

# Estates Facilities Management Newsletter

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# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Estates matters

The RIBA's regional awards are an exciting moment in the capital's annual architecture calendar as they are widely seen as a hint to the even more eagerly anticipated RIBA Stirling Prize, announced later in the year.

The Award is presented to an outstanding scheme from the year's award winners. It is given to a building that demonstrates exceptional quality and

distinction across all categories, at any scale and in any sector.

The 33 winning projects span smaller scale work, including private houses, and large-scale developments such as the Shard by Renzo Piano and the London Aquatics Centre Zaha Hadid. 173 entries led to 64 building nominations in categories that include Commercial, Education and Community, Arts & Leisure and

Housing.

**The Saw Swee Hock Student Centre for the London School of Economics by O'Donnell + Tuomey Architects has won the top honour of RIBA London Building of the Year.**

Julian Robinson, Director of Estate, was there to accept it.

Congratulations to the project team for delivering a building that is being recognised for its outstanding architecture.



## Estates Division

LSE Estates Division is working in partnership with JTL to recruit apprentices on a four year training programme.



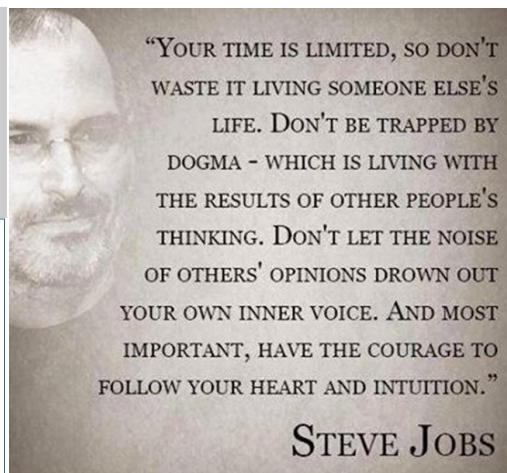
JTL is a not-for-profit organisation that helps set in place advanced apprenticeships. They match prospective apprentices with employers across a range of sectors and support the process – helping people to take a significant step towards a rewarding career – helping to build a skilled and able workforce.

The maintenance team recruited two apprentices, see p.4 for detail, one electrician and one plumber, to join the team and support their work progress. Both are trained and recommended as high performers and will shadow our staff while learning on the job.

**No person has the right to rain on your dream.**

**The time is always right to do what is right.**

**Martin Luther King Jr**



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.

## Introducing the Global Corporate Challenge

This year the LSE joined the Global Corporate Challenge and is funding 12 teams. This initiative has been developed to improve the daily activity levels and nutrition habits of employees and, through this instilling a long term behavioural change, aiming to create productive, engaged and (hopefully) more resilient workforces.

During the programme individuals are encouraged to look for opportunities throughout their day to increase their incidental activity and, in teams of 7, will set out on a 100 day 'virtual journey' around the globe. Teams and individuals are rewarded, again virtually, for their achievements during the programme and are able to participate in mini-challenges and competitions along the way to ensure they remain motivated throughout. The challenge is proven to enhance both employee health, overall organisational health and contribute towards a sustainable environment. As a team-based programme not only does it encourage fun and a little 'healthy competition' but helps employees to feel more connected to each other and to overall employer success.

The teams began the virtual journey along with other global competitors on May 28. The idea is that the more active team members are daily, the further teams progress up the leader board. Each team received pulse accelerometers that track activity such as walking, cycling with every step counting and it is working as it seems people can talk of little else but how many steps they have done each day.

Estates Division joined the Challenge with two teams, FM and Admin teams are joining forces and are challenging the CapDev and Property and Space Management. Let the battle commence! Updates will be published in the Staff News.

### The Northbank BID attempt a Guinness World Record for: The fastest time to shake 100 hands

The fastest time to shake 100 hands by an individual is 1 min 45.15 sec and was achieved by José Eduardo Fuentes Incinillas (Spain), an Ambassador for Northbank BID (UK), at Trafalgar Square, in London, UK, on 29 April 2014.



This attempt was organised to gain publicity for the Northbank BID and took place outside the National Art Gallery in Trafalgar Square with the help of 100 tourists, of which a number of LSE students and staff, in the area. The record was attempted by three Ambassadors with only José Eduardo successfully achieving the title.

All participants received an official Guinness World Records medal for taking part, a cherished and prized possession for years to come I'm sure! It was really exciting.

**LSE Green Week 2014** We started the week with an electricity generating bike. Staff and students were able to see exactly how much pedal power it takes to charge their gadgets, thanks to an ingenious contraption borrowed from Global Action Plan, a sustainability NGO. There was also a Sinclair C5 electric car charged by a solar panel.

Tuesday saw a Food Cycle information stand. [Food Cycle](#) is a UK charity which works to reduce food poverty and social isolation by serving delectable nutritious food to vulnerable people around the country using reclaimed surplus food.

On Wednesday we borrowed a bit of Houghton Street to show anyone and everyone walking past what 3 hours' worth of LSE waste looks like. We wanted to engage people on the topics of consumption and recycling and highlighted the problems of contaminated waste we see on campus caused by things put in incorrect bags.

By Thursday we turned our focus to travel and we had a brilliant Dr Bike maintenance session.

The week of eclectic events came to a buzzing finale with an 'LSE bees' stall.

For more information please read: [http://blogs.lse.ac.uk/sustainability/2014/05/12/green\\_week\\_2014/](http://blogs.lse.ac.uk/sustainability/2014/05/12/green_week_2014/)



Dear Mr Blair, Mr Thornbury, Richard Allen,

Thank you very much for your help.

We are extremely grateful to you and the entire team. The Africa Summit would not have materialised without you and your team.

The Africa Summit team thanks you once again for your help, guidance and patience.

Kind Regards,

LSE Africa Summit Team

## 32 LIF Post Grad Common Room

Dear Julian, ... Chris and I were elected on the idea of making a social space for post-grads, and it was

so nice for you to already have the idea and the budget to make it such a welcoming place. So many students have come to us and said how much they appreciate the place (bean bags and coffee machine are winners!).

So again, thank you.

Maria Carvalho



## Meet Felix Nelson—Help Desk Supervisor

### When did you join LSE? Tell us about your journey.

I re-joined the LSE in 1995 after a few years absence. I was initially working for the cleaning contractors at the time. In 1997, I started working as a building steward, at that time there were four building stewards working on campus. After this, in July 1999, I joined the Estates Division Help Desk as an assistant, and I've been here since.

### How has the LSE changed since you first joined?

LSE has had many changes over the years and sometimes it's difficult to remember all the changes that have taken place, most of the buildings have had some sort of work done to them. I think the Old Building has had the most changes, from the main entrance that has changed about three times, Restaurant on the 3<sup>rd</sup> floor has gone, Burger Bar on 4<sup>th</sup> floor has gone, SSC was built, even Houghton St has had a major face lift.

### How would you describe life at the Estates Helpdesk?

Life on the Estates Help Desk is interesting, with good days and some not-so-good days. It is busy, on an average day you can take between 50 & 100 calls a day and all are unique in their own way, anything from spent lights to getting direction on how to get to LSE from outside London and asking for location for courses students are attending. It's the hive of activity and the good working spirit within the team helps deal with it all.

### What is your favourite past-time?

My favourite past time in travelling with my martial arts colleagues. Over the past 25 years I've travelled to over twenty countries. I just came back from Prague, training of course.

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

I was once asked by an acting friend to be an extra in East Enders TV soap. I was never an extra, but I did manage to meet lots of actors and attended lots of their parties.



## LSE Green Impact Awards, 22 May 2014

Another year passed and it was time again for the Green Impact Awards Ceremony, held in the Shaw Library. The competition is getting stronger every year and this was evident by the high level of involvement and resulting green savings that were demonstrated by each team.

Congratulations to all winners, a very long list of outstanding contribution and very deserving efforts. Here is just a summary:

- \* Carr-Saunders Hall of Residence won the Student Switch Off competition this year (supported by Dan Reeves and Michelle Farrell and levered savings of over 10.8% across Residences on baseline)
- \* Estates Green Impact team won 'Gold' Green Impact award (pic.2, Tamara Williams collected the award)
- \* Rosebery Hall of Residence won the sole 'Platinum' Green Impact award for overall best performance.
- \* Dan Reeves won 'Best Staff Engagement' award (see pic.1)
- \* Other awards were: Outstanding contribution to sustainability, Best student engagement, Environmental hero

The ceremony ended with a reception where staff could celebrate this year achievements whilst tasting most delicious buffet. Dave Scott, Departmental Manager (currently on sabbatical leave), discussed and demonstrated his green beer which he is developing. There was no shortage of wannabe connoisseurs.

Big thank you to Vyvyan Evans for organising and coordinating the celebration!





#### 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:** [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.

#### 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](mailto:Estates-help-desk@lse.ac.uk)

#### Queries / Feedback / General Information

##### Contact Help Desk

- Ext. 7956
- [Estates.follow-up-jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

##### Contact the Customer Services Manager

- Ext.7778
- [A.Ahjem@lse.ac.uk](mailto:A.Ahjem@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



**Cline McIntosh**, electrical apprentice, currently in his second year in Barnfield College has joined the maintenance team on a four year apprentice contract. He is assigned to Jimmy Maslen, a qualified electrician, who will mentor him and develop his skills as an electrician. Cline is a keen basketball player and mountain bike rider.



**Jay Gill**, plumbing apprentice, just finished level 2 plumbing in Hackney Community College and has joined the maintenance team on a four year apprentice contract. He is assigned to Ross Ruscoe, a qualified fitter, who will mentor him and develop his skills as a plumber. Jay enjoys playing football and will be a welcome addition to the Maintenance 5-a-side team.



**Karl Myles**, joined the Maintenance team as an electrician. He will be working mainly on small installation projects.



As the Estates Admin team bid a fond farewell to Rose Ganly, we would like to welcome **Susan Parsons**. Susan joined us as Rose's replacement for the post of PA to Allan Blair and FM Team Secretary, she can be contacted on 020 7955 7090 or [s.parsons@lse.ac.uk](mailto:s.parsons@lse.ac.uk)

We are saying good bye to Dean Butler, Planon Upgrade Project Manager, who found a job closer to home.



Aggie Gemel, Head of Administration, decided not to return following her maternity leave. As a result, Mandy Hooker and Mandy Crane will be continuing in their current roles on a permanent basis.

Good bye and Good Luck to Matt Gale, Project Manager.

## Spring watch



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](mailto:a.ahjem@lse.ac.uk)

