

Estates Facilities Management Newsletter

February 2015

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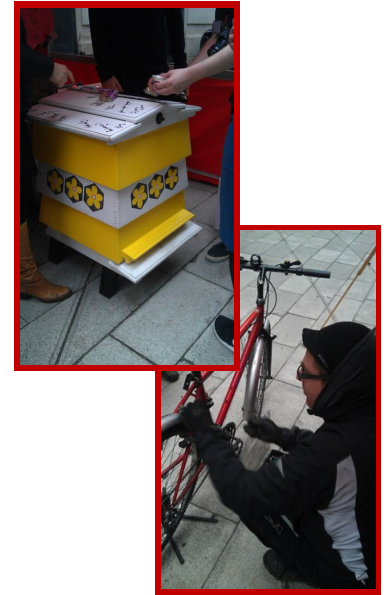
London School of Economics and Political Science
Facilities Management
Estates Division

Estates news Sustainability



Green Week

The Sustainability Team alongside the SU and various student societies held a very successful Green Week from 9-14th February. The week raised awareness of climate action in schools, colleges and universities across the country. This year's highlights included cycle training throughout the week provided by Cycle Confident; which aimed to improve cyclists' confidence on the London roads, Feel Good Food days run by LSE Catering, a Dr Bike maintenance session to mend those creaks and squeaks, lectures, debates and film screenings, students were also asked to make their own Green Pledge. There were film screenings of Cowspiracy and Trashed; a morning's worth of LSE waste, to highlight topics around recycling and quantity of rubbish we produce and signing of the 3rd LSE beehive, LSE's Director Professor Craig Calhoun signed the hive and made his own green pledge. The week of eclectic events came to a brilliant climax with a talk from the leader of The Green Party Natalie Bennett. Who gave an over view of the Green's policies and goals, and took many questions from the floor., sparking some exhilarating discussion.



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Special points of interest

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- Innovation Wireless
- What Did You Do For Lunch today



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.

Clocks



Maintenance is currently in the process of replacing all clocks in public areas with new wireless clocks. The current programme will replace all public area clocks by the end of March 2015.

These new clocks, which are manufactured by Innovations Wireless an industry leading manufacturer of synchronised time and communications systems, will broadcast from our own FM system.

These wireless clocks are easy to install and are virtually maintenance free and are made of heavy duty construction. The clocks automatically adjust for DST (Daylight Savings Time) which frees up the maintenance team from having to manually adjust the clocks and there are a lot of clocks at the LSE! Currently the maintenance team have the labour intensive task of changing the time twice a year and also changing the batteries. The new clocks have a 5 year battery life.

The old clocks are put to good use through a scheme to recycle and reuse through networks developed by the sustainability team. Currently we have received two responses from universities with London Metropolitan taking up the offer of coming and picking up the old clocks at no cost to us.



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.

What Did You Do For Lunch Today?

Two members of the Estates Division, Francesca Matano and Mandy Crane, put their lunch break to good use today by giving blood.

The National Blood Service set up temporary blood donation stations in various locations within walking distance of the LSE.

On Thursday 12th February they were based in Conway Hall, Red Lion Square, a mere 10 minute walk away.

For Francesca it was only her second donation but for Mandy it was her 70th (yes she's THAT old!)

The whole process from start to finish takes approximately 45 minutes (the actual blood giving part can be as quick as 8 minutes) the rest of the time is form filling, blood test to check iron levels are sufficient and then the best bit - free drinks and snacks! Currently it is advised that you allow 16 weeks between each donation, so that's only 3-4 times per year, not a lot of effort for a great cause, and it certainly gives you a sense of achievement.

To find out how you can make a difference in your lunch break visit <http://www.blood.co.uk/index.aspx>

The next sessions at Conway Hall are:

http://conwayhall.org.uk/blood-donation?gclid=Cj0KEQIAu_GmBRDhtK-kzqKcuJwBEiQAJvB8nx9U0eq9ljUzYwvpVHCEKgToB8dur-USqviyiV0ApXEaAojt8P8HAQ

Other nearby venues are:

Freemasons Hall, Covent Garden, City Temple, Holborn Viaduct.

Do something amazing today – Give Blood!



Estates Staff News — In Memory



In Memory

It is with great sadness that we inform you of the passing of Michael McLeod on Monday 9th February 2015 after a long illness.

Our thoughts are with Michael's family and friends at this difficult time.

Michael joined the LSE on 29th September 1998 as a Security Officer. He was promoted to Deputy Security Team Leader on 15th November 2004. Michael held this position until his ill-health retirement on 30th June 2010. Michael was an extremely engaging person, a larger-than-life character with a great sense of fun. His passing has greatly saddened us all. The service for Michael is scheduled to take place on 2nd March 2015. A floral tribute will be sent on behalf of all those who worked with Michael here at the LSE.

Re-Fit and TEAM Sigma Update

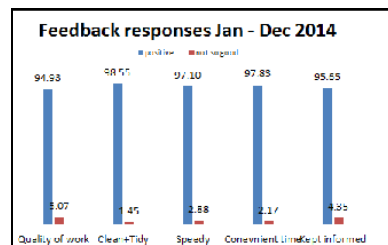
The LSE signed the RE:Fit contract with Bouygues on the 16th February 2015. Around 70 energy efficiency projects are soon to be implemented across the campus, from solar panels to BMS optimisation and LED installation. These projects will save the School almost 3 million kilowatt-hours per annum. This represents about £232,000 and 1,150 tonnes of carbon saved each year. But Estates will not just stop there, a RE:FIT Phase 2 is under development.



TEAM Sigma, an energy monitoring and targeting software system is being implemented by Capital Development. Soon, the School will be able to see its energy data online, track trends and publish league tables.

Estates Helpdesk—Feedback Statistics

In 2014, we received 138 feedback responses, all of which were analysed and actioned. We performed well with the positive feedback in the high 90 percentile. We are grateful for the positive comments we received. The two areas for improvement were quality of work (7 not so good responses out of 138) and being kept informed (6 not so good responses out of 138). In general it can be



said that our technicians are kept very busy with the number of requests we get, this leads to prioritising, which in turn leads, on occasions, to delays on the non-urgent jobs. We hope that in 2015 we can build even further on improving our communication, quality and efficiency.



Well-done Security!

Dear Paul,
On behalf of the Israeli Ambassador Daniel Taub and our security team here I would like to thank you for all the efforts you went to yesterday to make sure the event was a safe and smooth one. We appreciate greatly the lengths went to by yourself and colleagues to make it a successful evening.

Many Thanks
Matt Keston
Academic Affairs Officer
Public Diplomacy Department
Embassy of Israel

Dear Colleagues and Friends,
Thank you! We had a terrific meeting today to announce the formation of the LSE Centre for Women, Peace and Security. You all played crucial parts in this and I am very grateful. We had very high profile guests and handled this without the least difficulty. This is a tribute to the planning work of Conferences and Events and to the professionalism of our Security team (and indeed the staff at the Old Building). We are getting outstanding recognition for this and I know this is down partly to our Communications and Press officers (and Nigel - we're counting on your photographs). Our guests were pleased and impressed, and I was proud.

So thank you,
Craig Calhoun
Director of LSE



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



Helena Dywicka joined the Security team (B) in December. Previously she worked as a security guard at Warner Music for 6 years. In her free time she likes to go to the cinema and theatre. She loves to swim and tries to keep herself physically active. You can contact Helena via email h.dywicka@lse.ac.uk or by calling 020 7955 **6200/7111** (or **2000** internally).



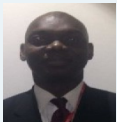
Raji Issa joined the Security team (C) earlier this month. Prior to joining the LSE Raji was a security officer within Shield Guarding Security Services and was based at Citibank in Canary Wharf. His interests are playing football , reading (especially in the LSE library), traveling and swimming. You can contact Raji via email r.issa1@lse.co.uk or by calling 020 7955 **6200/7111** (or **2000** internally).



Aleksandar Urosevic has joined Security team A. He worked for more than 12 years as a Regional Security Team Leader in the Office of the High Representative in Bosnia and Herzegovina, and before that Head of Security in Mibex company in Serbia. When he came to the UK he worked for a few months for Securitas before coming to the LSE. He loves scuba diving, rafting, skiing, and is interested in ecology. You can contact Aleksandar via email a.urosevic@lse.ac.uk or by calling 020 7955 **6200/7111** (or **2000** internally).



Paula Beezer has joined Security team C. She has worked within the Police Service for over 15 years, (Metropolitan Police, British Transport Police and Sussex Police). She has spent the last 7 years working as a Custody detention Officer at Crawley Police Station in Sussex. In her free time she enjoys jogging, time at home with her family cooking, travelling and shopping. You can contact Paula via email p.beezer@lse.ac.uk or by calling 020 7955 6200/7111 (or 2000 internally).



Godwin Ogbeide has joined Security team A. Godwin used to work with Phoenix Security here in London as a Security Officer. In his spare time he likes to read and at other times play table tennis and watch movies. You can contact Godwin via email g.i.ogbeide@lse.ac.uk or by calling 020 7955 6200/7111 (or 2000 internally).



Barbara Moldawa joined LSE in 2012 as Building Liaison Officer in the Library but has recently joined the Capital Development Team as Assistant Project Manager, covering Lauren Allier's maternity leave. Barbara has recently graduated with a MSc degree in Facilities and Property Management. Barbara is based in TW1, 5th floor and can be contacted at b.moldawa@lse.ac.uk on 020 7955 **6515** or 07961 290407