

Estates Facilities Management Newsletter

January 2016

Director's Children's Christmas Party



Another successful Director's Children's Christmas Party. 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 Danny

Thank you and to all of the Estates staff so much for the hard work that you put in building Santa's grotto and decorating the SCR on Saturday. You did a fantastic job and I've had several emails from LSE staff saying it was great event which is a testament to all of the hard work you put in.

Kind regards

Sooraya



Dear Sooraya,

Please convey my profound thanks and appreciation to all the Events and Estates and Catering and other staff who put on such a wonderful party on Saturday! My two daughters absolutely loved it, and I thoroughly enjoyed the afternoon as well. I can only imagine what a massive endeavour it must be to put on an event of that scale for such a large and boisterous number of people - and to come in and work on a weekend, to boot. The decorations, entertainment, food, and gifts were all superb and I was very impressed with how organised everyone was with regard to timing and moving people from one space to the next, without attendees feeling as though they were cattle being herded. 😊

I very much appreciate all the effort that was put into making the afternoon so magical for so many children. My girls were thrilled, and it was the perfect kick-off to the festive season.

Thank you so much to everyone involved.

Best wishes,

Dr. Alexandra Beauregard



LSE

Estates Facilities Management

FM News



The Estates FM team had a very busy and productive year. Some of the highlights of 2015 were:

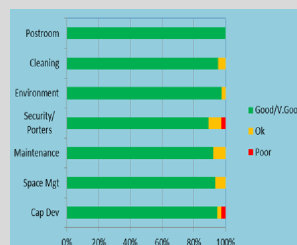
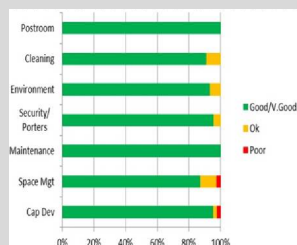
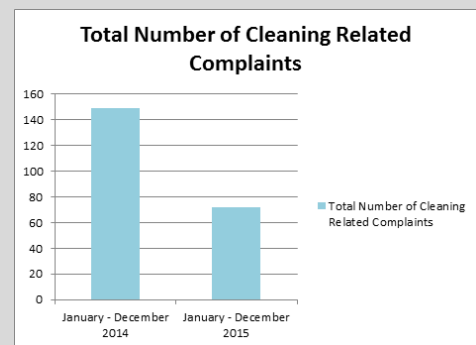
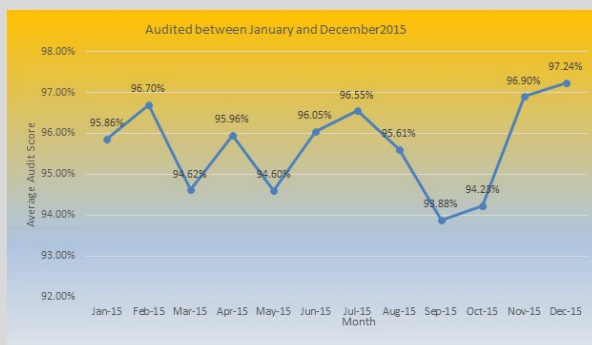
The successful retendering of the following contracts which were awarded to the following companies who's tenures commenced on 1st August 2015:

Window Cleaning— Advance Window Cleaning Services
 Pest Control— Mitie Pest Control
 Plants and Flowers—Not Just Cleaning (NJC)
 Feminine Hygiene—Canon Hygiene
 Eye Bolts—PTSG
 Cleaning— Noonan

The Cleaning contract for the first time was a combined Main Campus and Halls of Residence undertaking, this resulted in an award being made to one cleaning contractor and their tenure will commence as of 1st February 2016. This has made a significant saving of c£250K to the cleaning budget across campus. The successful contractor was the incumbent main campus contractor, Noonan.

FM are currently trialling a new type of blind in CLM , PAR and KSW. These are roller blinds with a cleaning cassette head which will eliminate the recurrent annual cleaning cost.

The hygiene levels across the Main Campus had a slight increase on the year before with an average of 95.75 across 2015.



In 2015 there was an approximately 50% decrease in complaints in comparison to 2014.

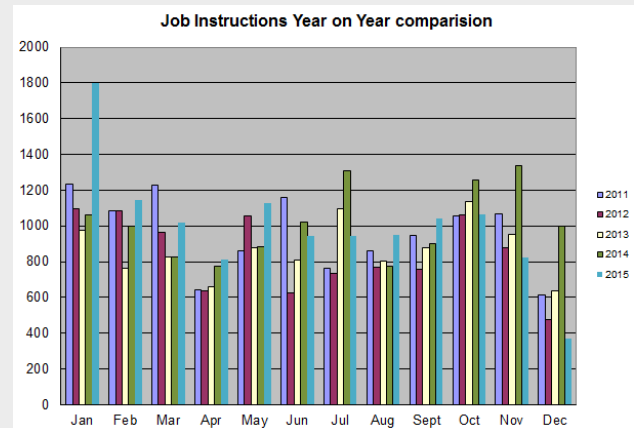
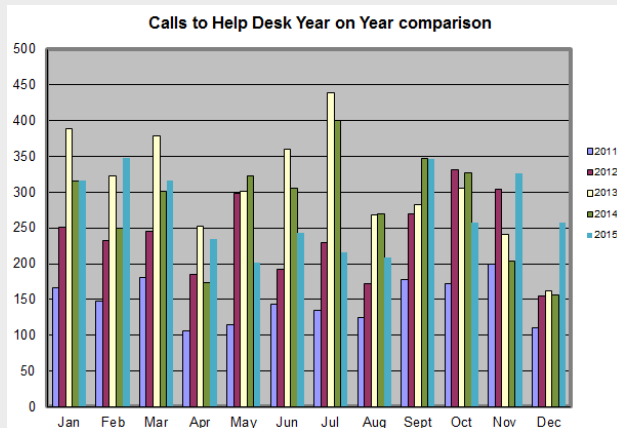
2015 Meet the Customer Review:

The 2015 Meet the Customer Review shows increase in perception of service delivery from Customers which is up on

the previous years figures.

Finally - 2015 was a year of change within the FM Team with Mark Atkinson (Head of Facilities) leaving for pastures new and Sue Flint (Facilities Assistant) retiring. However we did welcome Chris Allister as the new Head of Facilities.

2015 End of Year Estates Help Desk Statistics



In 2015, the Estates Help Desk received 3273 phone enquiries (in addition to enquiries received via the service request forms), representing a decrease of 2.93% from 2014. The Estates Help Desk raised a total of 12,037 job instructions which was a decrease of 0.81% from the year before. This is an indication that we are now slowly moving from reactive maintenance and starting to move towards more planned preventative maintenance jobs.

Reactive maintenance happens when equipment fails and requires immediate attention to repair or replace parts. Costs of reactive maintenance can be high due to unplanned downtime, damaged machinery, overtime, callout fees, caused by the uncertain timing and nature of failures.

Instead of taking a reactive approach to , i.e. waiting for something to break before you maintain it, planned preventive maintenance allows you to take a proactive strategy. If equipment is checked on a regular basis, you are more likely to catch small things and repair them before they become larger issues later. Preventive maintenance lowers the chances of losing productivity due to a malfunctioning or broken piece of equipment. And the longer you can keep your equipment functioning on a continuous basis, the less downtime there is.

The resulting benefits of planned preventative maintenance are many. Some of which are listed below:

- ◆ Safety—machinery that is not well maintained can become a safety hazard. Preventative maintenance increased the margin of safety by keeping equipment in top running condition.
- ◆ Extension of equipment life—equipment that is cared for will last longer than equipment that is abused and neglected.
- ◆ Increased equipment reliability—by performing planned preventative maintenance on equipment, you begin to build reliability into the equipment by removing routine and avoidable breakdowns.
- ◆ Reduction in failures and breakdowns—planned preventative maintenance aims to reduce or eliminate unplanned downtime, thereby increasing efficiency. Downtime is also reduced when the planned preventative maintenance process gives maintenance sufficient warning so repairs can be scheduled .
- ◆ Increased plant productivity—productivity is enhanced by the decrease in unexpected machine breakdown. Also, forecast shutdown time can allow the school to utilise alternative routings and scheduling alternatives which will minimise the negative effect of downtime.
- ◆ Fewer surprises—planned preventative maintenance enables users to avoid the unexpected. Planned preventative maintenance does not guarantee elimination of all unexpected downtime, but based on experience it has proven to eliminate most downtime caused by mechanical failure.
- ◆ Reduced overall maintenance—by not allowing machinery to fall into a state of disrepair, overall maintenance requirements are greatly decreased.



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-



**Queries / Feedback
General Information**

Contact Help Desk
Ext 7956
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



Tony Wyer has joined the Maintenance Team as a painter. Tony has an NVQ in Painting & Decorating and has been painting for about 22 years for various companies. He has spent the last 11 years based at the LSE and is now finally working directly for the school. In his spare time Tony loves taking his son to football and watching him play. He enjoys cycling and going to see films with his youngest son.

Tony can be contacted by email at t.wyer@lse.ac.uk or via the maintenance office on 020 7955 6934.



Katie Barrett has joined the Security Team and is based at Tower 1/2 whilst Yanli Ji is on secondment to Graduate Admissions for 6 months. Before Katie started working for the LSE she worked in her local Sainsbury's for 5 years on the fresh food department. Katie loves to bake especially cupcakes and has her own facebook business for the cakes that she makes. In her free time she likes to read and get into a good TV series.

Katie can be contacted by email k.barrett@lse.ac.uk or on 020 3486 2640.

Emeline Sztrakos will be returning from maternity leave on 1 February. She will be based in 1 Kingsway, 3rd floor (next to Gabija) and can be contacted on 020 7107 **5390** e.m.sztrakos@lse.ac.uk

We say farewell to:

Nabila Cruz de Carvalho will sadly be leaving us at the end of January as she has been offered a position as Systems Administrator at BPP Professional Education, good luck Nabila we'll miss you.

Amisha Varghese began her maternity leave just in time for the imminent birth of her baby (due 9th February). We look forward to seeing her new addition when he arrives.

We celebrate:

Nancy Baltouna, Property & Space Management intern graduated in December and was awarded the Titmuss Prize for best Dissertation in the MSc in Social Policy and Development for the 2014/2015 academic session.

Barbara Moldawa has been appointed as Assistant Project Manager in the Capital Development team.

Pat Causley – is back in the building! Pat has agreed to come back on a temporary basis until his replacement is found. He can be contacted on his original numbers 020-7955-**6329** or 07764 210893

Christina Donovan will be covering Amisha's maternity leave as Assistant Space Planning Manager (maternity cover) with effect from 25/1/16