

Estates Facilities Management Newsletter

Volume 3, Issue 17

September 2013

LSE

Estates Division Facilities Management

London School of Economics and Political Science

Estates Facilities Management Newsletter



Estates matters

Following the consultation in the last week of August, we are currently reviewing the opinion poll on the furniture selection proposed for Saw Swee Hock Student Centre.

We are sure that the winning selection will reflect the spirit of LSE—cutting edge, functional, elegant and durable.

The Saw Swee Hock Student Centre is due to open later on in 2013.



This month, LSE Estates participated in Open House, the London's biggest architecture festival. The event is now in its 21st year and is a simple concept: celebrating design excellence by coordinating over 750 of the city's best buildings to open their doors over one weekend to the public for free. 32 Lincoln's Inn Fields was showcased on Sunday 22nd September. It was a great opportunity to share our building with others in a really positive way, highlight the importance of great design, take part in one of the city's largest public events and be involved with our local community. Special thanks to the Estates team who supported the event.



The Estates Division showcased its services at the Orientation Fairs with particular emphasis on promoting Sustainability.

Students were handed the 2013-2014 Estates Facilities Guide, giving them an awareness of the range of services offered by the Estates Division.



The Estates stand was on Houghton street on Friday 13th September and Monday 30th September. We will also be showing again on Tuesday 1st October and Wednesday 2nd October.

Copies of the Estates Facilities Guide have been sent to all departments, extras available on request from m.r.crane@lse.ac.uk and can be downloaded from the Estates web page.

Introducing new service in response to customer feedback

In response to feedback from a disabled user, our Facility Management team will be testing a new product from start of term—no-touch battery operated sanitary tower bin in Old Building main entrance and the Library ground floor facilities.

Please make a point to use it and let us have your feedback, we would love to hear what you think at estates.fm@lse.ac.uk.

Thank you in advance for your co-operation.



Talent hits a target no one else can hit; Genius hits a target no one else can see.
Arthur Schopenhauer

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.

Furniture ReUse update

Since January 2012 we have received over 430 requests for additional or replacement furniture.

Our first point of call is to source the requested furniture from the ReUse stock and only supply new when items are not available in the ReUse stores. On average, 75% of completed jobs have been fulfilled by provision of ReUse stock. This leads to significant financial and CO₂e savings.

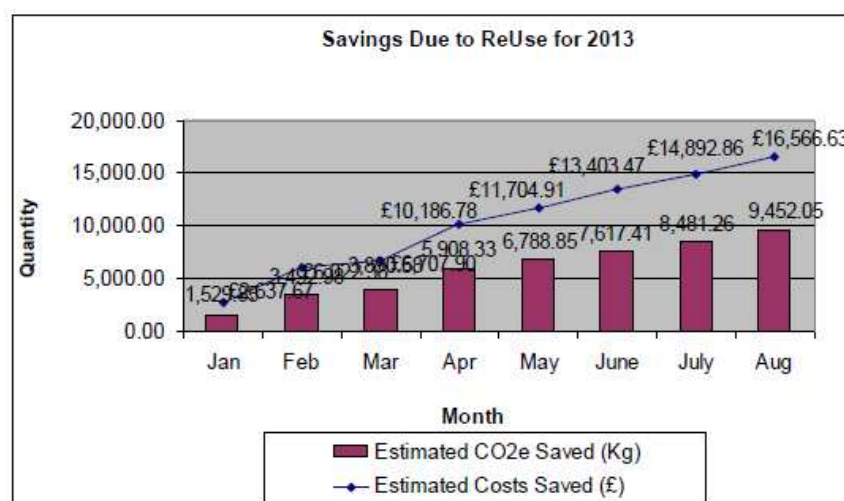
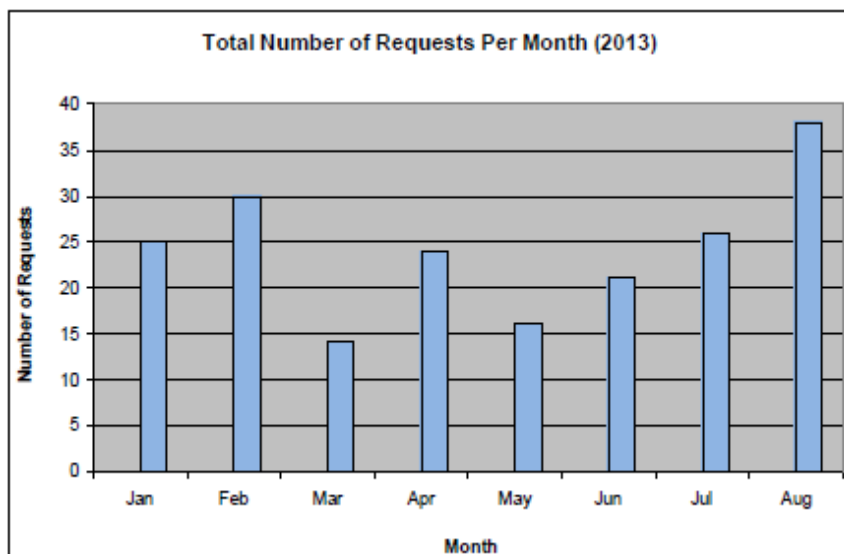
We have now embedded the procedure with the users and the process is working well with demand increasing month on month.

We are currently recruiting for a Furniture Co-ordinator as Rosie has moved to her new position of a Financial Assistant within the Estates Division. We would like to thank her for all her work in carrying out her role and wish her all the best in her new role. In the interim, please direct all furniture related enquiries to:
estates-help-desk@lse.ac.uk.

As a result of the post becoming vacant we will have varying degrees of cover of the post-holder's duties during the month of September and part of October.

Deliveries are also affected by the unprecedented high activities, in terms of campus improvements and related office moves which impact on the porter's workload.

We are working together to mitigate the impact of the disruption and all effort is being made to reduce the inconvenience to the customers.



Summer School party

The party went really well. And I wanted to thank your staff for their part in ensuring its success. The estates chaps put up the balloons really quickly and could not have been more helpful. The porters did a great job of discretely dismantling the tents, and at various points early on in the evening the security staff helped out with the ad hoc request for a power supply for the (photo booth) etc. They were all so friendly and helpful.

Thanks for all your assistance too – it would not have been much of a party without your help and goodwill.

Elizabeth Aitken

Head Summer School & Executive Programmes

Dear Steve, Will, Mo and Ross,

Thank you all for your hard work and assistance with all the technical aspects of the campus on Sunday for the film shooting. I really appreciate all the assistance you were able to give to the crew and all the problems and challenges you were able to respond to and resolve, very quickly and effectively.

It was a very busy, very long day, but was a great success, and we couldn't have accomplished such a massive enterprise without your diligence and expertise.

Thanks and regards,

Daniel Print Event Services

J1177024

We were very pleased with the quality of the work carried out.

Rebecca Sage, Departmental Manager

Planned preventative maintenance—summer works

Alongside the major work carried out by our Capital Development team this summer, our maintenance team was busy with a number of planned improvement projects across campus. Here are a few examples of the work that took place:

- OLD building lifts—installed new control panels and new door operators to improve efficiency. There are only two lifts in the front lobby so queues are likely to still occur, however we do hope that the lifts will serve the users in a more efficient way.
- All lighting in the OLD basement corridor was upgraded with new energy efficient fittings.
- OLD main staircase lift lobbies and top floor corridor replace lighting.
- All lighting in lift lobbies of Tower 2 all floors were upgraded.
- Phased lighting replacement in the Library—completed Lower Ground Floor, Ground Floor and we are currently working on the 1st floor.
- Teaching spaces were surveyed and minor faults were remedied. This was to prepare the teaching rooms for the start of term. If the users are aware of any specific issues that need attention, please log them with Estates Help Desk as soon as possible.
- Replaced hand dryers in the NAB with more energy efficient ones.
- Replaced all compact fluorescent square fittings with long life lamps. We are also in the process of replacing all fluorescent lamps with similar products.
- Installed ten propel air toilets, designed to save water, in Peacock Theatre, following the test run in the Old Building main reception area.
- We also disconnected the almost new water heaters from 32LIF, before it was refurbished, and have been reusing them to replace old heaters on campus that have gone past their economical repair stage. We have installed a number in the Library and Lakatos Building. See the difference in the pictures provided.
- We also salvaged the almost new radiators from St. Phillips, before the building was demolished and we have been reusing them on campus, most recently in Parish Hall.



LSE Estates Maintenance vs LSE Estates Security

LSE Maintenance recently played a 5-a-side football match against Security. The score ended 12-5 to Maintenance.

The teams were:

Security team

Tim Linehan (1)
Spencer Javangwe (2)
Ian Marston (1)
William Dankwa (1)
Shailandra Sapkota

Maintenance team

Steve Jessop (4)
Robert McAlpine (3)
Ross Ruscoe (5)
Gary Beaumont
Bob Meecham
Ben Shirley

A big thanks to Will Tappin for being an excellent referee. He even managed to break out into a sweat!

There is a return leg yet to be planned.



Dedication!

Baba, a Resource cleaning supervisor, spotted an unwelcome visitor to LSE, a rat, and bravely picked it up and got rid of it.

The pest control was immediately alerted and we are pleased to say that their inspection confirmed that this was an isolated incident.



Well done Baba for being alert and ready to act.

With contractors that dedicated we feel safer.



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: 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

Ricky Taylor, Space Planning Manager is leaving the Estates Division for a new position of a Corporate Relations Manager within the LSE. Good luck Ricky and stay in touch, we are delighted that you are still part of the LSE community.

We welcome Kelvin East, who took over from Ricky Taylor as interim Space Planning Manager from 17th September. Kelvin is a very experienced space and workplace manager and joins us from University of Bedfordshire. He has a varied private and public sector background. Kevin can be contacted by phone on 020 7106 1142 (x 1142) or by email k.east@lse.ac.uk.

Also new to Estates is Isabel Gardiner, who is the new intern working with the Property and Space Management team and will be with us until Summer 2014.

Robin Ray joined our Sustainability team and will be the new friendly face of Green Impact. She can be contacted on ext. 5168 and via email: R.L.Ray@lse.ac.uk

And last but not least, we would like to introduce our new Office Assistant (Apprentice) **Tamara Williams**, based on the reception desk on 4th floor Tower 1. Tamara can be contacted by phone on 020 7955 6477 (x 6477) via email t.a.williams1@lse.ac.uk.



CONGRATULATIONS
FELIX AND DONNA!



Felix Nelson, Estates Help Desk Supervisor got married over the August bank holiday weekend! We would like to wish him and his bride all the best and lots of happiness.

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

