

Estates Facilities Management Newsletter

Volume 3, Issue 26

Jul / Aug 2014

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter



Estates matters



We are delighted that our submissions for the 2014 BIFM Award for the In-House FM Team of the Year went to the second round where three members of our team, lead by Allan Blair, Director of Facilities were invited to do a presentation and interview with a panel of specialist BIFM judges. It is an incredible achievement to reach this stage, considering the number of applications BIFM receives

across all sectors.

We are now awaiting their decision on whether we will be shortlisted as finalists. The winners will be announced in October at the award ceremony which will be held in The Grosvenor House Hotel, London.



LSE is an accredited training and assessment centre for the British Institute of Cleaning Sciences (BICSc). Over the past

eight months the FM Contracts Management Team, who are qualified assessors, have been supporting and helping the cleaning contractor train and assess over 200 cleaning staff. As a result of their hard work, the FM team has been shortlisted for the *Client Commitment to Training Award*. The winners will be announced in mid-September at the award ceremony which will be held in Birmingham.



LEARN
FOR
YOU

LSE Learn for you

Learn for You is a personal and career development scheme through which **salary bands 1-5** staff are entitled to a learning allowance of up to a maximum of £200 every year to spend on the learning of their choice. The scheme supports personal and career development learning as well as the spiritual, physical and emotional wellbeing of staff which can have an impact on quality of life and personal achievements.

For more information please visit:

<http://www.lse.ac.uk/intranet/staff/humanResources/learningAndDevelopment/learnForYou/learnForYou.aspx>

NB: To sign up for the gym you need to bring your proof of acceptance from the Learn For You funding after applying to use the gym. The difference of £20.00 for the membership can be paid by cash or credit card.



The world is round
and the place which
may seem like the
end, may also be the
beginning.

Ivy Baker Priest

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.

A July 'seagull saga' by Amelia Sharman

Just as summer is a busy time for our bees, it's also a busy time for other rooftop creatures, including the seagulls who we've long suspected had a nest on an adjacent roof. In July, we were in no doubt of their presence as, when we ventured out onto the Connaught House rooftop, we were attacked by dive-bombing seagulls! (About four or five, circling the roof and swooping down on us at speed).

Why? At first we thought they were trying to protect their two babies who were up on the roof and wandering around, looking quite disoriented.



We didn't want any of them to get too upset, so after a few minutes of checking what was going on, we headed back down. Elena, LSE Sustainability Officer extraordinaire, however decided to do some more investigating as she noticed that the babies were focusing in particular on the internal shaft down between Connaught House and the surrounding buildings.

And what did she find? Bobby the baby seagull who had somehow fallen down about seven stories and was trapped on the mezzanine roof between levels 1 and 2! Allan Blair, Director of Facilities Management, went completely above and beyond the call of duty and went out on the roof, getting little Bobby and putting him in a box to transport back up onto the roof.



Once on the roof, in Elena's words, "after a few minutes of shock he started yelling for his mama and waddling about happy as ever" – what a happy ending! Massive thanks to both Elena and Allan for saving Bobby – now he just needs to avoid getting stung by our bees! (Unlikely to happen I imagine).

So, here's hoping all three babies are big enough to fly (properly) by end of July!



Estates Division

STAFF & STUDENT NOTICE

OFFICIAL SCHOOL CLOSURE: Public Holiday Monday 25th August 2014

We would like to inform all students of the access arrangements - on the main School campus - for the Public Holiday in August 2014:

- Emergencies will be dealt with by a Security service on duty at the Old Building reception.
- There will be limited LSE ID card access to buildings for Staff based on their current level of access as stated in table below:

DATE	7AM- 9.30PM	8AM – 7PM
MONDAY 25/8/14		YES

We recommend that Staff only attend for work if absolutely necessary on the Public Holiday on Monday 25th August 2014.

- LSE Staff working in **Aldwych House** will need to give the building security staff advanced notice if they wish to attend for work on Monday 25th August 2014.
- For **Library** opening times, see table below:

DATE	Open
MONDAY 25/8/14	11am – 10pm

Undergraduate Students

Except for the Library, there will be no access for undergraduate students to any other LSE Building on Monday 25 August.

Post Graduate students

Based on their current level of access, will be able to gain entry to School Buildings at the following times on production/use of the LSE ID Card:

DATE	Open
MONDAY 25/8/14	08:00 – 19:00

Halls of Residences are open throughout with staff cover as normal over the closure period.

Bankside, High Holborn, Grosvenor and Northumberland Houses are all open for vacation visitors as well as the 3 halls in the north - Rosebery, Passfield and Carr Saunders. Single rates start at £45 B&B, twins and doubles from £60 B&B - staff and students get a 10% discount - book online at: <http://residences.lse.ac.uk/lsevacations/>

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

LSE SECURITY
12 August 2014



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>

Dear Mark (Atkinson),

The Executive Summer Programme, which I manage, was stationed in the NAB during June and early July. Two of your colleagues, Gustavo and Ademir (I'm afraid I don't know their family names) worked daily in that area and provided a great deal of support for us.

It was a pleasure to work with them, not only for their can-do attitude and attentiveness to ensure that the venues were ready and prepared for our colleagues and students, but also their cheerfulness which was infectious.

We have a small gift of thanks for them, but I just wanted to commend these two colleagues from the NAB cleaning team to you.

Best wishes,
Cleo Bowen, Executive Programme Manager

Estates and Maintenance get my vote for the most efficient service at LSE. Thank you!

Sheila Blankfield, Assoc.Univ.Teachers



This is the last newsletter edited by myself before I leave for pastures new. I would like to use this opportunity to say goodbye. It has been a pleasure and a privilege to be working with you all and I hope that our paths will cross again one day. Au revoir mes amis!

I am leaving you in the capable hand of Ms Jasinder Sidhu who will be covering the post until a permanent replacement is found.

With best wishes, Beni Ahjem



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

