

Estates Facilities Management Newsletter

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LSE

Estates Division
Facilities Management

London School of Economics and Political Science

Estates Facilities Management
Newsletter



Editor's blog

Let's talk about the Paralympics!

What a celebration it has been of sporting talent, strength of character, positivity and ability to overcome adversity. In my opinion, the Paralympics games were a great success

have thought impossible and turned them into an awesome example of human achievement. We went to the Olympic stadium and witnessed the celebration of ability and how the right attitude and hard work brought success. The Paralympians focused on

I also wanted to congratulate Royal Mail on the excellent PR exercise in support of our Olympic and Paralympic athletes. For every gold medal they issued a stamp with the winners and painted a post box gold in their home town —



not only from a point of view of the sporting achievements; they broke barriers, shifted prejudice, challenged perceptions and inspired millions. I was left in awe of the athletes (and their parents), who found a way to get over challenges that many would

what they can do, got on with life and are making the most of it.

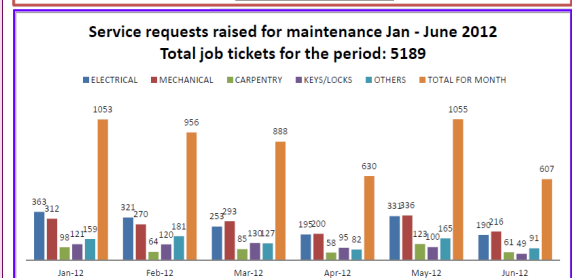
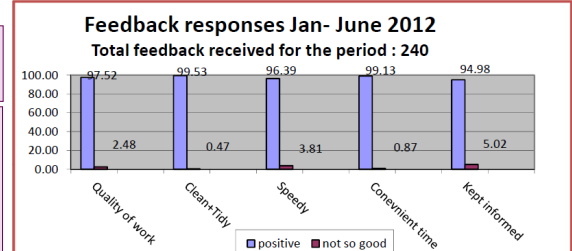
They showed that nothing is impossible and if one chooses to, they can make a difference to themselves and the world around them. Hats off to all athletes, who inspired so many!

what a wonderful way to celebrate their achievements! And it was reported on BBC that the Britain's Olympians and Paralympians are to get their own honours list. This would reflect the scale of achievement by British athletes. Well deserved!

Jan—June 2012 maintenance work

In the first half of 2012 maintenance have completed:

- 5189 jobs in response to service requests;
- received 1404 emergency calls;
- completed 308 Planned Preventative Maintenance jobs;
- received 240 feedback forms, with average satisfaction rate of over 95%. The low count of feedback responses was affected by IT problems that have since been resolved.



Opposition is a natural part of life. Just as we develop our physical muscles through overcoming opposition - such as lifting weights - we develop our character muscles by overcoming challenges and adversity. *Stephen R Covey*

When written in Chinese, the word crisis is composed of two characters-one represents danger, and the other represents opportunity. *John Fitzgerald Kennedy*

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.

32 Lincoln's Inn Field Update

In our April/May newsletter, we featured an update on the works at 32 Lincoln's Inn Fields from the perspective of our Capital Development team. In this edition, we would like to give you an insight from the perspective of our Property and Space Management team, responsible for the purchasing, planning and allocation of the space.

Keith Clarkson, Head of Property and Space Management, spotted the potential of the building when it came on the market in early 2011 and the building was acquired by the School in March 2011 for £37.5 million. As he explains, the benefit of the purchasing and subsequent occupation of 32 LIF by the School for its community is, at the very least, three-fold.

Firstly, the relocation of the Economics Department will enable the planned redevelopment of the Centre Buildings. Early in 2013, the first occupants are set to occupy the building in phased moves to the upper floors of the building.

Secondly, the accommodation of Economics, STICERD, CASE, CEP and the IGC in the upper parts will create an economics and related research hub that befits a world-class institution such as the LSE, in a Landmark building with a strong identity. This group of occupiers have common links and will benefit from the synergies that their proximity will afford.

Finally, and perhaps most importantly, the building will serve to enhance the student experience, which is a vital and long-term strategy of the Division and the School. The lower floors of the building will house conference facilities, teaching and seminar rooms, as well as a café and break-out space on the lower ground.

Take an exclusive peek at some indicative illustrations of the new space:



Indicative Internal view from the new Entrance Pavilion,
looking towards Lincoln's Inn Fields



Indicative Sectional Perspective through the proposed
new Cafe and Entrance Pavilion

We hope that this has “whetted your appetite!” Keep an eye out for further updates and information in our newsletter.

Do not go past policy

Keeping the campus well presented is clearly important. However, we cannot not do it all by ourselves. To ensure that we respond promptly to faults we need your help.

If you walk past an area on campus and you notice a fault please contact Estates Help Desk (see back of the newsletter for contact details) or any member of Estates staff and report it. We will investigate the report and implement corrective action where appropriate.

Do not go past and think 'someone ought to do something about this' - it is our shared responsibility to make the campus a better place.

Dear Beni

Rosie found a round table that was perfect for our needs and this has been delivered by the porters. Thank you very much for all your help (and thank you to Rosie) – this is very much appreciated.

With kindest regards,

Ian Marshall

Acting Department Manager
(maternity leave cover)

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Great job done swiftly and without fuss. Thanks!

163975.01

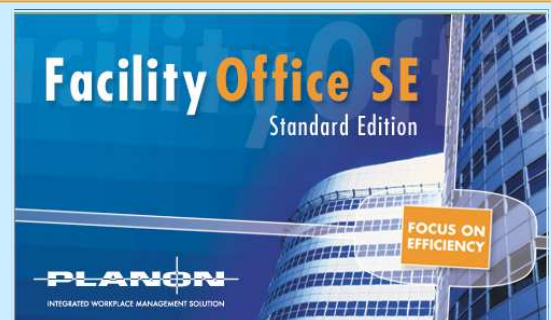
Hi Estates, Thanks for the great job you did with OLD3.11.

Planon Project Update

The project to deliver improvement in the Planon system is now underway, with the intention of delivering an application that can support the works undertaken by Estates, Facilities and Residences, improving our ability to deliver services across the School. Representatives from each of those teams form part of the project team and will have the opportunity to contribute toward project development and delivery.

We will use the newsletter to update on the project but should you have any questions, please feel free to get in touch with Susie Palmer, S.Palmer1@lse.ac.uk; ext. 5504.

Susie Palmer, Project Manager Programme Office, MIS, IT Services (AH300)



LSE awarded ISO 14001



As we reported in the last edition, we were audited for ISO 14001 -

an internationally accepted standard that sets out how an organisation can go about putting in place an effective Environmental Management System (EMS). The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact.

This is to confirm that we have now received the certification and achieved the Platinum standard. There were no corrective actions identified and only very minor opportunities for improvement were listed.

The auditor commented that every person that she interviewed was very knowledgeable and dedicated and she

was very complementary on the application and the work we do.

Allan Blair, Director of Facilities, said: "Achieving ISO14001 was a great achievement, particularly when one considers the progress we had to make in only a few years time.

This is only the start and we need to keep up the good work. We comfortably achieved Platinum standard and we now need to focus on maintaining this and improving where possible. Well done everyone, the standard required to show a culture of commitment to sustainability and we managed to demonstrate that we have real established practices to support it."





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-4.30pm

emergency: ext. 2444, communal phones dial #6244; DD: 020 7831 8713

general enquiries: ext. 7956 or ext.6415

email: estates-help-desk@lse.ac.uk; Estates **web Service Request Form**

www.lse.ac.uk/EstatesDivision/HelpdeskAndServices/Helpdesk

Security: **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 subject to emergencies, workload & staff availability.



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
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For more information please visit our web page at:

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

Staff news

Mirren McLeod, Help Desk Technician, left Help Desk at the end of August to pursue a career in marketing. We would like to wish her all the best for the future.

Her position is currently filled with an agency staff member—welcome Jennifer Williams, who will be with us until Terri Townsend returns from maternity leave.

Jennifer has worked for Estates for a few months now and has covered Help Desk before, making the transition easy. She can be contacted on ext. 7956.

We would like to wish Julian Robinson, Director of Estates good luck as he is taking part in the following event: London to Amsterdam Cycle Challenge between 20/09/2012 and 23/09/2012. Here is the message his group posted to explain their adventure:

As a group of 17-20 very amateur cyclists we are undertaking a three day London to Amsterdam cycle challenge via Harwich, Arnhem and Utrecht. We are doing this in aid of Haven House Children's Hospice, a charity who care for children and young people from birth to 19 years old who have life limiting conditions and are unlikely to reach adulthood.

All expenses are being met by the participants so that every penny we raise can go straight to this fantastic and much needed facility. We know that we are in tough financial times but all contributions are greatly appreciated:

<http://www.justgiving.com/HHcycleteam>



Watch out!



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

