusive. Staff who need to visit the Main Campus site must vacate buildings by the times stated in the table above.

The Estates Maintenance Department have confirmed that there will be no heating to many of the School buildings from 21/12/13 to 01/01/14 inclusive.

- The **Library** will close at 9pm on Friday 20<sup>th</sup> December 2013 and open again for business at 8am on Thursday 2<sup>nd</sup> January 2014.

- **Halls of Residence:**

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 £45 per night including full English Breakfast, twins from £60 per night - staff and students get a 10% discount - book online at: <http://residences.lse.ac.uk/lsevacations/>

- **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.

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

LSE ESTATES DIVISION  
12 December 2013



### Christmas deliveries to work

The Post Room is very busy during this time.

To ensure safe arrival of personal post, please provide full contact details (name, address, department, phone number) when ordering.

Contact [Postal.enquiries@lse.ac.uk](mailto:Postal.enquiries@lse.ac.uk) or call on 7989 or 6564 if you are expecting a delivery. We can then notify you when the item arrives.

The **Post Room** cannot accept responsibility for personal post delivered to the School and left in the post rooms or offices.



## Director's Christmas Party for Children of Staff



On 7th December, LSE hosted the annual Christmas Party for Children of Staff. To make the event a success, each year Conferences work closely with Estates to ensure that all goes swimmingly. In particular, the Maintenance Team, spends days setting up the room and making sure everything is at its best so that the children could have a good time.

It is hard to overestimate how excited the Head of Maintenance gets when planning the Christmas decoration, always adding something new. It is fair to say that we need to restrain his spending! Luckily the Director of Facilities is keeping a close eye on the proceedings.

We would like to extend our thanks to everyone who made the party a success. The children had a lovely time and Santa came just in time to give out the presents.



*I wanted to write and say a big thank you to all the staff members who worked to deliver this party. It was a very well-organized and – even more importantly – super fun afternoon for both the children and their parents! The ability of the magician to keep the children focused and entertained for such long periods of time was amazing, and operating Pass-the-Parcel for that many kids was not something I would have thought possible before seeing it for myself. (My five year old said that was her favourite part of the party, because she got a chocolate bar in the parcel. This despite meeting Father Christmas and being given a very exciting looking game. That was good too, she said. But Pass-the-Parcel was best.)*

*As a parent, I really enjoyed the opportunity to meet up with some colleagues in an informal, festive setting, relax over sandwiches and mince pies, and refuel with plenty of coffee. And watching the kids get so excited by all the goings-on was priceless. It was such a lovely event and I can only imagine how much work must have gone into planning it, setting it up, delivering it, and cleaning up afterwards – and the latter all on a weekend. So please convey my profound thanks to all the staff involved. They did a fantastic job!*

*Dr. Alexandra Beauregard, Department of Management, LSE*



### Subject: AU Carol

Just wanted to say thanks for your help (Security) on the AU Carol – I know the AU Exec really appreciated you taking the time to meet and brief the club captains ... they have received some great feedback from students regarding the event.

Heather Carroll

### Morning Vic (Porters)

Thank you for all your help yesterday and please extend my thanks to your whole team also! They were fantastic especially as they had to carry everything up 6 floors.

Thank you again for your helping make the event a success.

Best wishes,

Veronika Tugendraich-Garwolinski

## NAB lifts—Change of use

To ease congestion and allow staff to use the lifts at peak times we have agreed that the lift company will programme the four main lifts in the building as follows:

- The first two lifts will be servicing all floors;
- The right hand side two lifts will NOT service levels 1 and 2, i.e. they will be dedicated staff lifts. This arrangement is for term time only between the hours of 9.00—17.00.

All being well, the reprogramming will take place the week before Christmas and the new arrangement will be in place from January. Signs will be installed to remind users of the arrangement.

The use of the lifts could be altered, on request, e.g. to accommodate an event.

Should you need more information, please contact the Estates Help Desk (details on p.4)



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	Submit a service request	Queries / Feedback / General Information
<b>Contact Help Desk</b> - Ext. 2444	<b>Contact Help Desk</b> - Web Service Request Forms	<b>Contact Help Desk</b> - Ext. 7956 - Estates follow-up-jobs@lse.ac.uk
<b>Out of hours contact - Security</b> - Ext. 2000	<b>Contact Help Desk (if the web page is down)</b> - Ext. 7956 - Estates-help-desk@lse.ac.uk	<b>Contact the Customer Services Manager</b> - Ext. 7778 - <a href="mailto:A.Ahjem@lse.ac.uk">A.Ahjem@lse.ac.uk</a> - Feedback Form
<b>Contingency procedure</b> - Visit the Estates Help Desk web page for forms and user notes		<b>Visit our web page</b> - 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



Nabila Cruz De Carvalho joined Estates Help Desk as a part-time maternity cover.

She previously worked for the National Maritime Museum in Greenwich, the Dulwich Library and the House of Commons. She has extensive customer services skills and experience. Nabila is currently studying for her MSc in Information Science. She can be contacted on ext. 7956 and email: [N.Cruz-De-Carvalho@lse.ac.uk](mailto:N.Cruz-De-Carvalho@lse.ac.uk)



We would like to wish Daniel Beckley, LSE security guard, good luck with his campaign to become Southwark councillor in the East Walworth ward for 2014!

### Daniel Beckley

Daniel lived in Dawes House near East Street for over 20 years after coming to London from Sierra Leone and now lives the other side of Walworth Road. He has brought up three sons locally and the family are faithful members of English Martyrs Church on Rodney Road.

Daniel is proud to be one of the Liberal Democrat candidates for next year's council elections because **he believes passionately in making all our young people have the best possible start in life.** From extra childcare hours introduced by Liberal Democrats in government to campaigning for more primary and secondary school places in Southwark, Daniel knows what it's like to work hard to bring up a family in our area.



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)

