

# Estates Facilities Management Newsletter

Volume 3, Issue 9

January 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management

# Newsletter



## Editor's blog on anything

Happy new year!  
I hope you all had

a nice rest and came back ready to face the new challenges of 2013.

2012 was a year of high octave emotions that we may not witness again in a long time. It is difficult to follow it with the same level of events and celebrations, so let's hope for a calm and successful new year ahead.

The most significant event for LSE was the arrival of the new director, Prof. Craig Calhoun. He is currently undertaking an opinion survey which is part of the strategic review and will help in deciding the future

shape of the school. We in Estates will do our bit to support the growth and continue to provide excellent customer service.

In 2013, we look forward to seeing the opening of the Saw Swee Hock Student Centre later in the year and we only just opened the doors to the newly refurbished 32 Lincoln's Inn Fields building. The campus is changing shape and it is exciting to be part of this evolution.

As part of the customer service goals for the new year, we hope to increase the feedback returns from customers (please help with the return of feedback forms), improve on our

recording of compliments, undertake Estates staff customer services training and promote the 'Do not walk past —Report any faults to Help Desk' policy. We need to obtain the co-operation of all staff and work together to improve our facilities.

To help us manage our work and resources do please use our established systems as intended: 1. Reporting requests via the web forms and 2. only call if there is an emergency/urgent matter.

We look forward to working with you in 2013!

With all best wishes for a successful new year.

Happy new 2013! Let it bring health, peace and good news.

With all the best wishes from all in Estates and the visiting reindeer.

# A HAPPY NEW YEAR



And we mean everyone in Estates! We have included a picture of Allan Blair, Director of Facilities to show that he is not always serious and even he embraced the Christmas spirit (under pressure from us and for a very brief moment!).



### Estates Green Impact Pledge of the Month:

Save Energy, Save Money, Save the World: Reduce your energy usage.

#### How?

1. Amnesty of unnecessary electrical items such as desk lamps and fans. Come on, give it up for Green Impact!
2. Switch off all IT equipment when not in use (don't forget about your monitor when you pop out!)
3. Switch off lights and other electricals when not in use, no matter where you are!

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.

## Director's party for children of staff



Every year we look forward to the organisation of the Director's party for children of staff. Our team of maintenance technicians was on duty to decorate the Senior Dining Room. And we took this very seriously. The Head of Maintenance was shopping in M&S and saw a reindeer that he thought would fit really well with the sleigh we already had. Only one problem, it was not for sale. Well not to worry, our carpenters could reproduce this only if they had a model. So he got his wife to work overnight and create a miniature model for our carpenters to use. And they did not disappoint, in fact they excelled in turning the design into a life size model. It was then the turn of our contractor to paint the two reindeers and make them ready for the kids to enjoy.

The children had a wonderful time. No photography was allowed, so we are only able to show you pictures from before the party. I know you will agree that the place looked very Christmassy.

Here is an email that recognised the effort of all teams involved and it said it all:

"Thank you for such a lovely children's Christmas party on Saturday. It was our first visit and my son (who is just 3 years old) had an absolutely wonderful time.

... He was extremely happy to see my work place.

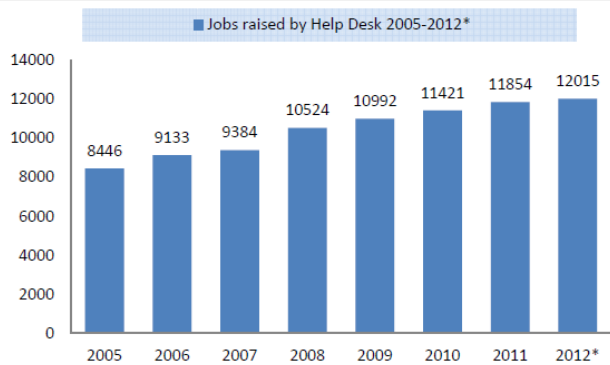
The amount of effort and generosity extended to all was unexpected and truly appreciated. It was heart-warming to see the organisers taking such effort and genuine enjoyment to entertain the children, for staff from all areas of the School mingle, and to see the children (from totally different backgrounds) playing together too.

Many thanks to you (Craig Calhoun) for your time (Santa) and the various teams from around the School such as Conferences, Catering, Security, Maintenance etc. who came together to help the little ones have such a lovely time; truly touching."

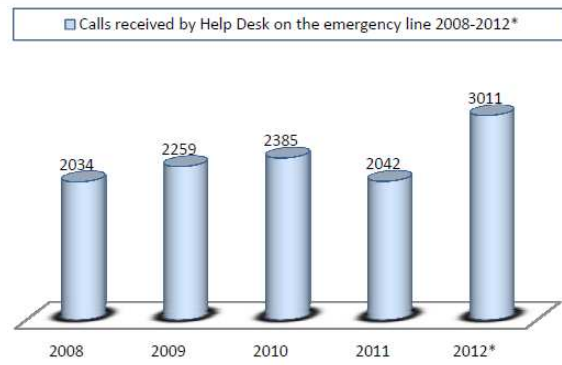
Craig Calhoun, Director of LSE sent his own sincere thanks for the organisation of the Christmas party for staff children, and asked that we circulated the above message from Eleni Michael.



## Stats for 2012—Estates Help Desk

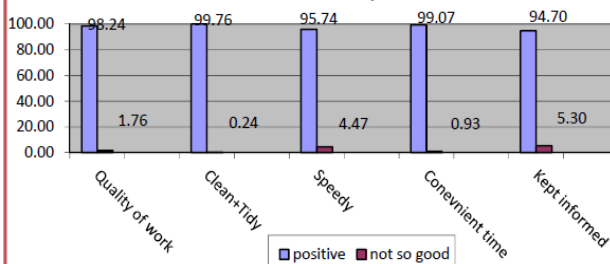


\* Nov & Dec figures are estimated as the jobs are still being counted



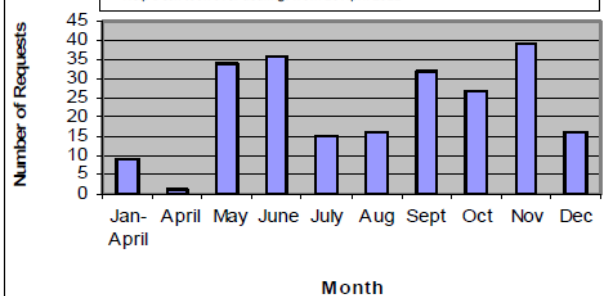
### Feedback responses Jan- Dec 2012

Feedback received for the period : 450



### Total furniture requests received in 2012 = 225

\*Help Desk took over dealings from 16 April 2012



#### Job number 00176 - Furniture

Many thanks to Beni and Rosie (and to John , the Carpenter) for sorting all this out for us so quickly. (Repair of Armchairs and supply of ReUse stock)

#### Job number 00122/123 - Furniture

I submitted a request for some furniture and was delighted by the response time and helpfulness of Rosie. I sent the request on Weds evening and by Fri morning had the furniture (having been sent photos and agreed it) .

#### Job number 00098—Furniture

The service was brilliant and we got exactly what we were looking for. Thank you very much to Rosie for all her help - it was much appreciated.

#### Job number 00180—Furniture

Vic was very helpful, as always! Thanks.

#### Job number 167666.01

Big thank you to Kalil who was very helpful and went out of his way to make sure the job was completed smoothly! Thank you!

Francesca Harding, Moves Manager

### Difference in expenditure for purchasing new and savings from re-use of furniture

\*Overall the ReUse Scheme has saved £19,654.55 from 16 April 2012



### On 12.12.12 we had a visit from a cat—lucky!



Here is a story that should make you smile. On 12.12.12 the night security guard found a cat wandering in the Old Building. He took it out and hoped that it would go back to where it came from, but before he knew it came back in the main entrance foyer. So what did the security do? Well, they took it in and looked after it for a day. The day guard on duty at main reception (Natalia Waslowicz) and Mo Miah (Estates) provided a litter tray until a safe place was found.

Natalia, checked the cat was ok and phoned around the various cat shelter services, RSPCA and Battersea Dogs and Cats Home but had no positive response as they only take animals in distress.

She then got someone to come out from an animal charity and check if the cat was chipped and it was traced back to a previous owner who has now taken the cat to look after, after some 12 hours + in the care of the security team.

We found that the cat was called Kitty. And whilst staff were trying to find it a safe place quite a number of LSE personnel expressed interest in taking it home and looking after it.

Lucky thing!





**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.

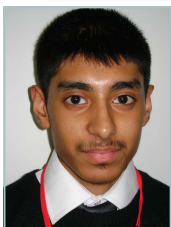


Emergencies / Urgent	Submit a service request	Queries / Feedback / General Information
<b>Contact Help Desk</b> - Ext. 2444	<b>Contact Help Desk</b> - Web Service Request Forms	<b>Contact Help Desk</b> - Ext. 7956 - Estates follow-up-jobs@lse.ac.uk
<b>Out of hours contact - Security</b> - Ext. 2000	<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



Rejaoul Ahmed —our first admin apprentice started on 7th January. He is based

on the reception desk on the 4<sup>th</sup> floor Tower and can be contacted by email [r.ahmed5@lse.ac.uk](mailto:r.ahmed5@lse.ac.uk) or by phone (x 6477).



Edina Dudas, also joined us on 7 January, as a

Facilities Assistant. She is based in Tower 1, 4th floor and can be contacted on Extension: 6544 or via email: [e.dudas@lse.ac.uk](mailto:e.dudas@lse.ac.uk)

Richmond Larbi joined the FM team on Monday 10<sup>th</sup> December as Facilities Assistant. Richmond is sitting on the 4<sup>th</sup> floor of Tower 1 and can be contacted on 020 7955 6544 or by email [r.a.larbi@lse.ac.uk](mailto:r.a.larbi@lse.ac.uk)



Nick Garwolinski joined the Capital Development team on Tuesday 4<sup>th</sup> December as the Residences Project Manager. Nick is sitting on 5<sup>th</sup> floor, Tower 1 and can be contacted on 020 7107 5417 or by email [n.garwolinski@lse.ac.uk](mailto:n.garwolinski@lse.ac.uk)

## Razzies "Parent of the month" award



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)

