

# Estates Facilities Management Newsletter

October 2014

Volume 3, Issue 28

London School of Economics and Political Science  
Facilities Management  
Estates Division

## Estates news

### Ambitious About Autism



Ambitious about Autism is the national charity for children and young people with autism. They provide services, raise awareness and understanding, and campaign for change.

Over the past few months FM have been meeting with the Ambitious About Autism Organisation with the aim of setting up a number of one-day work experience placements aimed at giving autistic young adults an insight into working in a team in the workplace. The ultimate goal of the organisation is to increase their pupil's confidence and independence by giving them this insight.

Based on the candidates profile the FM Team tailored the work placement day around activities which would engage them without overloading them.

On Wednesday 15<sup>th</sup> October the FM Team hosted the first work experience session. The first work experience candidate, Danny Hornby, was accompanied by two helpers and he worked with FMs Jossette Edwards Leigh and Jodie Everid who carried out a site induction (presentation), followed by a guided tour of the LSE Campus looking at different aspects of FM servicing.

Danny is a non-verbal communicator who enjoys working with electronic gadgets such as I-pads. So instead of an office based experience we organised visits to 3 large buildings where he got hands-on experience carrying out multiple quality control audits using the ECAT tablet system alongside looking at our plants and flowers which he thoroughly enjoyed.

We have had further feedback from his helpers which we used to tailor the activities for the next candidate who came in on the 29<sup>th</sup> October 2014.

#### Inside this issue

Success Stories & Achievements.....	2
What's New in Estates.....	3
Estates Staff News.....	4

#### Special points of interest

Ambitious about Autism.....	1
Sustainability.....	2
Cowdray House Lighting Upgrade.....	3



**60 Seconds with Felix Nelson, Helpdesk**  
By: Olivia Hulse

**Felix, you recently went to India, Describe your experience in India in 5 words?**

*Its hard to just put it into just 5 words; it was a life-changing, enjoyable, exciting, vibrant and educational experience. An experience, I would love to repeat again.*

**What have you learned from this experience?**

*It was like a different way of life, you really got to see the extremes of wealth, from the real poor to the really rich. I was lucky to see both Jaipur and Mumbai, but if I was to visit again, I would love to see much more of the country. In terms of what I learnt, I said the best advice I was given was at the airport. When driving, there are three important things to consider: you need a good horn, good brakes and good luck.*

**Finally, what do you enjoy most about Karate?**

*I enjoy having the opportunity to meet people from all over the world, all with the same shared interest – karate.*



**LSE**

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.

## Success Stories & Achievements

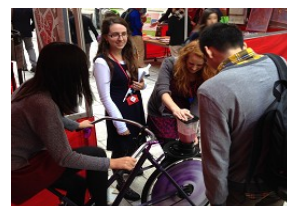


Members of the Estates Team took to Houghton Street to welcome new students to the LSE and to introduce them to the work Estates does. There was a hive of activity with students keen to find out more about what the LSE has to offer; on hand were Estates staff providing facility guides and information about the interesting work Estates does around the school. Olivia from the Helpdesk said: "Estates do a lot of good work around the school, which students are not always aware of, as a previous student this is something I can attest to, and so it was good to meet the new students and explain what work we actually do."

The Sustainability Team organized a series of activities during Orientation, to raise awareness to the School's commitment to sustainability. These events ran simultaneously over two days at Houghton Street and Bankside and had approximately 35 volunteers manning the stalls.

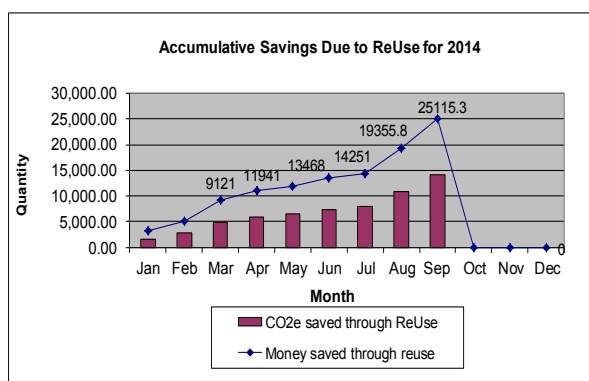
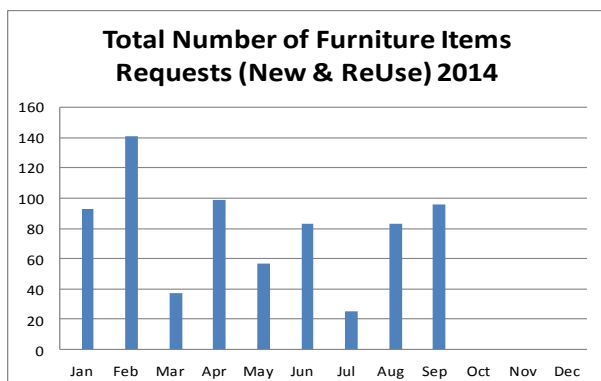
Students were given the opportunity to make their own smoothie by riding a bike, and through ReLove, were also able to buy reusable items. ReLove involves the reuse of items that are donated by the previous year's students. Many items that would have ended up in landfill are given a "second life", minimizing their impact on the environment (by reducing waste at source) and providing affordable items on site for students to reuse through their time at the LSE. We raised a total of £880 for the Sustainable Projects Fund (a fund that staff and students can apply for sustainability projects on Campus and Halls).

## ReLove Fair



## Furniture Re-Use and Statistics

Estates and Facilities are doing their bit for the environment and currently 51% of our furniture requests this year have been filled by re-use items.



## What's New in Facilities & Estates

### Cowdray House Lighting Upgrade

The Estates Division Electrical Install Team - Jimmy Maslen, Karl Myles and Cline McIntosh have been working hard to upgrade the lighting in Cowdray House.

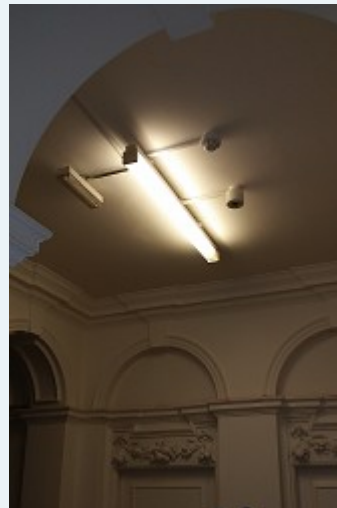
Currently they have replaced 28w 2D fittings and T5 Bulkhead emergency fittings for new LED Horizon emergency light combined fittings in the main staircase from the basement to the roof. The 600 x 600 Kudos fittings on the side staircase have been replaced with 600 x 600 Planet savers.

LED lights are much more efficient at turning electricity into light, provide a large selection of colour choices, are more reliable, easy to replace, don't cause heat build up, and of course, saves energy costs due to their amazing efficiency.

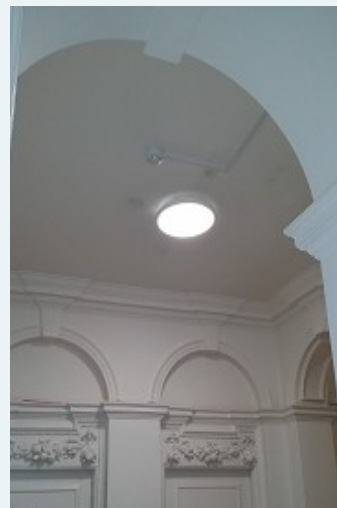
LED lamps are very reliable and requires virtually no maintenance. The average expected life expectancy of an LED lamp is over 40,000 operating hours. This means less time changing faulty lights.

We are planning to upgrade the rear fire escape stairs shortly.

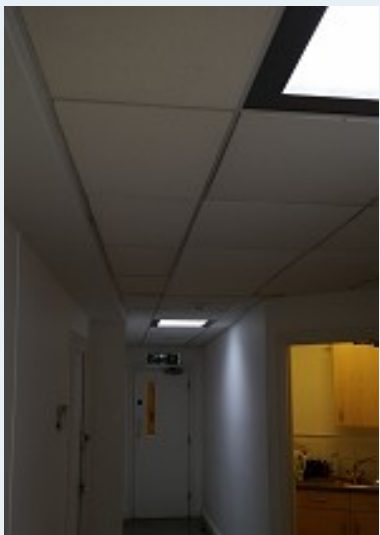
All lighting in Cowdray House now have PIR sensors and do not require switches to turn off the lights. PIR sensors are designed to reduce the amount of time lighting is left on unnecessarily, for example if an area is unoccupied or if there is sufficient natural light. Controlling lighting with a presence detector can save up to 60 % of lighting energy costs.



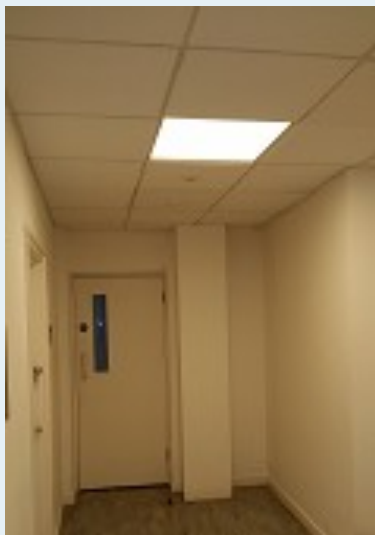
Before



After



Before



After



Fourth Floor First Landing



**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**  
Please 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  
[J.Sidhu@lse.ac.uk](mailto:J.Sidhu@lse.ac.uk)  
Feedback Form

**Visit our web page**  
Response Times  
Quick Reference  
News

**Contact Us or Provide Feedback**

If you would like to provide feedback on the content of this newsletter or report some news or event that you think should be included in future issues, please email me at [j.sidhu@lse.ac.uk](mailto:j.sidhu@lse.ac.uk).



**For more information please visit our web page at:**

**<http://www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk/home.aspx>**

## Estates Staff News



Friday 19th September was Jeans for Genes day. Staff paid just £1 per person to wear jeans to work. Everyone was encouraged to donate to a fabulous cause that raises money for those affected by genetic disorders. Facilities and Estates collected £45!



A week later, on Friday 26th September we held a Macmillan Coffee morning to raise money for cancer support. Staff made cakes and puddings which were eaten for a donation. £62 was raised! A big thank you to Francesca Matano for organising the two events.



### Doctors of the World

On October 12<sup>th</sup> 2014, Vyvyan Evans and Olivia Hulse took part in the Royal Parks Half Marathon. They ran 13.1 miles in aid of Doctors of The World and respectably finished in under 2hours 30 minutes. Both enjoyed the experience immensely and are already planning to take part in another charity run very soon. They are still continuing their fundraising efforts and if you would like donate to their cause, please see the link: <https://www.justgiving.com/Vyvyan-Evans1/>.

**Divine Ajah**, from Security, gave birth to a healthy baby boy on Tuesday 28th October, both baby and mother are doing well!

**Zahid Iqbal**, from Resource, welcomed his son on Monday 27th October, looking forward to the pictures!

**Lara Aigoro** is leaving Property & Space Management to continue with her studies in Computer Aided Engineering, we wish her all the best in her studies!

Congratulations to **Francesca Matano** and **Ross Ruscoe** who got engaged on Saturday 25th October in Verona on Juliet's balcony! Wishing them all the best for the future!