

# Estates Facilities Management Newsletter

June 2015

Volume 3, Issue 35

London School of Economics and Political Science  
Facilities Management  
Estates Division

## Estates news



## LSE Achieves ISO 50001

LSE achieved ISO 50001 certification on 1<sup>st</sup> June 2015, an internationally recognised standard of energy management, following a recent external audit. LSE is one of only a handful of universities to achieve the standard.

This will help the School meet our carbon targets and reduce costs, by putting systems in place to continually improve our energy performance. Examples of this include designing the Centre Buildings redevelopment to stringent energy standards, enhancing heating and cooling control systems to boost energy-efficiency whilst improving comfort, and installing low-energy lighting and other equipment.

Julian Robinson, Director of Estates, thanked staff for their hard work over the last year in getting everything into place to make this achievement possible.



Party on the Plaza 3rd July, 2015

Estates Staff Forum 22nd July, 2015

Sustainability Training Workshops beginning of August

### Contact us or provide feedback

If you would like to provide feedback on the content of this newsletter or report some news or event that you think should be included in future issues, please email me at [j.sidhu@lse.ac.uk](mailto:j.sidhu@lse.ac.uk).



**LSE**

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.

## More to Security Than Meets the Eye



There is more to Security than meets the eye. Security does so much more than patrol around the campus on foot and opening and locking down buildings.

Security gets involved with so many different aspects around campus such as crime hot spot surveillance both covert and overt, CCTV monitoring, crime investigation and reporting. Security will routinely be involved in supporting the Schools high profile public lecture programme and the Student Union events programme. The majority of our security officers are first aid and emergency evacuation trained. During out of hours security deal with any emergencies which arise.

Each year Security send out an invitation for a security officer to come off the regular shift and work in the main exam building, Clement House, from 9:00 am to 6:00 pm Monday to Friday, for the duration of the exam period (approximately 7 weeks). Daniel Beckley volunteered and was selected. Daniel also filled this role in 2014. This time is arguably the most crucial period in a student's overall tenure here at the School and security are committed to supporting this with the ultimate aim of preventing any intended or unintended disruption and in doing so protect the integrity of the exams.

This is a dedicated role and specifically involves applying strict access control measures to the building and close liaison with the exams office staff, invigilators and the International Relations Department ( based in CLM House) . It is not unusual for Daniel to respond to a very high number of first aid related casualties . This will involve treating the casualty on the scene and making the call whether they are fit to attend the local walk in medical clinic or if an ambulance needs to be called.

Daniel recently attended to a pregnant student during exam period when the fire alarms went off. He made sure the student was well looked after until the ambulance arrived.

*Dear Nicola,*

*Thank you very much for your email.*

*I am back home. Today I visited my regular doctor and she checked me in all possible way and confirmed that the baby is fine. I was asked to take rest that i have been taking for the past few weeks.*

*I cannot express how grateful I am to you for being with me at the most vulnerable moment of my life. I am also thankful to the LSE security for arranging the ambulance and taking care of me when I needed the most. That day, You were like an angel. I wish you all the happiness in life. You will forever be in my prayers.*

*Please stay well.*

*Best wishes,  
Shadnaz*



After nearly 28 years working at the LSE, first as an electrician and then as electrical supervisor Robert McAlpine, a.k.a. Nobby, will be retiring from the School. In the 28 years at the LSE, Robert has seen a lot of changes within maintenance and across the campus. When he started there were only 14 buildings and 4 electricians. Now there are double the buildings, 7 electricians, a dedicated lamper and an electrical apprentice. Robert has really loved working at the LSE and would like to thank all the people he has worked with. "This is a great establishment to work in, but what is even greater are the people, they have made this the best place to work." Robert is retiring from the LSE but will be working part time as a groundsman at his local golf course 3 days a week, fitting in a game or two on his free days! We wish Robert all the best in his new adventure!

## WORK PLACEMENT

This month we had Billie Smith on a weeks work placement working in maintenance. Here Billie talks about her experience at the LSE.



I have really enjoyed my work experience, I got to do things that I wouldn't normally do and coming into London everyday was a nice change from my daily routine. I gained a lot of experience over the week and I am glad that I stuck to the end. The work I was given always kept me busy and there was never a dull moment. I was glad I came all this way, it was all worth it.

My visions of the office environment included being packed into a small, boiling hot room whilst everyone was shouting down the phones and furiously typing away at their computers. Although, in reality the work environment was very controlled and very calm, unlike what I thought it was going to be like. I was very comfortable with everyone around me and I loved coming in to start my work.

On my first day, I didn't really know what I was doing but I soon got used to how things were supposed to work. I was well looked after and I never once felt uncomfortable. It was a really good experience. I had experiences with LSE before, having come over when there was a Christmas party. I always wondered what it was like behind the scenes and how everything was run. Now I am doing work experience here and I am no longer curious, but I am glad that I came.

I have enjoyed my work experience, it's really showed me what it is like to have to get up and work hard. If an opportunity like this ever comes around again, I would take it; experience is not something to be wasted. Not only do I feel like I have become a bit more mature, I feel like I have so much more respect for the hard working people that come home from work tired and sleepy. Now I really do know what work feels like and I am so grateful towards everyone who let this work experience happen, thank you.



June saw two areas of the School successfully receive Customer First Re-accreditation, Catering and Residential Services. The assessor congratulated them on both the amount of evidence supplied and the enthusiasm of staff spoken to over the course of the assessment and was impressed with the overall performance in all three assessment areas—Customer Relations, Market Awareness and People. The Estates Division are being assessed for re-accreditation the beginning of July. Let's hope we make it a hatrick!

## Global Corporate Challenge Estates Division Update

1. In Estate—1,406 miles
2. Estates Hotworks—1,200 miles
3. Small Feet Big Steps—1,091
4. LSE CAPascious DEVastators—971 miles
5. Post Room—894 miles

As of June 29th, 2015





**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](mailto:estates-help-desk@lse.ac.uk)  
[www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk](http://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.

# **LSE** Estates Division

## **Estates Staff News**

### Welcome



We would like to introduce the newest member of the Estates team, Robert Conchie who has joined Capital Development as a Senior Project Manager (M&E). Roberts last and most recent role was with the Bank of England as a Senior M&E Project Manager managing several M&E and fabric projects up to a single project value of approximately £5million. His core skills are M&E / BMS and Data Centres working on large MOD IT Projects for Skanska and Fujitsu. Robert has managed various projects covering office fit out new / refurbishment and BREEAM. Roberts career has taken him to various places in the world most recently to Pakistan for the FCO. He enjoys yachting, travel and a little gardening. Robert is based in Tower 1 5<sup>th</sup> floor (sitting next to Martyn Fisher) contact him on 020 7955 7069 or mobile 07583081110 or email [r.conchie@lse.ac.uk](mailto:r.conchie@lse.ac.uk)



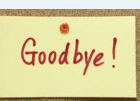
We also have a new Resource Service Delivery Manager, Michael Drain who is based in TW1 4<sup>th</sup> floor on the Resource desk. He can be contacted on 020 7106 1173 [estates.resourcegroup@lse.ac.uk](mailto:estates.resourcegroup@lse.ac.uk)

We would like to welcome Hitesh Patel to the Estates Helpdesk

Hitesh aka 'H' will be working 3 days per week, initially on a 3 month temporary contract. He will be sitting opposite Felix in TW1 4<sup>th</sup> floor and can be contacted on 020 7107 1160 or [h.patel12@lse.ac.uk](mailto:h.patel12@lse.ac.uk).

His last contract was for a small property firm based in Shoreditch and ran for six months where he was hired to revamp all the IT hardware & software, telecoms and provide a backup process for the new phone system and data restores in the event of any loss or breakdown. In his spare time, he enjoys films, eating out, music, some TV, DIY (electrics, plumbing & carpentry especially) and travel, wherever driving is involved.


Emeline Sztrakos is now on maternity leave, we will keep you informed when baby arrives. We are in the process of recruiting an interim Carbon Reduction Manager



We shall shortly be saying farewell to some team members too....

The Security team have a member of the guard force Ron Vanstone who retires at the end of June this year after more than 9 years' service.

The Maintenance team will be saying goodbye to Robert McAlpine (Nobby to his friends) who is also retiring at the end of June after almost 28 years at the School.

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