

Estates Facilities Management Newsletter

September 2014

Volume 3, Issue 27

London School of Economics and Political Science
Facilities Management
Estates Division

Estates news LSE Joins Open House



On September 20th to 21st the LSE participated in Open House London. Open House was started in 1992 as a small, not-for-profit organisation. In 22 years it has become a concept so successful it has spread out to nearly 20

cities world wide including New York, Barcelona and Melbourne.

The Stirling Prize nominated Saw Swee Hock Student Centre was chosen to showcase its original architectural design. Guided tours, each led by a member of the project team, ran every 15 minutes from 1 pm to 5 pm on both days. In total 386 people were given an insight into how the building was planned, designed and built. Each tour guide gave a different perspective, dependent upon the role they played in the project:

Willie Carey gave the Architects' perspective. We heard from the construction team Graham Potts, Dan Richards and Steven Nott and LSE client representatives were Julian Robinson, Director of Estates together with Ken Kinsella, Emma Lovegrove and Nick Garwolinski from the Capital Development team.

Visitor feedback was extremely positive, a few of the comments received.....

Fantastic building and excellent informative tour. The LSE tours are consistently the best Open House experiences. Thanks!

Good tour from a very well informed guide of an amazing building—should win Stirling !



Inside this issue

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

Special points of interest

- Open House
- NAB light bulb replacement
- Dyson V installation
- Planon update
- Helpdesk statistics



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.

Leak in the Old Building



On 25th August, Bank Holiday Monday, there was a leak identified in Old Building by a research student. Thanks to the speedy and conscientious efforts of Gary Magee and Surya Sunwar a minor disaster was averted. Surya made his way to investigate followed by Gary to Old 1.21. At the scene a leak was found which was like a mini cascade from the ceiling. They immediately switched off all the lights and carefully moved papers and files to a drier section of the room. Surya then rushed to get the keys for the above offices on the second floor.

Once Gary and Surya entered room M222/M223 they managed to find the actual cause of the leak which was traced to a build up of rainwater in a blocked gully on the flat roof above room Old 1.21

Gary took off his shoes and socks and rolled up his trousers to brave the rain and go out on the roof. Gary managed to rod the gully to clear it and swept away the rainwater which in turn contained the leak below. Well done to the team as their quick thinking saved over £300 on a callout.

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.

Helpdesk Reminders

Feedback

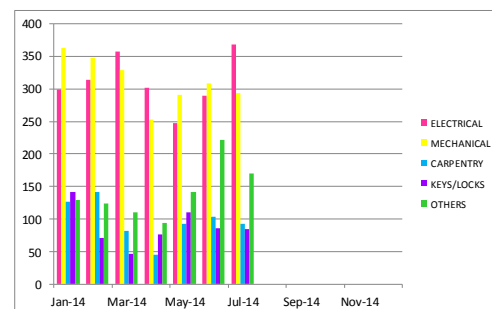
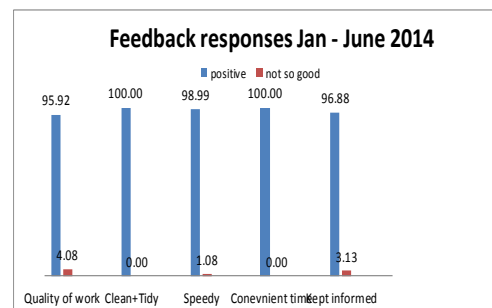
When a job is completed you will receive a request for **feedback**. Please return this to us, it is very important that we monitor how well we are doing and if there are any areas where we can do better.

Emergencies

To report and emergency or very urgent job such as blocked toilets, floods, power loss, H&S hazards please call the helpdesk in the first instance. Dial 2444 or #62444 if calling from a public access phone.

Please note that this number is for Emergency use only and is manned between 8:00am to 4:30pm. Outside of these time please call Security on 2000.

Success Stories & Achievements



Service Requests Raised for Maintenance Jan to June 2014

Congratulations to the Helpdesk and Maintenance teams! They managed to score 98% in customer satisfaction ratings from feedback responses received!

During the first half of the year we have received 102 feedback forms.

There were 6653 jobs in response to service requests received by the Helpdesk. There were also 314 Planned Preventative Maintenance jobs completed.

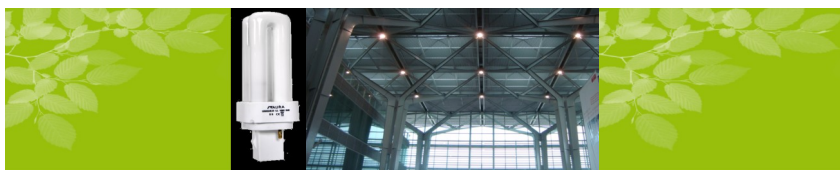
What's New in Facilities & Estates

NAB Light Bulb Replacement

Estates is currently in the process of re-lamping the NAB. The light bulbs are coming to the natural end of their cycle and they are slowly failing and flickering. In order to save energy and resources the lights are being replaced with super long life high quality lamps. These lamps last up to 42,000 hours (that's nearly 9.5 years), use slightly less wattage, are brighter and are guaranteed for 5 years!

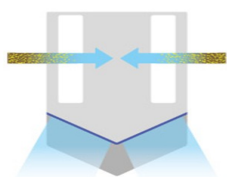
Long life lamps reduce maintenance by two thirds. These lamps provide advantages in total cost of operation especially where lamp replacement is difficult and time consuming or disturbs running processes. Group replacement of fluorescent lamps proves an optimal control of operational costs and gives a uniform level of light.

You may be asking what will be done with all those old lamps? The lamps are taken off site and recycled for free!



Dyson V Hand Dryers Installation

We are currently in the process of replacing hand towel dispensers in Tower 3 with state of the art Dyson V hand dryers. The library has already seen the replacement of hand towel dispensers along with Towers 1 and 2.



Dyson uses less energy than warm air dryers and more importantly, reduces waste going to landfill.

Dyson is one of the most hygienic hand dryers around. Other hand dryers are unhygienic. They don't filter bacteria and viruses from the washroom air. They suck in dirty air and then blow it back onto hands. The Dyson V dryer uses two HEPA filters. 99.9% of bacteria and viruses in the washroom air are captured, so hands are dried using cleaner air, not dirty air.

Paper towels need constant restocking and disposal. Most other hand dryers are slow, and many use heating elements, so they are energy hungry. The Dyson dryer costs up to 69% less to run per year than other hand dryers, and up to 97% less than paper towels.



PLANON Update

The Facilities Management System Upgrade project is well under way. It is currently being delivered in phases. So far the following modules and components have been implemented in the first phase which goes live on Monday 15th September 2014!

1. Maintenance Management (includes purchase order generation and processing):

- Product Catalogue
- Purchase Management
- Stores & Stock Management

2. Space & Workplace Management

- CAD Integration
- Space & Move Request

Planning for the second phase is in progress and further details will be published in the next issue of the newsletter, so stay tuned.





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.

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
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

Farewell



We would like to bid a fond farewell to Norman Evans, Senior Maintenance Technician / Electrician. After 11 years at the School, Norman has decided that it's time to hang up his LSE overalls and soldering iron. Goodbye and good luck in the next chapter of your life!

New Arrival

Veronika and Nick Garwolinski are the proud owners of a new baby girl!! She arrived 31st August at 9:06am weighing 2.92 kgs (6lb 4oz in old money) and 51cm long. Mother and baby are doing well.



New Appointment



A big welcome to Matthew Boyd, who has joined Property and Space Management on a Graduate Internship as Property Assistant. Matt previously studied Geography at LSE and graduated in July. He is a big sports fan with a particular passion for football and Arsenal in particular. He is sitting next to Keith Clarkson (T1– 5th Floor)

**UNLESS SOMEONE LIKE YOU
CARES A WHOLE AWFUL LOT.
NOTHING IS GOING TO GET
BETTER. IT'S NOT.**



Here's a clever rhyme to get you motivated, realizing that things get done in the world by people who care, who try, and who give their best to what they're doing. Look around and you'll see that if no one cared an awful lot, not much would get done, and nothing would have ever improved. It's easy not to care about things, because a whole lot of things need changing and it can be overwhelming. But if you focus your attention on one thing that needs improvement in your own world, you can make a measurable difference just by amping up the amount of care put towards it.