

Estates Facilities Management Newsletter

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LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter

Editor's blog

I have desperately been trying to find something cheerful to talk about as the weather has been so depressing for so long. So, the Queen's Jubilee celebrations seem to be the obvious choice. Whether one likes her or not, one could not be anything but impressed with the spectacle and the ability to put on a good show. We went to see the river pageant and the atmosphere of celebration was contagious. We did not see the royal boat as the crowds were too big but we definitely felt we were part of something special and something to tell

our grandchildren about. We also watched the concert (at home, I must add) which was quite enjoyable, a real mix of music from sublime to the ridiculous. How about hoola-hooping for 4 minutes in front of the Queen whilst singing! Then it was St Paul's service which brought us back to the traditional and ceremonial. And just as we all thought the hype was over and strolled through the centre of London, the Queen was coming back from a visit to Prince Phillip (who of course was in hospital) and drove past us as close as anything. So all this trying to see her for 3 days in rain and shine and in crowds 10 deep,



seem to be in vain whilst when we were least trying she was right there at arm's length.

Congratulations, your Majesty, on your Diamond Jubilee!

We are now looking forward to the Olympics, another spectacle and historic event. There are mixed emotions at present, excitement and fear of chaos in equal measures! Fingers crossed it all goes well and Team GB gets lots of medals. Good luck to all athletes and organisers!

Update from Estates Help Desk

It has been a story of two tales. The not-so-good news is that we lost the ability, for over a month, to send auto emails on completion of jobs and request for feedback. Colleagues from IT Database have been working on resolving this issue for some time and will keep trying until a solution is found as this is fundamental to our service provision. We apologise for any inconvenience caused and ask that, in the meantime, you contact us directly to give feedback or follow up on jobs. Details of how to contact us are published at the end of this newsletter.

There was also a brief loss of access to our Facility Management database, Planon,

and some issues with our email inboxes. The latter were resolved swiftly. In the meantime, we have tried to deploy various emergency procedures in order to ensure that any inconvenience to the users was minimized.

On a more positive note, you will notice **a change in format of the Service Request Forms**. This is because we are upgrading them so that they can send an auto email on submission of a request confirming it's details. This is something you have been asking for and now it will be a reality. We have started with the Furniture Request and Key Request forms and the rest will follow shortly.

We also set up a formal **Furniture procedure** to cover the ordering of additional and replacement furniture on campus. Please check our web page or contact Help Desk for full details. Link: www.lse.ac.uk/LSEServices/estatesDivision/HelpdeskAndServices/furnitureReuse/home.aspx And last but not least, we now have a **New Staff Induction Presentation on the use of Help Desk**. Departments are encouraged to give this to any new staff as part of their induction training pack. Details can be found at: www.lse.ac.uk/LSEServices/estatesDivision/pdf/Estates-Help-Desk-Guide.pdf



Room for thought:

An expert is a man who has made all the mistakes, which can be made, in a very narrow field. - Niels Bohr

"The Bible tells us to love our neighbours, and also to love our enemies; probably because generally they are the same people." G.K. Chesterton

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.



Recent emergency works

The first picture to the left shows a blown up man-hole cover. The damage was caused by an overloaded cable. The Fire Brigade needed to be called to cordon the area off and make safe before repair works could be undertaken.



Another major work was the vertical sign outside the Peacock Theatre that needed to be replaced. A small 'cherry picker' crane had to be hired, see pic.2, to carry out the urgent remedial work. A new permanent sign will be installed in due course.

In the East building there was a major problem with burst pipe that left the building with no water for several days. Our fitters and contractors worked together to ensure the pipe was temporarily repaired as soon as possible and the water supply was reinstated. A permanent repair is pending.



The Library also had a few problems that we needed to attend to. There was a leak in the closed access areas caused by the torrential rain. The maintenance team recently replaced the taps in the Library with sensor taps to improve the facilities and water usage. And we also had to undertake an extensive survey of the electronic windows on the Ground Floor following a complaint that they stay open for longer than required. Our investigation confirmed that the window were working in line with the set parameters. We are currently monitoring them to ensure they do not have an intermittent fault.

Thank you very much for getting the chandelier so swiftly. Now the Peacock foyer looks like a professional West End theatre. Your help is very much appreciated.

I would also like to thank Robert, Will and Dan for doing an excellent job in putting up the chandelier.

Kind regards

Sam Gaid

Theatre Manager

Salto lock new procedure



We introduced a change to the processing of Salto fob requests which is designed to improve the security and

service provided.

All requests must be logged with Help Desk as usual using the Key / Fobs Service Request form. Following receipt of your request, Security will assess and complete the job, i.e. it is Security and not the locksmith who will deliver the fobs.

It is important that the above procedure is followed and requests are logged correctly in order to

ensure that jobs are completed promptly.

We would like to use this opportunity to thank you in advance for your co-operation and we look forward to receiving your feedback on how the new procedure works. It is work in progress and we will be only too happy to respond to any observations you might have.

Estates supporting the Work Experience Programme



It is tough out there on the job market at present and particularly so for young people, so Estates is doing its share of work to support the future workforce.

So far we have had two young men for a week at a time to give them a flavour and on-the-job experience of what we do. They spent time with various members of our

team to take part in office based tasks as well as practical technical support. The idea is for them to understand how things work and decide whether they would like to choose an office based career or a more hands-on practical one.

We are also looking into introducing apprenticeship later in the year, giving young

people a foot in the door to the wider world whilst acquiring practical training and work experience.

We hope that by giving a helping hand to bright young men and women this will be a mutually beneficial affair and some of them may choose to work at the LSE in the future.



RE: New staff induction pack

This is really useful, thanks. I wish I knew about this when I first started!

Many thanks,

Leo Beattie | Office Coordinator
Department of Management

Co-operation in action

Historically, the Maintenance Team has at times been overwhelmed with the volume of toilet blockages that occur on a daily basis in various buildings across the LSE campus. The new Facilities Management cleaning contract offered the opportunity to ease the pressure on the Maintenance Team, freeing up the maintenance technicians to do more productive tasks.

Cleaning operatives received training in toilet unblocking, and only the most serious blockages now require

Maintenance involvement. In the period March-May 2012 cleaning operatives attended to 149 blocked toilets and only had to refer 7 blockages; this represents a 96% success rate.

Malcolm Calendar, Senior Supervisor, has confirmed the initiative as an unequivocal success and also acknowledged the significant positive impact this new service has had on his team.

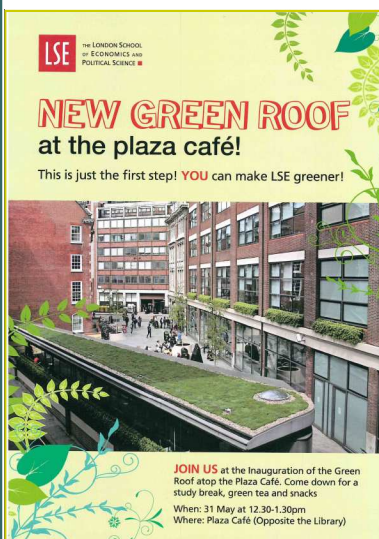
Through working together we were able to make a real difference.

New Green Roof

The Plaza Café green roof was officially inaugurated on 31 May, at a celebration in front of the Library. Financed by the LSE Sustainable Projects Fund, which draws revenue from a 'tax' on bottled water sold in School catering outlets, the fund supports projects that enhance environmental sustainability on the LSE campus and beyond.

The LSE Sustainable Projects Fund is managed by the Sustainable Futures Society, who founded it in 2009/10 in collaboration with the School's Environmental Management Review Group. Each year both students and staff have the opportunity to submit proposals to the fund, with £12,000 being available in 2011/12 for sustainable initiatives.

Green roofs can help reduce the urban heat island effect, aid flood prevention by lowering surface water run-off rates, and enhance urban biodiversity. The Plaza Café green roof is a great long term 'living example' of what is achievable using the Sustainable Projects Fund. Its long term maintenance is minimal, with the occasional weeding and mowing!



You are invited to LSE's Celebration of Sustainability 26th June 2012, 1pm-3pm The Shaw Library

Come and join our celebration of the achievements of LSE's green staff and students. Bob Ward, Policy and Communications Director at the Grantham Institute, will introduce the event and Pro Director Janet Hartley will announce the Green Impact award winners.

There will be an opportunity to network after the ceremony over some sustainable drinks and nibbles.

Please RSVP to l.laker@lse.ac.uk



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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

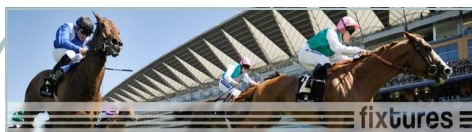
Contact Help Desk: ext. 7956, ext.6415, estates-help-desk@lse.ac.uk

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

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

For more information please visit our web page at:

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



Staff news

Two of our maintenance technicians, Ross Ruscoe and Steve Jessup, have organised a work-day-out to the Royal Ascot horse race track on Saturday 23rd June, this being the final day of Royal Ascot week.

The arrangement includes travel from LSE campus to Ascot, entrance into the track, return trip to LSE campus after the event and freebies such as free bet and a drink voucher. All Estates ground staff we invited including maintenance, technicians, security, porters, etc.

It is promising to be a good day out, enjoyed by all and with the added bonus of some team

bonding. Thanks for organising this guys.

Aggie Gemel has given birth to a beautiful baby girl, Annabelle Sophie Gemel, born 24 May at 9:43pm, weighing in at 7lbs 13 oz. Mum and baby are doing well. No pictures at present, sorry. Congratulations!

Lauren Allier is the proud mother of Audrey Watts (picture below),



born April 11. A beautiful baby girl that no doubt will keep mum busy. Congratulations!

Staff have been attending full and refresher training on Asbestos Awareness, Risk Assessments and Gas Safe.

We are all looking forward to the party in the Plaza on 29th June. Let's hope the weather holds. We will all get together to wish Peter Fennelly a happy birthday and "embarrass" him properly in front of the whole school!

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

