

# Estates Facilities Management Newsletter



Volume 3, Issue 8

December 2012

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Editor's blog on anything

Despite the poor performance and bad news from the chancellor on the slow economic recovery of the country, people do not seem to want to compromise on Christmas (albeit the celebrations may be a bit toned down in some cases). We recently went to a Christmas Fair where one would not have been able to guess that there is a recession. And why not? One needs something to be cheerful about when we are snowed under with depressing forecasts and bad news. The Santa letters filled with gift

wishes are not getting any shorter and the elves are going to be very busy packing the sleigh. And just as I was thinking about this article, one of my colleagues broke all illusions and said: 'it's no good writing to Santa, he's not real and you're too late for deliveries before Christmas anyway!' So we come to the old argument of whether we should focus on the real values of Christmas and celebrate the birth of Christ and not commercialise it as we have done. I hear all the arguments and I agree with most, but really anything that will excite people from almost all backgrounds, make them think of their nearest

and dearest, and boost the economy as a result is surely a good thing. Not to mention the child-like excitement of decorating the Christmas tree, cooking delicious food and being in good company. And spare a thought for those who cannot quite get the best at Christmas, it is still up to us to make a difference to how it all turns out to be. Let's use the opportunity and make the most of it whichever way we decide to do so.



We would like to wish you all a very joyful and relaxing holiday and a successful and happy new 2013!



## School closure—Limited Access

There will be no access to School buildings on Tue 25 Dec, Wed 26 Dec and Tue 1 Jan. Emergencies will be dealt with by a 'skeleton' security staff on duty at the Old Building reception desk. On all other days there will be limited swipe card access to buildings for **staff only** (including graduate teaching assistants and research staff)

DATE	7AM - 9.30PM	8AM - 5PM
FRIDAY 21/12/12	YES	
SATURDAY 22/12/12		YES
SUNDAY 23/12/12		YES
MONDAY 24/12/12	YES	
TUESDAY 25/12/12	NO ACCESS	
WEDNESDAY 26/12/12	NO ACCESS	
THURSDAY 27/12/12	YES	
FRIDAY 28/12/12	YES	
SATURDAY 29/12/12		YES
SUNDAY 30/12/12		YES
MONDAY 31/12/12	YES	
TUESDAY 1/1/13	NO ACCESS	



We would ask staff to only attend for work **if absolutely necessary** on the days between Friday 21 December and Tuesday 1 January inclusive. Staff who need to visit the main campus site must vacate buildings by the times stated in the table above.

Help Desk will be closed between 21st December and 1 January inclusive. Should you need to contact someone during this period please call security on ext. 2000.

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.

## Christmas schedule of works

[illegible]

**KEY :**  Weekend  Public Holidays  Programme dates





## Green impact update

This is an introduction from the **Estates Green Impact Team**.

This year we have decided to aim high and to take part in the Green Impact Excellence Programme.

We will be competing against high profile teams so we will need all staff to get involved!

Our project is to try to change behaviour in the LSE with regards to sustainability. This might not be easy but we will do our best to make it enjoyable.

Here are our pledges for this year!

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

- ➔ The Estates Division pledges to reduce, reuse and recycle its waste
- ➔ The Estates Division pledges to reduce its energy consumption
- ➔ The Estates Division pledges to reduce its water consumption
- ➔ The Estates Division pledges to reduce its scope 3 emissions
- ➔ The Estates Division pledges to engages with the community
- ➔ The Estates Division pledges to support wellbeing of its staff
- ➔ The Estates Division pledges to embed apply the above principles to in its staff's work practices

### Furniture

This is a request to all colleagues and departments who have excess unused furniture in their office—should you want us to collect it, please get in touch and we will give it a loving home elsewhere on campus (see contacts on p.4)  
The success of the Furniture ReUse system means that we are having more and more requests and we are happy to report that we are fulfilling as many as possible.

Dear Estates help desk,

Just to say many thanks for dealing with my problem (167077) so quickly, I appreciated finding your little note on my desk a day later, that was very fast.

My sinusitis is getting better I am sure as a result of not having the air conditioning on in my office. Many thanks indeed.

Nathalie Mitev

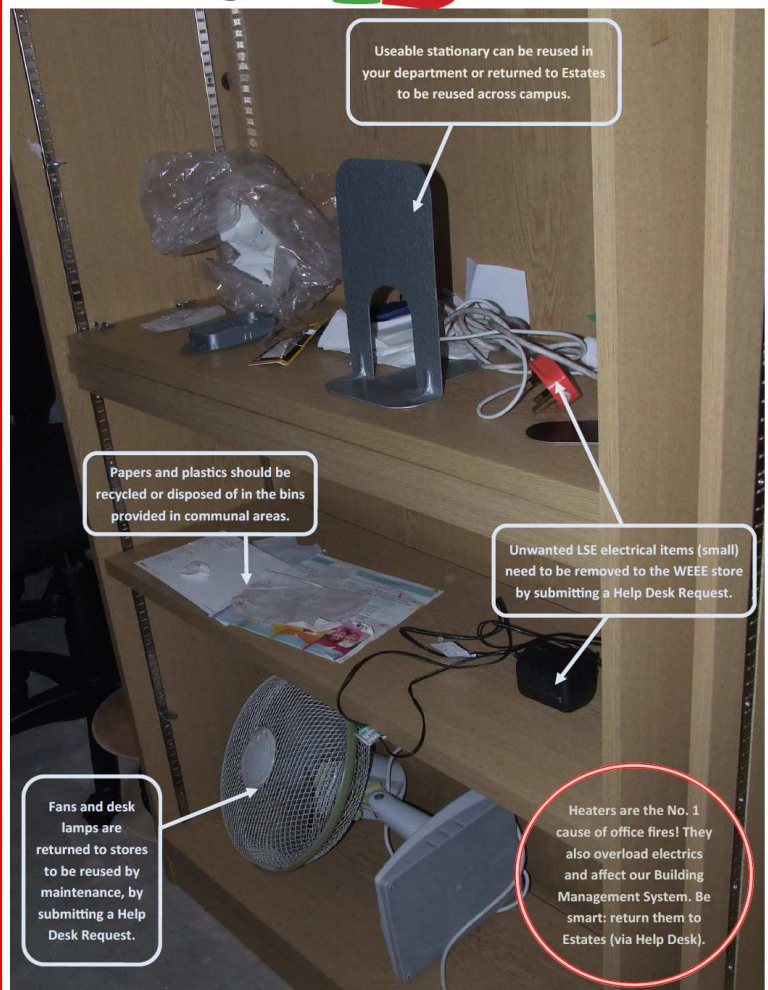
166754.01—alteration to desk

The job was completed within 2 days of my request and I am extremely pleased with the result. First class service - a big thank you to the carpenters.

### Vacating?



### Your office!



Help Desk - Mon-Fri  
8.30am-5.00pm



**Estates Division**  
Facilities Management

ext. 7956/6415

email: [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk)



**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-4.30pm**

**emergency:** ext. 2444, communal phones dial #6244; DD: 020 7831 8713

**general enquiries:** ext. 7956 or ext.6415

**email:** [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk); Estates **web Service Request Form**

**www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk**

**Security:** **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 subject to emergencies, workload & staff availability.



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

For more information please visit our web page at:

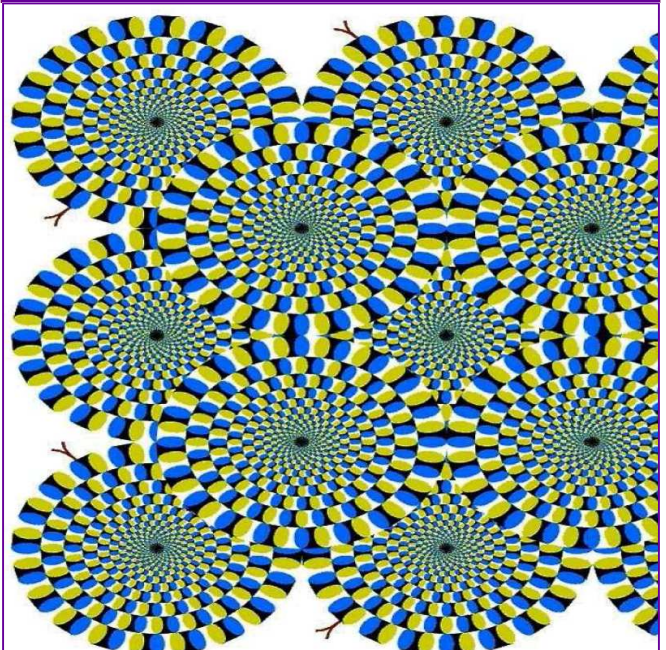
<http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk/home.aspx>

## Staff news

In the recently commissioned Staff survey, Estates aimed at 100% completion. The staff at all levels got involved in order to encourage participation. The most recent report showed that Estates had 67% completion rate! Staff were encouraged to improve on this performance. Any staff who are not on email were offered the option to complete a hard copy of the form. Thank you to everyone who has already submitted the survey.

Special thanks to Kennedy Ntambi, a security guard, who prevented an ATM crime on campus. A member of LSE staff was trying to withdraw cash and was distracted in order to have the cash stolen. Kennedy confronted the stranger and gave helpful information and guidance to the member of staff, who understandably was quite startled. We would like to commend Kennedy for his action!

Take a look at the picture, let me tell you - it is not animated. Your eyes are making it move. To test this, stare at one spot for a couple seconds and everything will stop moving. Or look at the black centre of each circle and it will stop moving. But move your eyes to the next black centre and the previous will move after you take your eyes away from it.....



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)

