

Estates Facilities Management Newsletter

Volume 3, Issue 22

March 2014

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management

Newsletter



Estates matters

Entrance to Saw Swee Hock

Construction work began on 11th March on the front of the Saw Swee Hock Student Centre.

The entrance to the building has been temporarily altered. There is directional signage to enter the building which staff and students need to follow.

We apologise for any inconvenience caused.

The works are part of the pedestrianisation of Sheffield Street and are progressing well.

If you have any queries, please contact Estates Help Desk on estates-help-desk@lse.ac.uk.



We need your feedback

We have noticed that recently there has been noticeably fewer completed feedback forms on maintenance jobs.

It is really important to us that we hear from you and know what you think.

Following a completion of a job we send an auto email with a feedback form. It will be greatly appreciated if you follow the link and complete it sharing your experience with us.

You can also get in touch with Help Desk by sending a message to: estates.follow-up-jobs@lse.ac.uk

Thank you.



Cymru
happy St. David's Day



INVESTORS
IN PEOPLE



Life is what happens to you while you are busy making other plans. **John Lennon**

If you think you are too small to make a difference, try sleeping with a mosquito. **Dalai Lama**

To live is the rarest thing in the world. Most people just exist. **Oscar Wilde**

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.

Cake Sale in Support of Macmillan Cancer Research



On 4th of March the Green Impact team organised a fund raising bake off. Many cakes were produced by our colleagues using Fair Trade, Organic and Free Range ingredients. The staff that did not contribute with baking cakes felt they had to contribute with eating them. Hard job but someone had to do it! Some “sacrificed” themselves and had more than one slice in exchange for a donation.

Thank you to all bakers and everyone who donated! Mandy Crane’s ‘passion cake’ took winning place of seven cake varieties.

Estates were raising money for [MacMillan cancer support](#) and collectively raised **£59.07**. The Macmillan charity makes sure that no one has to face cancer alone.

Last but not least, we also gained points in the drive towards Green Impact Platinum.



Meet Nabila Cruz—Help Desk Technician

It is one of those situations where you talk to someone on the phone and via email all the time and wonder what they are like. Meet Nabila Cruz, an Estates Help Desk Technician. She joined the team in December 2013 and is covering maternity leave.

What did you do before you joined LSE?

I have worked as a library assistant since I was 16 and before I joined LSE I was working at the Caird Library in the National Maritime Museum in Greenwich.

What made you move on?

I started studying part-time for an MSc in September last year and I started looking for a part-time job in an academic institution where I could work closely with customers and technology. Not an easy ask, I know, but I found the perfect fit here.

What was your first impression of the LSE?

I was amazed at the number of buildings on campus (I still do not know all of them!) and how many people work and study here!

How would you describe life at the Estates Helpdesk?

Very busy! Calls and emails can come any time and we have to be ready to find solutions to queries and complaints. But most importantly, I have learned that people really care about the temperature of their rooms. It's always too hot or too cold! And we can only request adjustments that are within the LSE guidelines!

You are currently studying for your MSc, tell us a bit more about your studies.

I am studying for an MSc in Information Science at UCL, where I am learning about data and systems management. I am especially interested in how people can use technology to access information and how secure such data should be.

What is your favourite past-time?

I love travelling. This time last year I was in South Korea. However, between studying and working, I don't currently have any spare time. If I could, I would be travelling at every opportunity but who has time and money to do that?

Tell us something about you that we do not know...

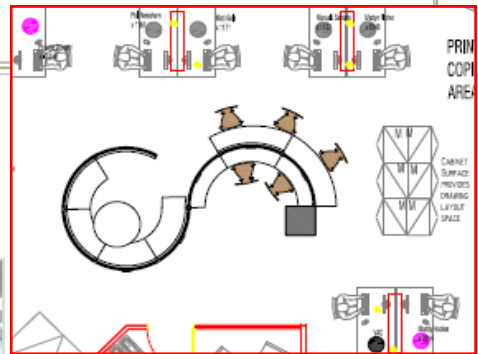
I was born in Brazil but I have never been to Rio.



Showcasing a new product

Estates have installed, in our office on 5th floor Tower 1, a new type of multi use office space furniture (meeting / hot desk space) to test this new product. It is designed to utilise small spaces, it curves around columns and adds flexible use area in open plan offices.

It currently is making good use of the space in the middle of the room and snakes around the column creating one meeting space and another hot desk area! We look forward to hearing the feedback from our colleagues who will be using it.



News for LSE cyclists

We are pleased to announce that the shower facility in Tower 2 basement (B.14) is now up and running. This is a new addition to the growing number of facilities on campus designed to assist cyclists.

We received some positive feedback that we would like to share with you:

"As a staff member who works in the towers and who is also a cyclist, I am delighted that we now have shower facilities in the building.

Jo Pink"

Old Building basement showers OLD.B15 & B.05

We are also pleased to announce that the refurbishment of the changing rooms and showers in the basement of the Old Building has now been completed. The facilities are open for use. This is good news for all active people, squash court users and cyclists.



Hi Beni,

Just wanted to write to you to ask if you could pass on my thanks to the people responsible for fitting the new showers in the basement of the old building, they are brilliant and a vast improvement on the old ones...

Thanks again,

Justin Adams

BSc and PhD Programme Manager

The Estates Division joint the LSE Raising Funds event for Sport Relief.



Mandy Crane, Office Manager, supported the Great LSE Bake Off .

Gabija Bingelyte, Nick Garwolinski and Phil Newsham, project managers, joined the LSE Mile run around Lincoln's Inn Fields.

They were joined by Peter Crowe (in the picture on the right) and many other LSE staff, including Director of LSE, Craig Calhoun.





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: 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
Facilities Management

Emergencies / Urgent

Contact Help Desk

- Ext. 2444

Out of hours contact - Security

- Ext. 2000

Contingency procedure

- 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-desk@lse.ac.uk

Queries / Feedback / General Information

Contact Help Desk

- Ext. 7956
- Estates.follow-up-jobs@lse.ac.uk

Contact the Customer Services Manager

- Ext.7778
- A.Ahjem@lse.ac.uk
- Feedback Form

Visit our web page

- Response Times
- Quick Reference
- News

LSE Estates Division

For more information please visit our web page at:

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

Estates staff news



Jaime Rojas , started with the Maintenance team as a maintenance assistant (electrical).

Fiona Nwaobi, an independent spatial strategy designer, has joined the Property and Space Management Team on a part-time basis to work on the 2020 Accommodation Plan.

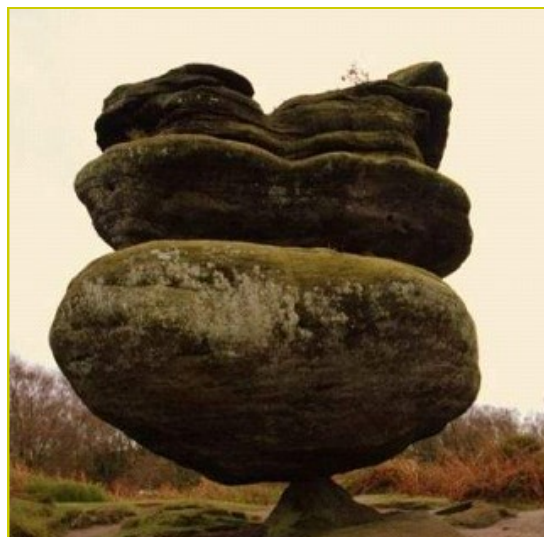
Jennifer Williams has returned to cover Rosie Komorowska-Gillam-Jones' maternity leave.

Good bye and Good luck with your retirement, Vic Finnigan!
Do visit and say hello when you can.

Good bye Rosie, hope it all goes well.
Enjoy your maternity!



Well balanced!



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

