

# Estates Facilities Management Newsletter

Volume 3, Issue 18

October 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Estates matters

Recently, Estates was raising money for charity. On Friday 20<sup>th</sup> September was **Jeans for Genes** day. Staff paid just £1 per person to wear jeans at work. Everyone was encouraged to donate to such an important charity. We collected: £45.00.



A week later, on Friday 27<sup>th</sup> September we held a **Macmillan Coffee Morning**. Staff made cakes and puddings which were eaten for a donation. We collected: £80.00.

This year, there was also a prize for the best cake (see picture on page 4).



Our partner, Resourcing Group, who currently manage the cleaning on campus, also took part in a charity fundraising for their Charity of the Year Partner YouthNet.

Three members of the Resourcing Group Team; Jason Bowler CEO, Managed Service Director Janine Desmond and Account Director, Angelina Andrews run the Royal Parks Half Marathon on Sunday 6 October to raise vital funds.

Each year the charity reaches 1 million 16 – 25 year olds via their digital lifeline, TheSite where young people can get advice and support on a wide range of issues such as dealing with drugs and alcohol, coping with bullying and self-harm, and finding fulfilling employment.

YouthNet



The Estates Division helped with the organisation of the Freshers' Fair, held on 3 & 4 October. Special thanks go to the porters, security, maintenance and the FM team who set up the stands and made sure the event run smoothly.

The Freshers' Fair is organised by the Student Union. The Students were given information and an opportunity to get involved in the 200+ sports clubs and societies on offer, from finance to music, netball and everything in between!



## ReLove Fair

LSE  
Estates



Our Sustainability section run its regular ReLove Fair in early October, offering books, household items and stationery for Re-loving. There was anything from the weird to the wonderful. The skull shaped stapler got sold really quickly and the books as always proved to be a popular buy! The money collected will go towards the LSE Sustainability Project Fund that supports the implementation of green ideas.



INVESTORS  
IN PEOPLE



"I tell my students, 'When you get these jobs that you have been so brilliantly trained for, just remember that your real job is that if you are free, you need to free somebody else. If you have some power, then your job is to empower somebody else. This is not just a grab-bag candy game.'" — Toni Morrison

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.

## Bike repair stations

We have recently installed bike repair stations, available for LSE students and staff to fix their own bikes on campus. They contain secured bike tools and a pump, as well as a stand to support the bike for easy repair. This is a self-assist station and therefore, we need to state that all repairs are carried out at the owner's risk.

The bike maintenance stations were financed through the LSE Sustainability Project Fund and are the brainchild of LSE Student Oliver Lyasght, a keen cyclist.

Currently there are two bike repair stations on campus, one at the NAB and one in the basement of Tower 1.

We have already received a number of positive comments and are delighted that the stations are recognised as a very useful facility. Catherine Bennett, Department Manager, wrote to us saying:

"I saw and used the bike repair station in the NAB for the first time yesterday. What an excellent idea! Thanks very much to Estates and the Sustainability Projects Fund for supplying this, it really is very helpful."

Please keep the feedback coming. We would like to hear from you.

We are now in a process of refurbishing and creating a shower room in the basement of TWR2.B14 for the use by cyclists.



I bumped into Tony (Post room) the other day in the lobby of the 4<sup>th</sup> Floor of St Clements. He did not know that I had moved from OLD.2.33 to STC.4.64. When I brought up the issue of my mail being delivered to Old Building, Tony suggested that I could receive my academic and PG Dean mail in one of the mailboxes in the lobby of St Clements. Within a day or so, Tony had arranged keys and Dave emailed me to say that they were in the internal post.

I am writing in recognition of this excellent service and more importantly the use of a common sense approach to resolving a problem as to where best to receive my post.

Dr Sunil Kumar

DEAN OF GRADUATE STUDIES



### Celebrating Disability History Month



## PROMOTING STAFF DISABILITY EQUALITY CONFERENCE



**Thursday 28 November 2013,  
The Box, Tower 3, Floor 5**

**9.30am – 1pm (including lunch)**

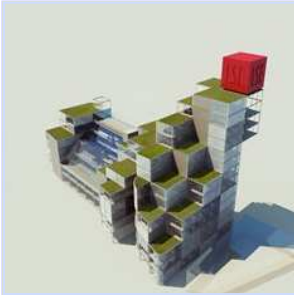
**Reaching your full potential,  
creating an accessible environment.**

**Open to staff and PhD students  
Places will be limited, please  
register for the conference on  
[lsestaffdisabilityequality.eventbrite.co.uk](http://lsestaffdisabilityequality.eventbrite.co.uk)**

**For further information please contact  
Ferhat Nazir-Bhatti, Equality and Diversity  
Manager [f.nazir-bhatti@lse.ac.uk](mailto:f.nazir-bhatti@lse.ac.uk)  
020 7955 6171, or Asiya Islam, Equality  
and Diversity Adviser, [A.Islam1@lse.ac.uk](mailto:A.Islam1@lse.ac.uk),  
020 7955 7826.**



## LSE Global Centre for Social Sciences



From 7 to 18 October there was an exhibition of the five designs for the new LSE Global Centre for Social Sciences (GCSS). The display was in the main entrance of the LSE Library, the Lionel Robbins Building.

On Thursday 10 October, a representative from each of the architectural firms was also at the exhibition to answer queries.



Staff, students, alumni and governors and other visitors were all invited to vote for their preferred design. The images were deliberately anonymous so that the submissions could be judged solely on their design merit.

The GCSS project involves four existing central campus buildings: East Building, Clare Market, the Anchorage and part of St Clement's (the section nearest the Towers). They will be replaced with new buildings which will have a vital role to play in cementing the LSE's position as a world renowned educational establishment, make it a place that inspires existing LSE students and will help attract new high calibre students and staff to the School.

A jury panel, chaired by Prof Craig Calhoun interviewed all five Architect teams on Wednesday 30th October. An announcement on the winning team is due in early November.



### Anne Bohm room

...my warm thanks for sorting the illumination of Lionel Robbins' portrait ... I particularly liked the fact that the illumination was not only effective but also very unobtrusively done so as not to spoil the look of the Shaw Library – top marks to your guys.

Nicholas Barr, Professor of Public Economics

### Collapsed shelving due to weight of books

..... a truly dramatic event, to which the Estates Division colleagues responded very quickly and helpfully. The Professor ... thought his office would be out of action for some weeks, but within a matter of just a few days he is back in business.

Our sincere thanks to all concerned.

Hilary Parker

Department of International Relations

## Saw Swee Hock Student Centre staff tour

Members of the Estates Division have been familiarising themselves with the Saw Swee Hock Student Centre recently.

It is looking very exciting and we cannot wait for the Centre to be open for business in early 2014.





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.

**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](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

**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

Congratulations to Steve Jessup, electrician, who become a dad. Welcome Henry Jacob Jessup!



Congratulations to Ben Shirley, fitter, who recently got married to Charlotte. All the best from all of us.



Sharpen up your knowledge and start revising for the **Estates Quiz Night** –

Wednesday 27<sup>th</sup> November 5:15pm – 7:30pm. Venue: – Saw Swee Hock Student Centre (Juice Bar, 6<sup>th</sup> Floor). Sorry, Estates staff only.

**And the Estates Christmas outing will be on Friday 20th December, 12 noon until 4pm in Strand Palace Hotel.**

Please confirm your attendance to Mandy Crane.



Emma Lovegrove, Principal Project Manager, won the prize for best cake at the MacMillan charity fundraising event. Real bijou of a cake!

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)

