

# Estates Facilities Management Newsletter

Volume 3, Issue 3

July 2012

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter

## Editor's blog

The LSE guest speakers give us plenty to talk about at dinner



parties and last month was no exception.

Firstly, it was the visit by HH the Dalai Lama. Down to earth, good

humoured, wise and simple advice coming from the spiritual leader of the Tibetan people, and winner of the 1989 Nobel Peace Prize in recognition of his opposition to the use of violence in the Tibetan struggle and his work internationally for peace, human rights issues and global environmental problems. He received the highest civilian honour in the United States in 2006, the Congressional Gold Medal and more recently, he was presented with the 2012 Templeton Prize at a ceremony at St. Paul's Cathedral in London.

His simple but profound message in the recent lecture: 'Resisting intolerance: an ethical and global challenge', was — Promote tolerance in a just and fair society. Here are a few more of his thoughts: the purpose of our life is joyfulness; keep hope and use the human intelligence which has the ability to rule reality; look at things from a holistic, multi-dimensional perspective in order to see the fuller picture of the reality from different angles; we need to keep calm as the disturbed mind cannot see the reality objectively; hatred, fear and negativity should be put out of our mind; warm heartedness creates self-confidence which in turn creates inner strength; focus on the human potential. On fundamental level the entire humanity is the same, there are small differences, however remember that we are the same spices. We are brothers. Everybody has equal rights and

we should respect each other. Make an effort to foster positive emotion, change happens through action. Live life honest, thoughtful, more compassionate.

We also had the pleasure of welcoming Daw Aung San Suu Kyi, the Chairwoman of the National League for Democracy (NLD) and Member of Parliament of Kawhmu constituency in Burma. She was awarded the Nobel peace prize in 1991.

The lecture on The Rule of Law showed that although it is a long road to democracy for Burma, Daw



Aung San Suu Kyi has the support and determination to carry on with her work. Her

message was: achieve change through peaceful methods, starting with setting out and using the Rule of Law.

## BUSINESS CONTINUITY – PLANNING FOR THE 2012 LONDON OLYMPICS

The London 2012 Olympic and Paralympic Games will be one of the largest sporting events in the world and like any large event, the Games will bring with them certain challenges especially to those businesses across central London where the majority of the events will be taking place. Due to the Schools proximity to the main Games venues and travel hotspots, it is highly likely that the travel plans of School Staff and Contracted Service Provider's will be disrupted to some degree especially during peak times.

To minimise the potential impact and disruption to the School, the Estates

Division have put in place an Action Plan to ensure that the levels of core services are maintained during the period of the Games including those related to key areas such Security, Help-Desk, Maintenance, Post Room, Cleaning etc. The development of the Action Plan has involved a review of Estates resources including staff's annual leave requests, normal hours of working and alternative shift patterns etc., so that adequate staffing levels are maintained with essential deliveries and collections re-arranged to avoid peak times and road closures together with obtaining the Contracted Service Providers Olympic Strategy Plans including

availability of key personnel and essential materials/spares, bringing forward some planned preventive maintenance tasks, reviewing emergency call-out procedures etc.

Allan Blair  
Director of Facilities

*Please continue to use Help Desk in the usual way (see back of this newsletter). In case of an emergency please call Security if you cannot get hold of Help Desk or it is out of hours.*

*Your understanding, patience and co-operation during this period will be highly appreciated.*



### Good luck Team GB!



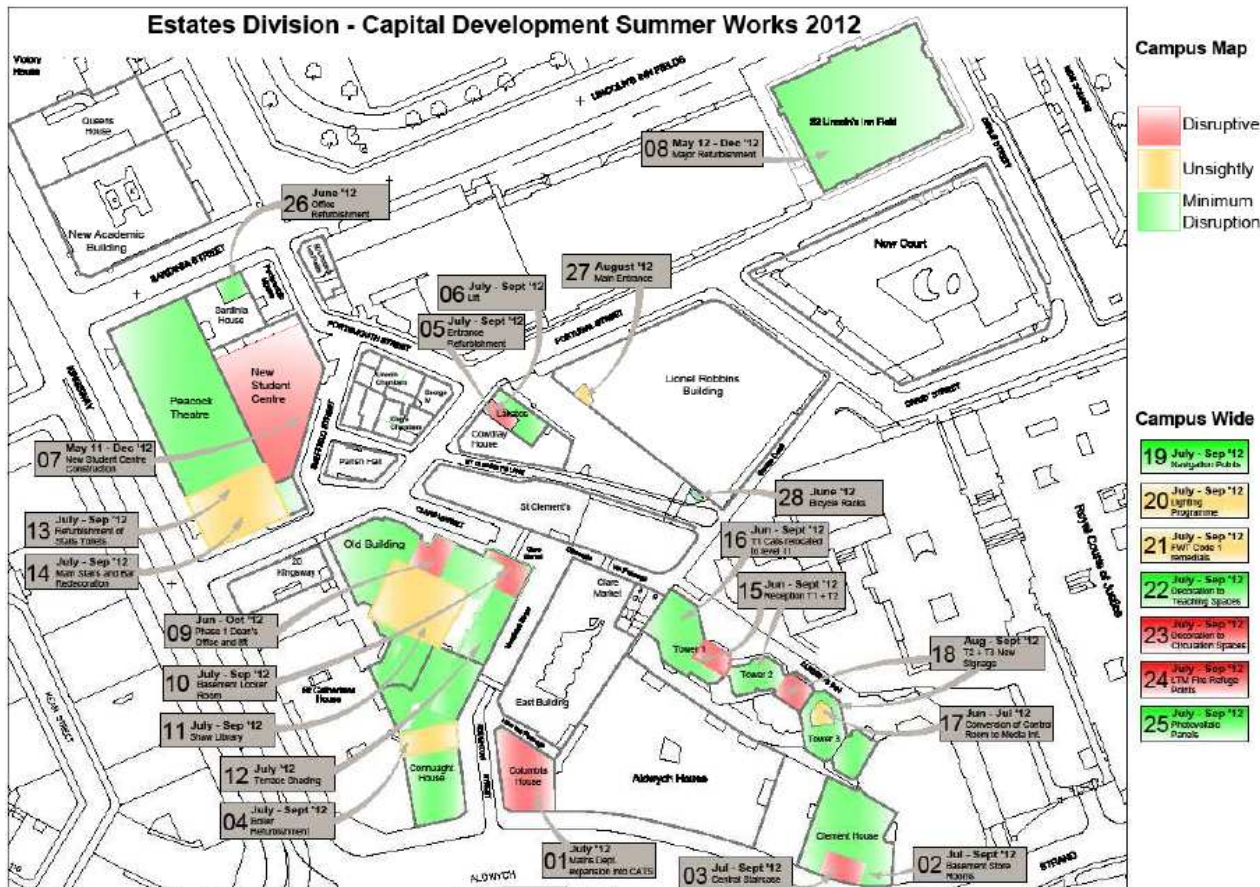
This newsletter is distributed by email and available on the internet to subscribers and regular users of Help Desk. We very much hope you like reading it, however should you like to unsubscribe from this newsletter please reply to the original email with 'unsubscribe' in the headline.

## Update on summer work on campus

### LSE SUMMER PROGRAMME 2012

Item	Building	Description	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
1	Columbia House	Maths Dept expansion into CATS			OLYMPICS	PARALYMPICS	
2	Clement House	Basement Store Rooms					
3	Clement House	Central Staircase					
4	Connaught House	Boiler Refurbishment					
5	Lakatos	Entrance Refurbishment					
6	Lakatos	Lift					
7	NSC	New Build					
8	32LIF	Major Refurbishment					
9	Old Building	Phase 1 Dean's Office and lift					
10	Old Building	Basement Locker Room					
11	Old Building	Shaw Library					
12	Old Building	Terrace Shading					
13	Peacock Theatre	Refurb of Stalls Toilets					
14	Peacock Theatre	Main stairs and Bar rededs					
15	Towers	Reception T1+2					
16	Towers	T1 Cats relocated to level 11					
17	Towers	T2 Conv of Control Room to Media Int.					
18	Towers	T2+3 New Signage					
19	Campus-wide	Navigation Points					
20	Campus-wide	Lighting Programme					
21	Campus-wide	FWT Code 1 remedials					
22	Campus-wide	Decoration to Teaching Spaces					
23	Campus-wide	Decoration to Circulation Spaces					
24	Campus-wide	LTM - Fire Refuge Points					
25	Campus-wide	PV's					

### Estates Division - Capital Development Summer Works 2012



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Immediate reaction. Despite the fact that no plumber was on duty, the technician who was on duty managed to find an excellent temporary solution which prevented toilet closure for the Jubilee weekend.

Dear Danny,

Thank you very much for working extra time this afternoon to fit the new locks on the cupboards in the Emergency Management Centre at Rosebery Avenue today. I appreciate your going beyond the call of duty in this way and I am very grateful to you for your help.

Best wishes,

Andrew Webb

Director of PCPD and Business Continuity

Just a quick note to thank Malcolm and his team for manufacturing at short notice a wooden projector casing for the Bill Clinton event.

The device was appreciated by Clinton's team and allowed us to deliver live tweets to the stage.

*Daniel Roberts*

*Teaching and Learning Spaces Manager*

Many thanks indeed to Malcolm and his colleagues, it looked great. New Director Craig Calhoun was at the event, and has expressed his pleasure with how it went.

Alan Revel  
LSE Events Manager

## Final Phase of Campus Re-numbering and Signage Project

During August and September, the fourth and final phase of the signage and renumbering works across the campus are due to take place.

We have now successfully re-numbered 13 buildings across campus and Towers 2 and 3 represent the last buildings to be renumbered as part of this project. We are not intending to replace the signs in buildings within the proposed Centre Buildings as they await redevelopment, or the Library, at present.

This final phase of the project will start in mid-August and is expected to last around two weeks. All Departmental Managers affected by the works should have been notified by the Project Manager responsible. If there are any problems or queries please do not hesitate to contact Project Manager Phil Newsham (P.Newsham@lse.ac.uk, extension 1167).

## Green Impact—Platinum



Dear Colleagues,

I had the pleasure of attending the LSE's Sustainability Green Impact Awards earlier this week.

Huge congratulations to everyone in Estates and in particular the Estates Green Impact team for all your efforts in making the Estates Division the greenest in the School! We were the only Dept/Division to secure the coveted platinum award and a rather impressive cactus!

I would like to record my special thanks to two outstanding team members. Francesca Harding\* for showing commitment, drive and determination in leading the Estates Green Impact team to this success and Louise Laker for so efficiently organising

another very successful School wide Green Impact initiative.

Well done to all.

Julian Robinson, Director of Estates

\*We will be looking for volunteers for next year so please don't be shy in coming forward. Francesca has kindly agreed to mentor Estates next Green Impact Leader.

Congratulations to Paul Franklin who got the Best energy saving idea award as well as the Highly Commended Environmental Hero Award, and special thanks to Mirren McLeod who represented Help Desk and volunteered her time for the Green Impact, whilst working part-time.





## London School of Economics and Political Science

### HOW TO CONTACT HELP DESK:

**Log a request via the web:** LSE—Estates Division—Help Desk and Services—Service Request Form

**To report an emergency:** call ext. 2444, from communal phones dial #2444

**To follow up progress on a job or log a query:** estates.follow-up-jobs@lse.ac.uk

**Contact Help Desk:** ext. 7956, ext.6415, estates-help-desk@lse.ac.uk

**Customer Services Manager:** ext. 7778, a.ahjem@lse.ac.uk

Emergencies / Urgent	Submit a service request	Queries / Feedback / General Information
<b>Contact Help Desk</b> <ul style="list-style-type: none"> <li>- Ext. 2444</li> </ul>	<b>Contact Help Desk</b> <ul style="list-style-type: none"> <li>- Web Service Request Forms</li> </ul>	<b>Contact Help Desk</b> <ul style="list-style-type: none"> <li>- Ext. 7956</li> <li>- Estates.follow-up-jobs@lse.ac.uk</li> </ul>
<b>Out of hours contact - Security</b> <ul style="list-style-type: none"> <li>- Ext. 2000</li> </ul>	<b>Contact Help Desk (if the web page is down)</b> <ul style="list-style-type: none"> <li>- Ext. 7956</li> <li>- Estates-help-desk@lse.ac.uk</li> </ul>	<b>Contact the Customer Services Manager</b> <ul style="list-style-type: none"> <li>- Ext. 7778</li> <li>- <a href="mailto:A.Ahjem@lse.ac.uk">A.Ahjem@lse.ac.uk</a></li> <li>- Feedback Form</li> </ul>
<b>Contingency procedure</b> <ul style="list-style-type: none"> <li>- Visit the Estates Help Desk web page for forms and user notes</li> </ul>		<b>Visit our web page</b> <ul style="list-style-type: none"> <li>- Response Times</li> <li>- Quick Reference</li> <li>- News</li> </ul>

For more information please visit our web page at:

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

## Old Building Locker Room project

As of Monday, 30th July the Locker Room site in the Old Building Basement will become a full construction site until the 14<sup>th</sup> September and as such will require all entrants to be signed in with the contractor (Quinn London) and be wearing full PPE.

We would like to make all staff affected by this aware of the change.

The plan (on the right) illustrates the demise of the site.

Any problems or queries please do not hesitate to contact **Phil Newsham** Project Manager on:

Tel: 020 7106 1167  
Mob: 07540 675 190



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)

