

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

Remembrance Service

As you will all most likely remember the 32LIF building used to host the Land Registry office. A group of 45 visitors came back for the Remembrance Service and were most impressed with the transformation.

We received this thank you note:



"Thank you all so very much for hosting our Remembrance Service today and giving us

such an interesting and informative tour of the building.

I realise it is not easy to organise a tour of what turned out to be around 45 people within a fully occupied building and I really appreciate all the time and effort the LSE team put into it. We were made very welcome and our former staff were especially pleased to see the building transformation.

Can you also pass thanks onto Raj on Reception.

Regards
Natalie Starkings
Land Registry "



What is this? Is this a modern image of Sisyphus or something else? Images like this one seem to be appearing around the School campus. Read more on page 2.



FM system upgrade



The FM IT system upgrade has been in the pipeline for a while and a lot of work has already been carried out. The Planon upgrade project team are now at the stage of design consultation with all Estates teams to establish what the standard package offers 'out of the box' and how we could customise it in order to support our work.

The Stage One training is gaining momentum with all sections in Estates. Section leaders and key staff have been involved to contribute to the final design of the system.

Following this, there will be a second stage of training for all users where staff required to use Planon will be included.

It will be a long process of meetings and co-ordination of activities. It is worth getting it right as this will bring a huge improvement to our work and service provision.



INVESTORS
IN PEOPLE



An individual step in character training is to put responsibility on the individual.

Robert Baden-Powell

I think that the best training a top manager can be engaged in is management by example.

Carlos Ghosn

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.

Green Impact 2013-14 Launch: your chance to make a difference



Dear all,

Contributions from staff, students and alumni to the Strategic Review identified climate change as being in the top three issues that the School should be addressing.

The School's Carbon Management Plan sets a carbon reduction target of 54 per cent by 2020, from a 2005 baseline. That means saving 7,800 tonnes of CO2 per year - equivalent to 700kg CO2 for each LSE student and member of staff.

We are making good progress in implementing our Environmental Policy, and in June 2013 LSE climbed to 22nd place in the People and Planet Green League, achieving its fifth consecutive 'First Class' award. The LSE Environmental Management System achieved re-certification of the international standard ISO14001 in July 2013 and LSE has now achieved sending zero waste to landfill.

Continued environmental progress depends on embedding environmental good practice across the School in the day-to-day life of all departments and divisions, so all staff have a role to play. The Green Impact programme is a key part of this.

Now entering its fifth year at LSE, Green Impact is an environmental accreditation scheme that empowers teams of staff to adopt green office practices, and be a part of creating real environmental change.

Last year 50 teams took part from across LSE. The Grantham Research Institute on Climate Change and the Environment achieved the Platinum Award, and ODAR, LSE Estates, Mathematics and LSE Catering achieved Gold Excellence.

This year, I encourage all divisions and departments to participate in this challenge as a key step in our approach to addressing climate change, and implementing the School's Environmental Policy.

Kind regards,

Andy Farrell

Chief Financial Officer

Want to get involved? Visit the [Green Impact website](http://www.lse.ac.uk/greenimpact), or contact LSE Sustainability Assistant, Robin Ray, at r.l.ray@lse.ac.uk.

Mystery Street Art has been appearing close to LSE—Have your say.

Daniel Beckley, an LSE security guard, noticed some street art close to LSE and wanted to share it with the readers of Estates FM News. The crucifixion image was found by the Parish Hall and the other image was by Melbourne place W2.

Is it art or is it graffiti? Are we witnessing the next Banksy who was quoted saying: "People ask why I want to have an exhibition in the streets, but have you been to an art gallery recently? They're full."



Will the road signs be noticed by the drivers now that they have been enhanced or is this a distraction, even vandalism?

Hi Sarah (Beck), Francesca (Matano),

A massive thanks to you both for making our move to SAR happen and for it being so smooth. The new offices are great, really a whole different place to the building as we saw it in summer.

And everyone we have worked with throughout has been great - thanks to the builders and all who did their bit too. Also to everyone who came in to lend a hand yesterday too...

Thanks again,

Purna Sen, Deputy Director, Institute of Public Affairs

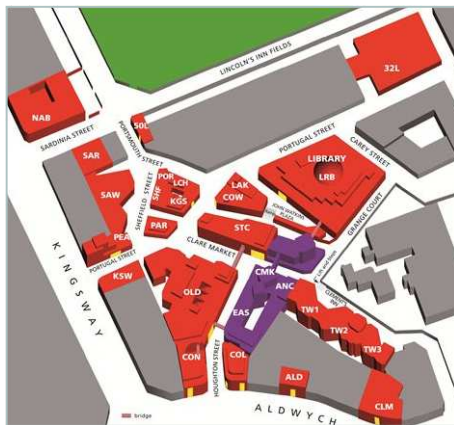
LSE Global Centre for Social Sciences—The winner is...

Following the consultation in October, a jury panel, chaired by Prof Craig Calhoun interviewed all five Architect teams on Wednesday 30th October.

We are excited to inform you that, after careful consideration, Rogers Stirk Harbour + Partners has been announced to be the winning team. The architects will now be working with LSE staff to develop the detail of the project.

For more information and further detail please check the latest newsletter on the Centre Buildings project on our web page: http://www.lse.ac.uk/intranet/LSEServices/estatesDivision/pdf/cd_newsletters/NewsLetter_Centre-Buildings_Nov-2013-.pdf
Regular newsletters will continue to be issued for the duration of the project covering design, decanting and construction issues.

If you have any queries or require further information please email estates@gcss.lse.ac.uk or contact Sarah Beck, Principal Project Manager, S.H.Beck@lse.ac.uk tel. 1150.



Impressively speedy action taken by Malcolm Callendar yesterday re. faulty flush on the toilet adjacent to my room.

Hilary Parker

Departmental Manager

Kim and I can't thank Danny enough. He was totally unfazed (by our request). He completed the job so quickly and neatly, we were not expecting the chair to look so good after being hacked. Danny is the perfect person to send on an unusual job that needs imagination and a can do attitude...

Justine Rose, ODAR

Estates staff quiz night

After much persuasion, we managed to get a total of 30 Estates staff to attend the first Estates Quiz Night. The evening went like clockwork and it soon became evident that

there was a real sense of rivalry between teams! After half time refreshments (pizza) the heat was on and there was only 2 points between the winning team (Julian Robinson, Ken Kinsella, Phil Newsham, Nick Garwolinski, Gabija Bingelyte and Vyvyan Evans) and the Property and Space Management team who were pipped at the post. Teams from Facilities Management, Admin and Maintenance all did very well and the feedback has been extremely positive. Start revising now for the next event, coming your way in the new 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.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

Welcome to:



Olivia Hulse, the new Help Desk Technician and Furniture Coordinator. She recently finished studying a law degree at LSE and has experience working in both, Conferences and the Halls of Residence. Olivia can be contacted via email at o.s.hulse@lse.ac.uk, ext. 1160.



Jimmy Maslen, an electrician, who started with the Maintenance team in early November.



Our new Sustainable Behaviour Assistant Vyvyan Evans. Vyvyan will be working part time (Wednesday, Thursday and Friday) and can be contacted

on 0207 106 **1177** or by email v.evans@lse.ac.uk

Also we would like to welcome two new members of the Security Team:



Kathleen Lee, Receptionist in the NAB.



Ildiko 'Terezia' Abraham to be based on Reception in SAW.



**Christmas bazaar at Somerset House—
14th Nov 2013 to 5th Jan 2014**

Returning for a second season, The Christmas Arcade is Somerset House's premier pop-up shopping mall bringing you a selection of shops from the very best of British brands and independent artisans. Set within the elegant rooms of Somerset House's West Wing overlooking the ice rink, the mall stocks a range of luxury gifts and treats created exclusively for The Christmas Arcade, creating a unique shopping experience right in the heart of London, next door to LSE.

For more information please visit:

<http://www.somersethouse.org.uk>



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

