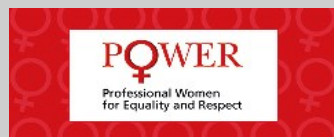


Estates Facilities Management Newsletter

May / June 2016

Estates Division Staff Forum

On Monday 6th June, Julian Robinson led the Estates Division Staff Forum. Julian presented us with an update from his "Meet the Customer" meetings. The Estates Division is currently the only section in the School that conducts "Meet the Customer" meetings. The top performing sections were Capital Development, Sustainability and the Post room. There were a few sections which were ok/patchy. It was clear that we needed to improve communication and provide our customers with better feedback.



Next up was Francesca Ruscoe and Rachel Elliott who gave an interesting insight about LSE Power and what LSE Power was all about. LSE Power is a community run by Staff that covers topics such as, anti-harassment (with a new procedure coming out this summer), equal pay, training in EDI, Maternity/adoption leave and much more. Sarah Beck from Estates has already volunteered and ran a "How to get into Management" session.

Ben Gladstone took to the stage and gave us his first impressions of the LSE. Ben started out at the LSE 9 weeks ago as Post Room Supervisor. Since he started he has walked over 246 miles whilst getting to know many people who point him in the right direction. His favourite part of the LSE is the variety of cafes to choose from. His least favourite aspect is delivering post in the rain. Ben was very positive about the LSE and hopes that he adds positive value to the LSE.



Ken Kinsella gave an informative update on 44 LIF and the complexities of a major project. Six architectural teams were shortlisted for the School's third RIBA design competition, 3 from the UK, 2 European and 1 from the United States.

Dublin based practice Architects have been selected as the winners of the competition to design 44 Lincoln's Inn Fields/The Paul Marshall Building, the next major building project for the School.



Steve White from Archaeology South-East provided an update of the interesting items they found during their programme of archaeological work as part of the redevelopment of the Centre Buildings at the LSE. The work had been necessitated as a condition of planning consent, and followed previous evaluation trenching which established deposits relating to the Saxon capital of London surviving to varying degrees across the site. The scope of work agreed with Historic England incorporates a watching brief

across the entire site with a formal set-piece excavation to be undertaken over an area measuring 750m², where deeply stratified Saxon deposits survive.



LSE

Estates Facilities Management

Sustainability News

LSE Achieves Environmental Re-certification



LSE has been re-certified to the ISO 14001 and 50001 standards for our Environmental and Energy Management Systems.

These systems help continually improve the School's environmental performance, and strategically manage our environmental impacts and opportunities. For example, we have cut our carbon emissions per person by 22.4% since 2005/06, we send zero waste to landfill, and our campus redevelopment works have ambitious sustainability targets.

The auditors commented that LSE stands out in their professional experience, in that we received no 'non-conformance' findings (rare for an organisation of our size and complexity), and all staff who they spoke to were knowledgeable and enthusiastic about environmental issues.

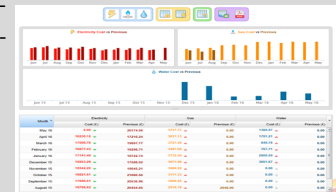
To find out more about LSE's sustainability achievements and ambitions, see the [Annual Sustainability Report 2014-15](#).

Energy and Water Data Online



Utility data has recently been compiled into a single database and made available online, to allow access to all interested personnel and shared ownership of the LSE's data. Campus buildings, Residences, Catering and sports grounds are all covered in terms of cost (£) and consumption (kWh). Comprehensive data for water from January 2016 and for electricity and gas from March 2015 are included, along with historical data. The data is held in software called "TEAM Sigma" which is cloud based and constantly under development. Having complete and recent data in the software will allow LSE to automatically generate a range of reports for various stakeholders including:

- Operational staff
- Students
- Sustainability team
- Capital Development team
- Senior Management



LSE is obliged to maintain this data to comply with various obligations including the Carbon Reduction Commitment, Display Energy Certificates and the recently re-certified Energy and Environmental Management Systems (ISO 50001 and 14001). All the data entered into the database are validated to ensure accuracy.

Benefits relating to utility reporting and management include:

- Prioritise buildings/projects for attention
- Detect avoidable energy waste and identify potential solutions
- Support the Carbon Management Plan and track performance against targets
- Quantify energy impacts of projects including RE:FIT
- Easily analyse energy use and cost over any period, including league tables
- Provide prompt and full responses to requests from students and staff for consumption data at particular sites where they are undertaking projects (Student Switch Off, Green Impact, capital projects, refurbishments etc.)
- View records of manual meter readings alongside other consumption data.

Benefits relating to financial and procurement procedures include:

- Improved billing accuracy and budget forecast
- Automatic upload of all available consumption data, with retention and easy access to historic bills and data – regardless of supplier changes
- Complete billing data verification, helping to identify missing or estimated bills
- Consistent query management

Future-proofing of data as the software will be developed to meet future legislative requirement. For more information see <http://www.teamenergy.com/team-sigma-energy-and-carbon-management->

Capital Development News

LSE Life Centre commenced on site in June on the ground floor within the Lionel Robbins Building with completion due on 16th September. LSE LIFE is the new academic, personal and professional development centre for undergraduate and taught master's students. It will integrate for the first time the many development opportunities offered by different LSE departments and services bringing together a range of one to one workshop and large group learning events at the LSE.

LSE LIFE will deliver three core offers.

- An institution wide programme of academic, personal and professional development opportunities
- An advisory service for students
- A space for departments to host student learning opportunities

For more information about LSE LIFE, email lselife@lse.ac.uk or see lse.ac.uk/lselife

Capital Development are currently working on:

- 20 Kingsway replacement of the boiler and introducing point of use heaters in all of the toilets and kitchens plus kitchen upgrades as further energy conservation measures.
- Upgrading the entrance at Tower 3 including the external works from tower 2 down to the gates on Aldwych which is looking very tired.
- Further improvements to the Peacock Theatre entrance and foyer area.
- Improving security in Lakatos and Cowdray House by introducing Salto locks to all offices.
- Improvements to the western staircase in St Clements to make it more DDA compliant.

Maintenance News

Connaught House lift has reached the end of its life cycle and is going to be fully refurbished during the summer. Various parts such as doors and call buttons have already been replaced but these will be reused whilst other elements will be replaced. These works will make the lift more reliable and easier to maintain.

Library Lift 14 is also planned to be refurbished during the summer. These works have been brought forward due to the lift being heavily used and constantly breaking down. Certain parts have already been replaced and will be retained. The doors and the main control panel will be replaced.

Clement House Lift — this lift sustained damage to the doors which resulted in the lift being taken out of service for a number of weeks while replacement parts were manufactured. This lift is now working.

32 LIF Toilets — there have been quite a few issues with the toilets in 32LIF. The problems have been traced to a build up of lime scale on the syphons which has affected the flushing mechanism. All the syphons in all toilets have been replaced and we are currently trialling an in-line lime scale inhibitor. Hopefully this will help alleviate the problem.

SAW Toilets — there has been a continual issue with the upper floor toilets. A fault has been identified on the grey water system which fails to boost the water to the higher floors. This is a building defect and the original contractor, Osborn, are working on a permanent solution.

Floods — The maintenance team has been extremely busy dealing with floods from the recent bad weather. There have been floods in many of the campus buildings as drains and gutters couldn't deal with the amount of water. Maintenance technicians were busy pumping out lift pits, clearing drains and gutters. The heavy rainfall caused moss and debris on roofs to go into the drains which caused blockages.

Farewell

Steve Ryan left at the end of May after 10 years at the School for pastures new.

Tamara Williams our much loved apprentice will be leaving us after 3 years on 29th July. She will be a hard act to follow and we will really miss her.

Elena Rivilla Lutterkort — will be temporarily leaving us to commence her maternity leave with effect from 7 July. Good luck Elena, hope all goes well!



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.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

Submit a service request

Contact Help Desk

**Web Service Request
Forms**

**Queries / Feedback
General Information**

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-

**Contact the Customer
Services Manager**

Ext 7778
**J.Sidhu@lse.ac.uk
Feedback Form**

Contingency Procedure

Please visit the Estates
Help Desk web page for
forms and user notes



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



On Saturday Paul Franklin competed in a Muddy Mission to raise money for a very worthwhile cause, Parkinson's. The assault course consisted of 5 Km of 30 very muddy obstacles to tackle. Paul finished in just over 2 hours! We are happy to report he survived the ordeal!

Paul would like to thank everyone who was kind enough to donate to a cause close to his heart.



Elena Rivilla Lutterkort – will be commence her maternity leave with effect from 7 July – Belinda Chellingworth (Bel) joined us on 27 June to cover Elena's maternity leave. Bel previously worked for Veolia in the Borough of Haringey, educating the community on all things waste and recycling related. Prior to this she worked in Sustainability back in Sydney, where she developed her soft spot for the rubbish. In her spare time Bel enjoys travelling- often with the goal of seeing a new landscape or animal, diving new waters or skiing a new mountain. When hauled up in London, she enjoys singing and playing the ukulele, getting lost on her bike and throwing the odd dodgeball around. Bel will be based in IKW 3rd floor and can be contacted via email b.chellingworth@lse.ac.uk or by calling 020 7107 5168



Alan Beacon has joined Estates as the new Deputy Head of Maintenance. Alan previously worked as Chief Engineer at The Royal College of Art in Kensington from 2010 to 2015. Prior to this he worked at Brunel University from 2003 to 2010 across two campuses, Osterley and Twickenham as Site Manager in the FM dept. and then moved to the Uxbridge campus as the Building Operations Mgr. Alan enjoys scuba diving and tries to fit that in every year but not UK waters anymore as too cold! He supports Fulham FC, but that has been hard work for the past few years as they are not doing too well !!

He has also been undertaking major projects on his house recently re-wiring, new heating system, new windows, painting and decoration so this has been good preparation before coming to the LSE! Alan is based in IKW 3rd floor and can be contacted via email a.beacon@lse.ac.uk or by calling 020 7955 6329



Doron Russell recently joined the Security Team. Doron has been in the security industry for 11 years now. Prior to this he worked for London Underground at the north end of the Victoria Line (Highbury to Walthamstow). It was in this ever changing, unpredictable environment that he learned the skills he still uses today. He's an avid Arsenal fan, and spends silly amounts of money every season to watch them. He's also very keen on basketball, and is planning to attend an NBA game some time next season in the US. As well as that, he likes to go to a concert every once in a while to watch some of his favourite hip-hop artists. You can contact Doron via email d.russell@lse.ac.uk or by calling 020 7955 6200/7111 (or 2000 internally).

The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.

For any related queries please contact: j.sidhu@lse.ac.uk