

Estates Facilities Management Newsletter

Volume 3, Issue 13

May 2013

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter



Editor's blog

The buzz word in the Estates

Division this month is 'certifications'. With Green Impact finished for another year we have now moved on to Customer First Re-accreditation preparation. So, the different sections of the division are working together to complete the self-assessment form and gather the evidence in order to meet the 30 criteria for compliance with best practice. It is exciting to look back at the past two years and see how much we have achieved. In this fast moving environment it is easy to focus on the things we need to do and forget how well we have done. So now we have an opportunity to

reflect on it and there is lots to celebrate. We refurbished facilities on campus to improve the study and working environment, some proactively driven by us, others in response to customer feedback—for instance, we refurbished the locker area in OLD building which increased the capacity; we completely revamped the reception to Tower 1&2; we opened 32LIF building with more study rooms and better facilities, and this is only to name but a few of the projects our Capital Development Section was involved in. The Facility Management Team worked hard to consult and retender the cleaning contract to ensure that it is fit for our changed realities with areas in

the campus open around the clock—so the contract is now more comprehensive and better supported in terms of 24H cover. Help Desk engaged in a consultation in order to establish a new centralised procedure for ordering of additional and replacement furniture and management of the furniture ReUse stock that has been a success with savings both in terms of money and CO2 exceeding expectations, not to mention that customers satisfaction is almost at 100%. The sustainability team acquired a few more accolades to their long list of awards including the ISO14001. And all of this is just the tip of the iceberg. A lot to celebrate. Well done everyone and fingers crossed for the audit.

LSE renews its commitment to the Living Wage

LSE renewed its commitment to the Living Wage this week by signing the Living Wage Accreditation Licence Agreement, becoming only the second university institution to sign up for the accreditation which is supported by Citizens UK.

LSE has been an active promoter of the scheme since Council approved the adoption of the Living wage several years ago. The accreditation will ensure that all contracted staff employed by third parties such as our cleaners and security staff are all paid an hourly wage rate, which is set independently and updated annually.

Andy Farrell, Director of Finance and Facilities at LSE, said, "The LSE was the second institution to sign up to the Living Wage a number of years ago and we are delighted to be the second university to sign the accreditation agreement. The signing of the Living Wage Accreditation License Agreement provides a renewed focus and commitment to this work and I am delighted that LSE is in the vanguard. Hopefully others will follow."

Allan Blair, Director of Facilities



Green impact final update for this year!

On behalf of the Sustainability team who were the organisers of the Green Impact for LSE, we would like to thank all teams for taking part and making an outstanding effort to contribute with sustainable ideas and action. Congratulations to all winners, including the Estates Team who won the Gold Green Impact Award and the Gold Excellence award. Keep wearing your thinking hats for next year!

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.

The toilet facility of the future has arrived at LSE

If you know Paul Franklin, the Head of Maintenance, then it will come as no surprise to you how excited he gets about new technology and green solutions. It usually comes in the shape of a light fitting, and more often than not an LED one, but this time he surprised us all and got behind a new technology for a toilet.

So here it is: currently installed in the gents loo in OLD.B15.

The best thing about it is the water saving feature, it uses 1.5 litres to flush vs. a conventional toilet that uses 9 litres. The flushing mechanism only works with the lid closed (hooray, finally ...), this in turn reduces the air born bacteria from dispersing. And there is a design feature that makes it easier to maintain.

For the gents in LSE, please make a point to use the test loo installed in OLD.B15 and let us know what you think about it, you can send us your feedback at: estates.follow-up-jobs@lse.ac.uk.

If for nothing else, please do it out of sympathy for all staff in Estates who need to endure the long talks with Paul about how amazing this is. We really want to know if it is true.

propelair®

The toilet reinvented



Design freedom

Propelair's® unique and revolutionary design offers far greater flexibility in choosing where to site the toilet.



Improved hygiene

The unique air flush removes 99.9% germs and reduces aerosol contamination by 95%.



Saves water

Propelair® uses 1.5 litres of water per flush - 84% less water than an average toilet.



Saves money

An average commercial water bill could be reduced by up to 60% and a domestic bill by up to a quarter.



Let us know what you think at: estates.follow-up-jobs@lse.ac.uk

Plantforce won a 'Gold Leaf' award at our annual industry awards for the Design and Installation of the Green Roof on the LRB Plaza café.

This was supported by the LSE Sustainability fund!

Well done!



Gold Leaf 2013

Presented to

Plantforce Ltd

Project:

**London School
of Economics**

Category:

Design and Installation

Signed:

Joanna Hargreaves
eFIG Ltd

12 April 2013
76 Portland Place
London

eFIG Ltd.
The European Federation of Interior-landscape Groups
PO BOX 186, Romsey, Hampshire SO51 1PF
Registered in England and Wales No: 4114672 Registered Office: 7 Rookleaze Avenue,

Re: Green Impact sustainability event

Dear Louise,

Just to say the event today was excellent, really well organised and thoughtful touches (like the music during the certificate collecting). Many thanks to you and your team that make participating in the initiative easy, and fun. Great cake too and really enjoyed the quartet. You've reminded me why I need to get away from my desk occasionally and enjoy work too!

Just wanted to echo Martin's comments earlier, which I thoroughly agree with. Thank you.

Best wishes, **Harriet Carter**

Law Department Manager (Operations and Personnel)



LSE Estates will be participating in Open House again this year.

This initiative is London's biggest architecture festival. The event is now in its 21st year and is a simple concept: celebrating design excellence by coordinating over 750 of the city's best buildings to open their doors over one weekend in September to the public for free. 32 Lincoln's Inn Fields will be showcased on Sunday 22nd September.

Over 250,000 people attend buildings, architectural walks and other activities across 32 London boroughs during the weekend. It is a great opportunity to share our building with others in a really positive way, highlight the importance of great design to others, take part in one of the city's largest public events and be involved with our local community.

Looking after the important ones!

It has now become a tradition for Houghton Street to have annual visitors of the animal kind.

For one day the LSE campus welcomed our furry friends for a day of fun and not only that, it is claimed that this experience contributes to stress release.

I am sure the students will appreciate the positive effect of this exercise and I know a few colleagues will too.

There was a process of approval and organisation to ensure that all H&S issues were considered.

Looking forward to their visit next year!





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.

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 - A.Ahjem@lse.ac.uk - Feedback Form
Contingency procedure - Visit the Estates Help Desk web page for forms and user notes		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

There have been a few changes in the Estates office recently with people departing.



We would like to say good bye and good luck to Ana Dinis, a project manager who was with us as a maternity cover. Really sorry to see her go as she was a very engaging and competent person.



We also would like to wish Josette Edwards-Leigh all the best as she is going on maternity leave. Take it easy and enjoy your time with the new addition to your family and we will keep your seat warm whilst you are away! Come and see us with your bundle of joy.

We are expecting Lauren Allier to return from maternity shortly and re-join us as a project manager. We look forward to having Lauren back and catching up on all the news of what life was like whilst she was on maternity leave.



We promise that the loo in OLD.B15 is better than this!



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

