

Estates Facilities Management Newsletter

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July 2013

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter



Estates matters

It is holiday season but the Estates

Division has been as busy as ever trying to utilise the quieter times to carry out some improvement works and prepare the School for the new academic year. We are working with Conferences and Summer School in order to reduce the inconvenience.

In addition, we instructed our lift contractor to carry out a most needed improvement to the lift doors in Old Building designed to speed up the lift operation. The lifts will be taken out one at a time for a week each and the works should be completed by mid August.



As you will see later on in the newsletter, we successfully completed the audit for ISO14001 and received the reaccreditation for another year. Well done to our Sustainability team for leading it and to all staff across the School who support our initiatives!

It is reassuring to hear that our systems are in place and well embedded.

We also underwent a routine internal audit on dealings with furniture procurement and management on campus and are currently subject to a routine internal audit focused on our practices on recruitment of agency staff.

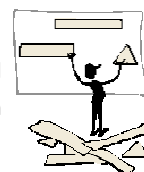


And finally, the Estates Division is undergoing a consultation for a review of the FM services on campus and the Halls of Residences.

We are also upgrading our existing IT FM management system for improved management of information, communication and service requests.

This, combined with various staff changes that have already taken place, will result in a new look and feel to our services.

The process will take a few months and the results will be more evident in the new year.



Estates supports work experience for young people

Further to our support of the Apprenticeship Programme, which will be extended to maintenance technicians as well, we also welcomed two work experience students.

Mayur Tailor, a work placement student, spent a week with all sections in Estates in order to get an understanding of the life cycle of the property management—from building and construction to maintenance and Help Desk.

The Prince's Trust Work Experience programme also sent Lucas Danko to spend two weeks with our maintenance team as he wanted to explore the possibility of a career as a fitter.

Good luck boys with your career choices and all the best for the future!



The improvement of understanding is for two ends: first, our own increase of knowledge; secondly, to enable us to deliver that knowledge to others. **John Locke**

Improvement begins with I. **Arnold H. Glasow**

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.

ISO14001—LSE environmental management re-certification

LSE's environmental management system has been recommended for ISO 14001 re-certification. This recognises the School's strong systems to continually improve its environmental performance.

The external auditor, Dr Margaret Rooney, was particularly impressed with how the School combines its formal sustainability reporting with a strong collegiate ethos, where students and staff from across the School collaborate on projects to enhance the School's environmental impact.

Allan Blair, the Director of Facilities, said "We're delighted that we have been recommended for this achievement, and I'd like to thank the teams across the School who contribute to making this a success on a daily basis. Thanks to everyone for their continued hard work in supporting and driving forward our sustainability agenda and to those who participated in the audit, in particular Jon Emmett who meticulously manages our EMS. The auditor commented that the EMS continues to be very well integrated into the LSE's overall commitment to sustainability, pollution, prevention, and carbon reduction."

Julian Robinson, the Director of Estates also congratulated the team and announced that our next objective is to achieve ISO 500001 - Energy Management and get this embedded within the Estates Division.



Interview with Alex Lillis, FM Secretary and PA to Director of FM

When did you join Estates?

I joined Estates in July 2008 as a temp, working on reception and acting as a secretary for the Maintenance and Facilities Teams. I was made a permanent member of staff in April 2009 and my job title changed to that of FM Team Secretary. In the last year my role has changed into that of PA to the Director of FM as well as FM Team Secretary.

What's the next step for you?

The Estates Division has been a great place to work and I've made some wonderful friends along the way, but the time has come for me to move on to pastures new and begin my career training as an Adult Nurse. I decided to train as a nurse as I had done a lot of volunteering at my local hospital at weekends and realised, whilst shadowing the nurses on the wards, how at ease I felt and enjoyed being in that environment as well as interacting with the patients and making sure their basic needs were met.

Tell us more about what did this involve?

When I got accepted to Greenwich University in February this year, I was completely overwhelmed. According to the Head of the course there were approximately 2000 applicants and only 80 places – so am pretty proud of this achievement before I even begin the course.

My training will be for 3 years and is a BSc Degree as they have phased out the 2 year diploma. The training will consist of classroom learning and being on placement in Barts Hospital for on the job training. We don't get the cushy holidays students get either – 2 weeks off in the Summer and a week at Easter and Xmas so a lot less than I'm used to here!

What were your highlights and leaving message for LSE?

Highlights of LSE, definitely some of the fantastic people I have met along the way who I hope to keep in contact with. (Terri Townsend is a given as we are clearly joined at the hip!)

Good luck Estates and thanks for the memories!



Summer works update

As you will all have witnessed, there is a whirl of activities across campus designed to complete refurbishment projects and long term preventative maintenance work before the start of term. There are over 30 projects being carried out during the summer period.

The full list of works can be found on the web page of Estates Division-Building and Construction-Summer work: <http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/buildingAndConstruction/home.aspx>

The selection of images here shows a few of the improvements on campus.



Existing



Proposed

Connaught House: improvements to the reception area



Saw Swee Hock Students Centre: artists impression of the building, which is nearing completion



Women's Library: recent image of the work for the new archive

Consultation has begun on the restructure of the LSE Facilities Services

Allan Blair, the Director of Facilities, announced that a consultation process has begun and will involve all Estates staff on campus and in the Halls of Residences to review the Facilities Management operations across the School in order to provide a more coherent and efficient service provision across both Divisions.

The consultation will take various forms including one to one and team meetings as well as involvement from the unions.

The consultation process will finish by October 2013 and all Estates and Residences staff are invited to participate with constructive suggestions and proposals for business improvement.



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: 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

Contact Help Desk

- Ext. 2444

Out of hours contact - Security

- Ext. 2000

Contingency procedure

- Visit the Estates Help Desk web page for forms and user notes

Submit a service request

Contact Help Desk

- Web Service Request Forms

Contact Help Desk (if the web page is down)

- Ext. 7956
- Estates-help-desk@lse.ac.uk

Queries / Feedback / General Information

Contact Help Desk

- Ext. 7956
- Estates.follow-up-jobs@lse.ac.uk

Contact the Customer Services Manager

- Ext.7778
- A.Ahjem@lse.ac.uk
- Feedback Form

Visit our web page

- 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



Rejaoul Ahmed

left his position as an office apprentice at the end of July.

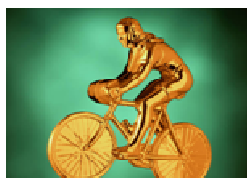
We hope that his time in Estates developed his skills and would like to thank him for the help he offered during our busy times. We would like to wish Rejaoul all the very best in his pursuit for personal development.

Alex Lillis is also leaving her position as FM secretary and PA to Director of Facilities to pursue further studies and a career change. We definitely need passionate and dedicated nurses. The NHS is in safe hands when young people are joining its ranks.

Lola Akande and Charlotte Khatso,

from the Property and Space management team also left to follow pastures new.

Rosie Komorowska Gillam Jones is switching teams and leaving Help Desk to start her new role as a Financial Administrator to replace Nita Khambatta.



Louise Laker, Sustainability team member, completed a personal challenge—the 24 hour London to Paris ride to raise money for Scope – a charity working for equal opportunities for disabled people.

Setting off on 6th July at midday in glorious sunshine with 250 other riders from Blackheath, she completed the 271 mile ride in 23 hours and 12 minutes and raised £1,289, which contributed to a £300,000 total raised by the event! Louise sent her personal thanks to everyone in Estates who sent messages of support and donations.

Unfortunately, we have no pictures of her crossing the finishing line as she was so tired at the end that she did not have the energy to take one! We understand and admire the effort put in the training for the event and completing it. Well done Louise and good luck in your future pursuits.



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

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