

Estates Facilities Management Newsletter

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London School of Economics and Political Science
Facilities Management
Estates Division

Estates news



HE Planon User Group Conference 2015

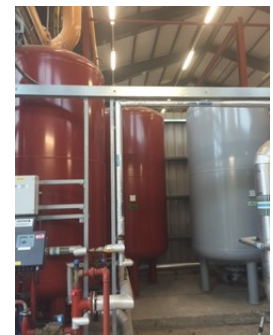
Paul Franklin, Malcolm Callender, Chris Anderson and Peter Fennelly attended the HE Planon User Group Conference on 1st and 2nd July, 2015. This year Lancaster University hosted the event.



Lancaster Universities campus occupies a beautiful 360 acre parkland site at Bailrigg, just 3 miles from Lancaster City Centre. Built between 1965 and 1970, the campus was developed on a greenfield site after originally utilising buildings in the city and housing many students in

Morecambe. Lancaster University differs from the LSE in that everything is on one site.

This years conference highlighted the introduction of Planon version R15. Also highlighted was how the mobile solution will be integrated with Planon and the new and improved customer feedback facility. It showed how there would be an improved customer service experience with better live time feedback on the status of a job request. We have come along way since we started with Planon 17 years ago. The LSE was the very first university that used Planon in the UK.



Lancaster University has a wind turbine which produced nearly 25% more electricity in its first year and reduced the Universities carbon emissions by more than 2,000 tonnes CO₂. The University uses bio fuel—chips of wood feed the bio boilers. The boiler plant is centralised and feeds the whole University site.



LSE

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Conferences and Events

Working Together with Estates FM Teams

Estates FM teams work very closely with Conference & Events and are always on hand and working behind the scenes of every conference and event. Each section in Estates has their own contribution to the process of making these events happen successfully.

Porters - setup areas for registration, any exhibitions, organising the delivery of various materials, programmes, literature as well as dealing with last minute requests for furniture.

Reception - are key to directing people, being helpful and offering a smiling and helpful face to visitors.

FM Team and Cleaners - ensure all rooms and facilities are clean and ready for use. They are very mindful not to disturb any of the conference materials and signs which may be in the area and assist with a quick clear up at the end.

Maintenance - The BMS team ensure that rooms are at an optimum temperature before the event and that there are no heating or cooling issues. They are on hand if there are any temperature issues during an event. The maintenance team are on hand to deal with any issues such as electrical issues which may arise such as loss of power.

Security - work very closely with conference & Events on public lectures and high profile events. Paul, Richard and team provide advice and guidance on dealing with such dignitaries as Heads of State providing helpful advice and preparing for the event safely. Security also ensure the rooms required are opened and available.

Sustainability - are on hand after the events organising recycling and reuse of badges and various other items left over at the end of the conference.

Conference & Events prepare booking reports to display outside every bookable room and send a daily report showing all these details at 4:00 pm to porters, maintenance, security, FM and cleaners showing all bookings for the following day. This allows for co-ordination from all departments to deliver first class facilities for all bookings taking place on campus.

Recently, Conferences held a very large international conference, SASE (Society for the Advancement of Socio Economics) at the LSE. SASE hold their annual conferences at different universities around the world. The LSE was privileged to win the bid to hold the event at the school. The event was a huge success with the combined efforts of Conference & Events and Estates. Rachel Ward, the Head of Conferences and Events, was praised on how successful the event was and what a great job everyone involved did!

When maintenance need to schedule in any works, they need to organise these around any conferences, events or teaching taking place. Conference & Events advise us about the availability of the area and we work around this. Last summer maintenance had to change the lift motor in one of the lifts in NAB. There were quite a few classes and events happening on the 8th floor in the NAB where a substantial amount of work needed to take place. By working closely with Conferences and Events and the lift company we were able to replace the lift motor during certain times of the day and have the cleaners give the area a quick clean before the events took place. You would hardly know any maintenance work had taken place.

You can see, how, through close working relationships with other departments, Estates are able to provide a first class service.



The Estates Office has moved from **Tower 1 to 1 Kingsway**. LSE staff not based in 1KW and external visitors will be able to visit us but will need to report to 1KW reception in order to show their LSE ID (if appropriate) and to arrange access to the lift serving our 3rd floor offices. A list of visitors for scheduled meetings can be given 1KW reception and those on the list will be granted access.

STAFF FORUM

The Summer Term Staff Forum took place on Wednesday 22nd July, 2015. Around 70 members of staff attended the two sessions with numbers slightly lower than usual due to Security and Maintenance training.

First on the agenda was “Meet the Customer” feedback. Really positive feedback was received so far this year which highlighted 2 areas, Environment and Post room, with all good and very good feedback. Areas that need improvement are follow up on jobs. We need to ensure we give regular feedback on progress and outcomes on any jobs and enquiries we receive. We also need to be more proactive at linking trends on recurring issues and identify the underlying causes on things that come up on a regular basis. We need to have a 100% can do, friendly, approachable attitude at all times.



The Sports Ground did a very informative presentation which gave us all an insight into what happens at Berrylands. Based in New Malden, Surrey, the Sports Ground comprises of approximately 11 hectares. There is a main pavilion which houses changing rooms and shower facilities, as well as a bar, dining hall and kitchen. Sporting amenities include seven football pitches, two youth football pitches, two rugby pitches, two cricket squares and floodlit hard courts for netball and tennis.

These facilities are available for use by staff and students of the School and are available for hire by external users when not in use by the Athletics Union,

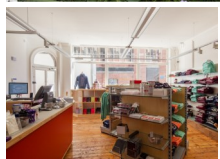
The Sports Ground team consists of Chris Allister, Head of Facilities, Steve Butter, Head Groundsman, Ben Waters, Deputy Groundsman and coming soon an apprentice.

An extensive range of equipment is used at the ground ranging from hand tools through to larger tractor mounted equipment. There is equipment for the majority of work required including moving, aeration, top dressing, fertilizing and spraying. There is little need to call in contractors. Daily maintenance and basic servicing is carried out in house and major works are carried out via specialist workshops.

The sportsground has a reputation for offering some of the best sporting facilities in the area. The facilities are used for football coaching and are used by several LSE sports teams, Fulham FC, Surrey Cricket League, the British Tamil Cricket League and Claygate Netball team to name a few.

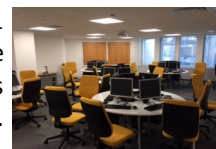


Not only does the sportsground offer fantastic facilities for sports it is also doing its part for the environment. The lower sections of the sportsground are managed in an environmentally friendly manner with wild flowers and grasses. An area of wild flowers are seeded annually attracting many insects, bees and butterflies.



Student Union Shop

Capital Development have been extremely busy and involved in circa 21 separate projects plus the big one—Centre Buildings. Excluding Centre buildings/Long Term Maintenance/Carbon Management Programme works to a value of circa £14 million have been completed since January 2015. Only 6 of our buildings have been left untouched.



Tower 2 PC Suite

Sustainability on-line training has been completed by over 80% of estates staff. Sustainability workshops will commence in early August with the Helpdesk and Post room.



Estates have had a very busy and successful few months and are celebrating some important awards. We have received re-accreditation for Customer First. We received a glowing report which identified some fantastic areas of strength and highlighted our achievements as a department. We also received re-accreditation of ISO14001 and were awarded ISO50001. Well done to everyone!



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	Submit a service request	Queries / Feedback General Information
Contact Help Desk Ext. 2444	Contact Help Desk Web Service Request Forms	Contact Help Desk Ext 7956 Estates.follow-up- jobs@lse.ac.uk
Out of Hours Contact Security Ext. 2000	Contact Help Desk (If the web page is down) Ext. 7956 Estates-help- desk@lse.ac.uk	Contact the Customer Services Manager Ext 7778 J.Sidhu@lse.ac.uk Feedback Form
Contingency Procedure Please visit the Estates Help Desk web page for forms and user notes		Visit our web page Response Times Quick Reference News

LSE Estates Division

Estates Staff News



We would like give a belated welcome **Christina Donovan** who has joined the Property & Space Management on a temporary contract as an AutoCAD technician. Christina is currently based in TW1 5th floor (opposite Francesca) and can be contacted on 020 3486 2956 or email: c.donovan1@lse.ac.uk

Christina graduated from London Guildhall University with a BA in Interior Design and Technology in the 90s and have been working in various related roles since. Such as: Interior Design, Space planning and as a CAD Technician. More recent work has been with the London Metropolitan University for 3½ years as a Space Planner/CAD Technician and followed by some short term contracts to gain different kinds of experience. Her interests are art and visiting galleries, walking, cycling, gym, dancing, music and socialising over a beer or two.

The Capital Development team have some news to report:

Sarah Beck has reduced her hours from 5 days a week to 4 days per week (Monday to Thursday), with effect from 1st July. **Emma Lovegrove** and **Phil Newsham** are now responsible for the Centre Buildings Redevelopment Project, Sarah and **Emeline** has had a baby boy, **Hadrien** was born on Sunday 26th July and his weight was 4.3kg, about 9.6 pounds

Reporting lines for the **Porters Services** will be changing in August, Richard Allen and team will report to Head of Facilities, Chris Allister. The porters have relocated temporarily to Sheffield Street but will be on the move again – we'll keep you posted when they reach their final destination!! contact details remain the same estates.porters@lse.ac.uk 0207 955 6760.

Tamara and the Bees

After long anticipation, Wednesday 22nd July 2015 was the day I got to visit the bees on the rooftop of Connaught House. As I walked in, the first thing I noticed was the beautiful view. I spotted Dan Reeves, who was all geared up as the others were feeding the bees. Dan and Vyvyan asked me how close I would like to get, at first I wanted to watch from afar but in the end, I took on the challenge! Dan gave me a full body suit as Vyvyan explained the procedure, (walking around the huts to not block the bees exiting and entering). I got to experience a couple memories like holding the honey comb; seeing the bees in action and tasting the honey. As the feeding process was going on, we noticed a rather bigger bee trapped at the top. It was great to watch the team work together to try rescuing it and with no fear at all! We even had a little scandal, when a larger bee got stuck at the top which left us wondering was this the queen bee and how did it get up there!



Tamara Williams

