

Estates Facilities Management Newsletter

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June 2014

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter



Estates matters

We are delighted to confirm that our submissions have been successful in reaching the next stage of judging in the 2014 BIFM Award for Sustainability and Environmental Impact as well as the In-House FM Team of the Year. The next stage will involve a presentation and interview with a panel of specialist BIFM judges and a Q&A session. Good luck and fingers crossed.



After an impressively long list of awards and shortlistings Saw Swee Hock Student Centre has also recently been shortlisted for the Royal Institute of the Architects of Ireland (RIAI) Public Choice Award among other



nominations. More information can be found at: <http://www.lse.ac.uk/intranet/students/campusLondonLife/sweeHockStudentCentre/SAW%20Awards.aspx>

We are currently focusing on the new LSE Global Centre for the Social Sciences. A Newsletter update went out with the most recent progress information of this project. Full details available on our web site: <http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/buildingAndConstruction/Newsletters.aspx>



LSE has been named the **AJ100 Client of the Year** by the Architects' Journal for its outstanding contribution to UK architecture.

The award, announced on Thursday 22 May, reflected the "innovation and quality" that LSE has shown with the construction of the highly-acclaimed Saw Swee Hock Student Centre and its plans for a new £90 million [Global Centre for Social Sciences](#) building.



LSE was singled out for its "consistent patronage of high-quality architecture" and the use of design competitions to ensure fresh thinking from sophisticated practices.



A
PESSIMIST
SEES THE
DIFFICULTY
IN EVERY
OPPORTUNITY

AN
OPTIMIST
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OPPORTUNITY
IN EVERY
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SIR WINSTON CHURCHILL
(1874 - 1965)

THE-THINKERSAY.COM

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 Long Service Awards

On 3rd June, Craig Calhoun, Director of LSE, held a Long Service Awards reception for staff with over 20 years of experience at the LSE. He wrote personally to all staff to invite them to the reception hosted by him and the School's senior team in appreciation of their long service.

He said: "During my first two years here at LSE I have been regularly and profoundly touched by the commitment and dedication of our staff, most particularly members of our School across all our academic and professional services, like yourselves, who have served with such passion and enthusiasm for so many years. I wanted to do something to honour them and to show our gratitude."

The members of staff from the Estates Division that were recognised at the reception were:

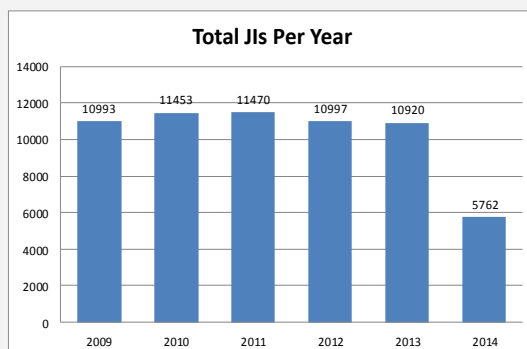
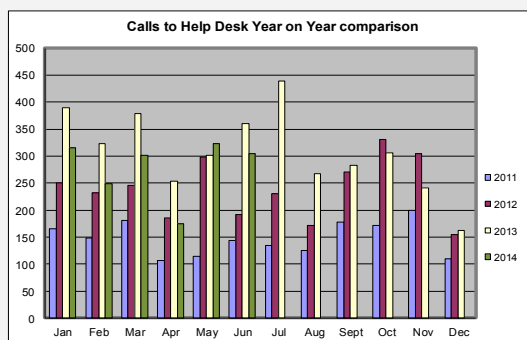
Derek Chin, General Service Porter	Dominic Gallagher, Senior Maintenance Technician
Oswin Husbands, Post Room Assistant	Paul Franklin, Head of Maintenance
Trevor Gubby, General Assistant	Peter Fennelly, Store Manager
Antony Hough, Maintenance Technician	Robert Mcalpine, Senior Maintenance Technician
	Patrick Causley, Deputy Head of Maintenance

January to June 2014 Help Desk statistics

Help Desk answered over **1668** phone calls for the first six months of 2014. This is in addition to the online requests received via the web forms.

Of all enquiries **5762** (and counting) were for maintenance jobs alone with additional enquiries for the FM and projects sections.

The submitted feedback forms came with over **93% positive** submissions. In addition, this year we have excelled in the number of formal compliments logged with the Division. We have received over **60** formal compliments for the work carried out by Estates, many of which have been featured in this newsletter.



Dear Beni and Jossette,

...

I do appreciate the very fast response you have given me with regard to this issue and its resolution and am grateful for the support Estates has given the department over the past academic year, as there has been a lot going on and a few problems to resolve!

...

Yvonne Guthrie

Department Manager,
Department of Accounting

Dear Richard (Allen),

Very many thanks for all your help with the arrangements for the Shaw Library event yesterday afternoon. It went very well and the set up was perfect.

I appreciate everything you did and am grateful for your unfailing good humour, amenability and patience...

Kind regards,

Barbara Gilbert

Assistant to the Director of External Relations

A day in the life of Maintenance

I was sent a picture featuring our fitter, Mo Miah and electrician, Gary Beaumont tidying up after a flood following a blockage in the facility by Vera Anstey Room.

It is easy to take their effort for granted so it felt appropriate that we feature a reminder of how staff work hard to stay on top of the daily challenges presented by the constant use of our facilities.

Keep up the good work!



Beni Ahjem—Customer Services Manager

When did you join LSE? Tell us about your journey.

I joined the LSE in May 2008 and the six years I have been here have flown by. So much has happened both in terms of changes to the physical environment with the opening of the NAB, 32LIF & SAW and the working practices with some considerable changes in the way Estates works.

I was excited to be involved the Customer First accreditation (2011) and leading the re-accreditation (2013), organising the Estates Customer Service Excellence training and leading the business improvement project on Furniture ordering for additional and replacement furniture and the management of the ReUse stock, whilst completing my CMI Diploma in Management and Leadership. Currently we are working on the Planon (IT FM support system) upgrade that will hopefully, once finished, bring improvement in the way information is processed and used, including a noticeable improvement in auto communication and updates to the customer.



How would you describe life as a Customer Services Manager in Estates?

In one word - challenging, but in a good way. Trying to balance interests of LSE customers, Estates staff and contractors, managing stakeholder's expectations and achieving mutually agreeable outcomes is not always easy but on the whole I feel we achieve it. Having good customer relationships and working together to resolve issues helps us stay on top of the work.

It is important to remember that estates management is a two way street. The very first thing I did when I first started was to make a chart of "What we can do for you" and "What you can do for us". Now we have extended this to "Do not walk past -report it" and "Meet the customer" initiative, led by the Director of Estates. Essentially, Estates needs the users to be proactive and help with information on issues around campus, it is our joint responsibility to look after the environment in which we work. My role and that of my team is just to facilitate this process, communicate well and make it run smoothly.

What is your favourite past-time?

Once a year in the summer I go with my family to the Black Sea for two weeks. A holiday without responsibilities, expectations or plans, just having a relaxing time and freedom of choice to do as little or as much as one feels like it. Bliss!

Tell us something about you that we do not know... I am a keen nature photographer and love (affordable) art. I dream of having a gallery shop so that I can purchase beautiful items for a living (my house is full of them and I need an excuse to keep buying the stunning hand made pieces that people spent time crafting with heart and imagination).

What next for you?

Well, after six very fulfilling years here, I am taking a leap into the unknown but familiar. At the end of August I will be moving on to a new job as an Estates Officer at an estate with a mix of commercial office buildings and residential accommodation. I hope to enjoy this new challenge (fingers crossed) which takes me back to my roots (I was a business centre manager before I joined the LSE).

I am grateful for having been given the opportunity to be part of LSE Estates and the incredible journey we have been on these last six years. It has been an honour and a privilege.

I will be leaving with a heavy heart as I love the LSE and it has been a cathartic time having to make the decision but I will be keeping a very close eye on the work of Estates and particularly the proposed redevelopment of the 44LIF and the Centre Buildings. The LSE will be a truly awesome place when all this is completed.

LSE Accessible toilets are to be accessible to all



X.00

During the Summer 2014 break Estates Division will be reassigning all accessible toilets and they will become Gender Neutral facilities.

Following extensive discussions with the Network of Disabled Staff and Students (NODSS), LSESU LGBT Alliance and Spectrum it has been agreed that this facilities will be reassigned as Gender Neutral to highlight that LSE recognises gender diversity and it is all encompassing.

For the relatively small cost of updating signage we hope the impact will be a positive one and will create a safer environment for those who do not fit into traditional gender categories.



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

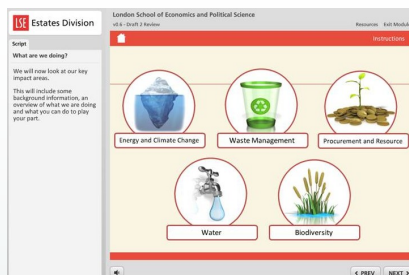
For more information please visit our web page at:

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

Estates Sustainability Training

The Estates Division has developed bespoke sustainability training for all its staff. This will enable everyone to perform their existing roles in a way that better supports the environmental objectives of the School, by explaining environmentally-related procedures like waste disposal, whilst giving an overview of LSE's green progress so far and the drivers for sustainability. It will mandatory for all Estates staff.

An online module will be rolled out in August 2014, which will be the same for all staff, and will feature a test. This will be followed by group workshops, which will be tailored to each team and feature more specific info on individual roles. The training is currently in a pilot phase, taking in feedback from a cross section of Estates staff.



Hongfei Xu's (president of the Quanzhou Academy Of Sculpture) **Riverside exhibition by Tower Bridge** was on show as part of their world tour which started in Sydney. For those of us who were lucky to see them they gave the most uplifting experience, capturing the expressions of joy incredibly well and put a smile on one's face with their charm!



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

