

Estates Facilities Management Newsletter

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London School of Economics and Political Science
Facilities Management
Estates Division

Estates news Sustainability

On the 14th January, Dan Reeves, from the Sustainability Team, gave a tour of the BREEAM Outstanding Saw Swee Hock building to the Lithuanian Green Building Council.

"Numbers were initially supposed to be 7 people; but the interest was so great that 17 turned up! It was great to show them the sustainability features in our amazing building, from the top floor to the nightclub basement. I also got hear about Lithuanian district heat networks, and biofuel CHPs!"

The Lithuanian GBC is part of the 'World Green Building Council'. There is a UK Green Building Council like the Lithuanian one. Green building councils are member-based organisations that empower industry leaders to effect the transformation of the local building industry toward sustainability. With one hundred thousand buildings and almost one billion square metres of green building space registered, the influence and impact of this global network is a significant force for social and environmental change.

The World GBC's mission is to strengthen green building councils in member countries by championing their leadership and connecting them to a network of knowledge, inspiration and practical support.

By driving collaboration and increasing the profile of the green building market, the World GBC works with its member councils to ensure that green buildings are a part of any comprehensive strategy to deliver carbon emission reductions.



WORLD GREEN BUILDING COUNCIL



Lithuanian Green Building Council photo, with them settling into Saw Swee Hock's bean bags!



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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.

Director's Children's Christmas Party



Every year we look forward to the organisation of the Director's party for the children of staff. Our team of Maintenance Technicians were on duty to decorate the Senior Dining Room.

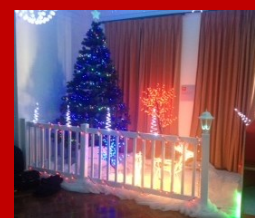
The children had a wonderful time! No photography was allowed, so we are only able to show you pictures from before the party.

Dear all,

Just a quick email to say thanks so much for everything on Saturday! The decoration was amazing, I couldn't believe how impressive the SCR looked! Thanks again.

Kind regards,
Terri

Terri Callanan
Events Executive (International & UK)



Shadowing



Dear Danny & Tony

Thanks so much for letting me spend some time shadowing you this morning. It was really interesting to learn a bit about different sorts of locks (and their weaknesses), to see a bit of what goes on behind the scenes in the workshop, and to get some hands-on experience doing things like cutting my first key!

All the best
Yan

Yanina Hinrichsen
Departmental Manager

What Hasn't Gone So Well

In the Old Building we have installed new Dyson V hand dryers. The Dyson V hand dryers are energy efficient and cost effective and reduce the amount of roller towels on campus as they are not environmentally friendly.

Unfortunately the feedback in some areas has not been positive. In some of the smaller toilets near offices the noise from the units are disturbing the staff. We are currently in the process of look for a quieter solution.

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.

Electric Car

In line with their respective energy and sustainability policies, the School and their Maintenance Service Provider, Smith and Byford, have now

introduced an electric car for the duration of their contract. This is primarily to carry out planned preventative maintenance tasks at the various Halls of Residence.



The car can be seen here with Allan Blair and Paul Franklin along with Dave Nightingale, Smith and Byfords contract manager.

Relocation, Relocation

At the beginning of the New Year 3 key LSE divisions, Human Resources, Finance and the Chief Financial Officer, were relocated from Sardinia House to the Lionel Robbins Building. This took a lot of planning and co-ordination by Emma Lovegrove and Francesca Matano for the move to happen in a seamless operation.

This is what was involved: Estates met with the 3 departments moving to the LRB for various consultation meetings regarding the moves plus meetings with Estates and other service providers. A Moves Plan was compiled by Estates with details from what to label right down to the furniture layout. As well as keeping the end users up to date, the service providers were informed of key dates when works could take place so they could work as a team and not delay others starting work.

All existing furniture was reused and with some new soft seating and new desk screens a professional space was created for the 3 LSE Divisions. A detailed survey of all existing furniture was undertaken to ensure the furniture would fit on the new floor plate, ensuring that the space was fit for purpose and not overcrowded.

Prior to the physical relocation, the 3 departments reduced the amount of filing/stationery and this was recycled and reused. This is something that the Estates Division encourages all departments, who are on the move, to participate in.

The departments had some help with packing and unpacking but the majority was done by themselves. After all the planning, 702 pieces of furniture, 1150 crates, 128 IT kits, 33 pictures, 15 coat hangers, 12 Fans, 6 Clocks, 4 umbrellas and 1 Christmas tree were successfully moved to the Lionel Robbins Building.

We have had very positive feedback regarding this relocation:

Dear both,

I am writing on behalf of the Division to say many thanks for all the hard work that Emma and Francesca has put into this project. They have been extremely helpful with all our issues and requests which have been many and their experience in what they do shows in the outcome. The floor just looks amazing and the Division is very happy with the outcome. It has made such a difference to us.

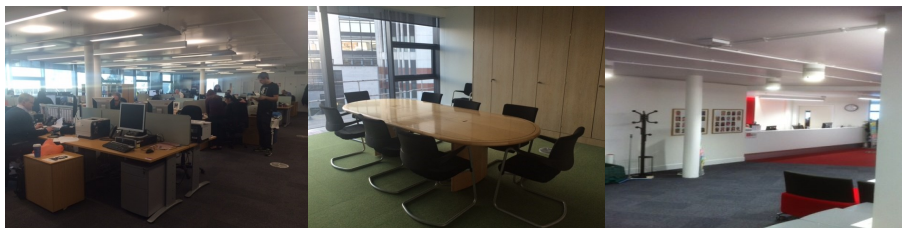
I have personally sent them our thanks but I thought it will be good to let you know too.

Once again, thank you.

Regards

Sofia

Sofia Avgerinou



Estates FM News

Estates FM has got 70% of week-end staff (nearly 50) trained in specialist periodic skills and a member of the FM Team (Edina Dudas) carried out the training too.

Aim of training is to raise the quality of periodic work carried out across campus, and to ensure that the contractor has a broad pool of operatives trained in all skills so that they are not reliant on just a handful of staff.

ISO 50001



The School has commenced the process for ISO 50001(Energy Management Standard) certification, a requirement to comply with the government's Energy Savings Opportunity Scheme (ESOS). At the end of November, external consultants NQA carried out the first part of the audit at LSE. The full report produced by the consultants is available from the Sustainability Team. In summary, the LSE passed this first stage audit with 13 areas of concern identified by the consultants which need to be addressed before the next stage of the audit takes place. The next half of the audit is scheduled to take place on 5th and 6th of May 2015. In particular the Maintenance, Helpdesk and Cap Dev (in relation to the GCSS) will be audited.



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

Contact Help Desk
Ext. 2444

Out of Hours Contact
Security
Ext. 2000

Contingency Procedure
Please 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](mailto:Estates-help-desk@lse.ac.uk)



**Queries / Feedback
General Information**

Contact Help Desk
Ext 7956
[Estates.follow-up-
jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

**Contact the Customer
Services Manager**
Ext 7778
J.Sidhu@lse.ac.uk
Feedback Form

Visit our web page
Response Times
Quick Reference
News



For more information please visit our web page at:

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

Estates Staff News



Lauren Allier has had a very productive Christmas!

Frederick John Watts (Fred or Freddie to his mates) was born on 28 December, weighing in at a staggering...7lbs 1oz

Photo attached of him deep in thought. Mother and baby are both doing well and Lauren sends her thanks again for all the lovely presents.



Some of you may remember Toby Fuhrman from 'back in the day'

He has returned to LSE on a part-time, temporary basis to help keep the Property side of things ticking over whilst a replacement for Keith Clarkson is sought.

Toby will be based at Keith's desk TW1 5th floor on Mondays and Thursdays and can be contacted on 020 7852 3647 or t.fuhrman@lse.ac.uk



The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.
For any related queries please contact: j.sidhu@lse.ac.uk