

# Estates Facilities Management Newsletter

October 2016

## Julian Robinson Shadows Maintenance

The Maintenance team had the pleasure of Julian Robinson, Director of Estates, shadowing them on various jobs on Campus.

Julian donned a pair of overalls and joined Tony Wyer and our new painter apprentice, Leon Kelly painting a classroom in 32 LIF.

Julian then joined Jimmy Maslen, Tom Taylor and our electrician apprentice, Cline McIntosh in the Towers Bike Store retro fitting light fittings from fluorescents to LED's.

Julian's next stop was the Sports ground. Julian spent the day with Steve Butters and participated in helping to mark out the rugby pitch and scarifying the football pitch. Julian got to ride on a tractor mower and mowed one of Fulham's football pitches.

Everyone who got to work with Julian enjoyed the experience and said what good company he was.



Julian and Cline McIntosh (Electrical Apprentice)



Julian and Leon Kelly (Painter Apprentice)



# Estates Facilities Management

## Planon Phase 2 Update



October was a busy month for Estates Maintenance management staff who were heavily involved with the next phase of Planon and User Acceptance Training (UAT).

There were several sessions that allowed us to put Planon through its paces with the Helpdesk and Self Service Modules. The UAT allowed us to use the new system, see how it work and pick up on any issues or bugs in the system before it is rolled out across Campus.

John Curtis and Gary Simpson from the Department of Economics kindly took part from the customers side and got an opportunity to preview the system and provide some input from the customers side.

*"The overall design and set up of the Planon system was well put together, The automatic feedback and the fact we can all check on a jobs status with relative ease is also very handy. Of course there were a few things to improve on as with any new system but it has a lot of potential, once updated a bit I can see the Planon system being a very useful asset."* Gary Simpson - Department of Economics

We will be continuing with testing and training in the coming month and will provide further updates.

## Compliments

Colleagues

We got this note from the Head of Visits at the FCO.

Many thanks to you all for your work on the event in the lead up to it (planning began back in May!) and on the day itself.

I know with it being part of a State Visit there was a lot more work than for the usual VIP visit. It all seemed to go well, and was good to see #LSEColombia trending on Twitter.

Particular thanks to Emma for co-ordinating with all the many different stakeholders inside and outside the School and to Paul and his colleagues in LSE Security who seemed to have daily visits from different parts of the Met Police over the past 10 days!

Please do pass the note below onto other colleagues involved in any way in the event.

Thanks once again.

Regards  
Alan Revel

Thank you so much for your professional work. You have been very helpful and responsive, thank you to your colleague (Steve Clogg) who helped me on time and many thanks to Jas who liaised for the work to be completed excellently.

Dr Aygen Kurt-Dickson



## Maintenance - What Kept us Busy

Maintenance was busy this month working on various project and works.

The lighting in the Towers Car Park has been upgraded. High performance LED's with sensors have been installed. These save energy and dim down any areas where there is no movement to 10% of the lighting. This still provides enough lighting so that you can see what you are doing and still feel safe.

On Thursday 27th October there was a fire alarm activation in Columbia House. This was due to a burst hot water pipe in the male toilets in the Garrick Restaurant, steam built up and caused the fire alarm to activate. This resulted in the building being evacuated. The maintenance team reacted very quickly and fixed the burst pipe.

We had various issues with the NAB lift buttons breaking. We asked Kone to replace these buttons with more robust buttons for heavy usage. Kone replaced most of the lift call buttons on site but unfortunately these buttons did not comply with regulations and were not tactile. We are currently working with Kone to resolve this issue.

The platform lift in Sardinia House has had various issues and maintenance is currently working of a new specification and obtaining a quotation for a new lift.

SAW Lift no.115 (Fire Fighting lift) has had a few minor issues and has now had the electronic controls replaced. Final works will be taking place on 12th and 13th of November.

In the Old Building a new hot air curtain has been installed over the front doors to keep the busy main reception area warm and the doors are always being open and closed.

In 20 Kingsway the boiler has been replaced and had minor finishing touches done, everything is now up and running.

32 LIF had issues the fire alarm system with caused a few activations. It took a few attempts but Maintenance traced the fault to a faulty detector. This has now been resolved by our fire specialist contractor.



20 Kingsway Boiler House



Towers Bike Store



Towers Car Park Area





**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.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-



**Queries / Feedback  
General Information**

**Contact Help Desk**  
Ext 7956  
Estates.follow-up-  
jobs@lse.ac.uk

**Contact the Customer  
Services Manager**  
Ext 7778  
J.Sidhu@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



We would like to introduce **Steve Anstiss** who has joined the Estates Maintenance team as Electrical Supervisor.

Steve has been in facilities maintenance as an electrical supervisor for approximately 15 years working on various contracts for NG Bailey, and two other very large maintenance providers, these were mainly Government departments such as The Department for Transport.

He loves fixed wing gliding in his home county of Kent, and hopes to get back in the hot seat very soon after a couple of years break. Photography is another big interest, as well as socialising with friends with a few beers and a few games of pool!

Steve will be based in OLD B.45 for the majority of time, but may occasionally be allowed out to visit 1KW 3<sup>rd</sup> floor He can be contacted on: 020 7955 **6995** or by email: [s.anstiss@lse.ac.uk](mailto:s.anstiss@lse.ac.uk)



**Ronnie Klein**, Security Deputy Team Leader, has announced that he will be retiring from the LSE on 30 November. Ronnie joined the LSE on 20 July 1998 as a Security Officer. On the 1 October 2007 he was promoted to Security Deputy Team Leader.

Good luck with the next chapter Ronnie!!