

Estates Facilities Management Newsletter

July / August 2016

“Don’t Walk Past” Reminder

The Estates Division prides itself on maintaining and developing the School Campus. All Estates staff should regard themselves as integral to ensuring that existing and new facilities are maintained in good order as they are key in identifying and reporting faults and defects.

Should you see something that is untidy, in need of repair or cleaning—please **“don’t walk past, report it”**. In order to ensure the most effective response, please use the online Service Request [forms](#). Using this method will allow the Helpdesk to record and track your request in the most efficient way. However you should use the numbers on the card to report any urgent faults to ensure they are attended to promptly.



Estates Division

DON'T WALK PAST - REPORT IT!

[HOW TO CONTACT US:](#)


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; Estates **web Service Request Form**
www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk

Security: **Out of hours: ext. 2000**



Estates Division

DON'T WALK PAST - REPORT IT!

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:

**CONTACT ESTATES HELP DESK
OR REPORT IT TO ANY MEMBER OF ESTATES STAFF**



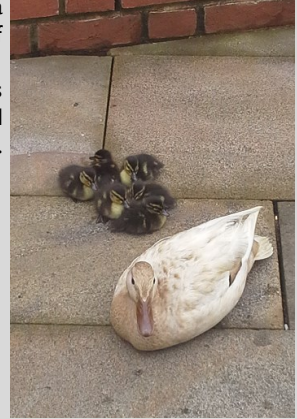
LSE

Estates Facilities Management

SAW Duck Reservation

'Duck Reservation Area' - the visiting ducks found the sage was attractive as a nest. The nest was not big enough, the ducks took over the roof terrace. Roof terrace became a duck only area.

Maintenance kindly installed a fence in the back to ensure that the ducklings didn't fall down. The area was also cordoned off and food and water provided for the duck family. Security monitored the ducks until the ducklings hatched. The ducks were then taken by the Wildfowl and Wetlands Trust to a safe haven.



Estates Football Match

The eagerly anticipated Estates football match has now been and gone. Property and Space Management joined Maintenance to take on Security with Will Tappin as Referee.

After an even first 5 minutes Maintenance and PSM took control of the game and never looked back. Goals from Matt 4, Ross 3, Jerrell 2, Richard 2, Tom and Cline 1 each condemned Security to a humiliating 13-2 defeat, Christian scored the 2 consolation goals for Security.

Although Security will get some stick for the final result it was a great evening, thoroughly enjoyed by players and spectators. Big thank you to Ross Ruscoe who organised the event and thank you to Julian for supporting it.



Compliments

Dear Sir,

I have twice attended the amazingly splendid grounds that you have in Berrylands. My visits have been to watch Surrey IIs playing cricket.

I follow the Surrey IIs around the county and occasionally away. There is a hard core of about ten or fifteen who travel all over the place to these games. Most know to carry water and sandwiches, and many carry fold-away seats. Some of the 'usual suspects' as I call the 'gang', were a little put out by the lack of facilities for spectators - I was not one of those put out. Thirty six years as an officer of Gurkhas taught me to be self-sufficient when venturing into the unknown!

I congratulate the ground-staff for providing the most excellent wicket and outfield. Well done indeed when considering monsoon conditions and sweltering heat, all in the space of a day or two. I hope that Surrey will be permitted to continue to use these super grounds - as well as other fine venues that they visit.

Thanks to all concerned,
David Llewelyn Davies.

Estates Summer News

20 Kingsway — There was a complaint that there was no control over the lighting in classrooms which was causing issues with glare on the screen. Lighting control systems have now been installed and the lighting zoned so that it can be switched off in areas and dimmed where necessary. PIRs have been installed in all classrooms. PIRs are passive infrared sensors and is an electronic sensor that measures infrared lighting radiating from objects in its field of view and are most often used in PIR based motion detectors. A PIR based motion detector is used to sense movement and are commonly used in automatically—activated lighting systems. These are great at saving energy when there is no one in a room the lights are automatically switched off. 20 Kingsway will also be getting a new boiler over the coming months.

Teaching rooms—all teaching rooms were checked over the summer break and have had minor repairs made so rooms are ready for the start of the new term.

Columbia House — A new boiler house has recently been installed. Over the last year there have been a few issues with leaks and unreliability of the boilers, you will be pleased to hear that new boilers have been installed in time for the new term. A photovoltaic power system has been installed on the roof on Columbia House. Photovoltaic power system are panels which work similar to a solar panel but they absorb and convert the sun's light into electric.

Peacock Theatre — during Graduation this summer there was a marked improvement in the cooling of the Peacock Theatre due to the successful utilisation of the existing chiller from the SAW. The project team were quite busy with the conversion of the existing oil fired boilers to gas fired boilers. Gas fired boilers are less expensive to run, you don't require extra storage as you do with oil, it is cleaner and more efficient to run.

Cleaners — the cleaners are currently trialling 2 new innovative modes of cleaning that will reduce the chemical usage throughout the school. More information will follow in next month's newsletter.

LRB — CHP's were installed in the library. CHP's are combined heating and power units. They use latent heat from the boilers to generate electricity. CHP's reduce energy costs and CO₂ emissions and helps us to reduce our carbon footprint.

On Monday 25th July there was a loss of water to the library due to the collapse of a mains water valve in the street. Thames Water investigated and dug up the pavement to change the valve and subsequently our water meter. This loss of water was dealt with quickly and efficiently once maintenance had been made aware of the problem.

Painter Apprentice — maintenance is currently in the process of interviewing for a painter apprentice which will be a welcome addition to our small in-house painting team.

Compliments

Hello Paul,
I just wanted to say that I found the service provided by the new Badging Office to be truly excellent.
Regards,
Rachael McGuire

Hello,
I just wanted to write to say thank you for the wonderful job your technician did in my office. I am very impressed by his work. And I very much enjoyed meeting him - when he came to my office for the initial assessment, he was kind and professional. I don't know his name (Steve Clogg), but please pass on my thanks.
He should get a raise!
Thanks also to those of you at the desk who managed the logistics on this. Your work has not gone unappreciated.
All the best,
Dr Jason Hickle

The problem was fixed very quickly and effectively. The gentleman (Jamie Rojas) was also very friendly and helpful.
Milan Popovic



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



Elena's had her baby!

Aurelia Lolliot Rivilla was born on Thursday 28 July and weighed 9 ½ lb! Elena's slowly recovering after a complicated labour, but doing fine now. Aurelia is smiley and looking around at things 😊



Mohamed Taibi has joined us as the Estates Office Receptionist (Apprentice) and will be based at reception in I Kingsway. He will be undertaking an NVQ Level 2 qualification in Business Administration during his year with us.

Mohamed has just completed his studies at Pimlico Academy. He plays a variety of sports in his spare time but football is his passion. He likes travelling - seeing new places and experiencing new things. Mohamed can be contacted on 020 7955 6477 or by email: m.taibi@lse.ac.uk



Tony Rossiter is back in the building (I Kingsway that is)!

Tony is 'bridging the gap' on a temporary basis, following Robert Conchie's departure

He can be contacted on 020 7955 7069 or 07583 081110 or by email: a.rossiter@lse.ac.uk

We are SO pleased to report that after a long period of illness and recuperation Sam Gaid is back where he belongs – in the Peacock Theatre (on a phased return).

Jessica Lobo will be joining us on 26 September as the new Sustainability Engagement Officer

We said **farewell** to: Robert Conchie, Tamara Williams, Naomi Alexander-Naidoo and Lisa Ward.

And **well done** to: You may recall that we recently advertised an internal vacancy for Estates Office Admin Assistant as a secondment opportunity, to cover Tamara's role until end August 2017. We are pleased to announce that following an interview selection process we will be giving two members of the Estates Division the opportunity to cover the post for 5 months each, gaining the admin experience they both desire.

Hannah Emery will hang up her post bag from 4 October – 17 March and

Egle Gajauskaite will be released from her security duties from 20 March – end August 2017