

# Estates Facilities Management Newsletter

September 2015  
**Estates news**



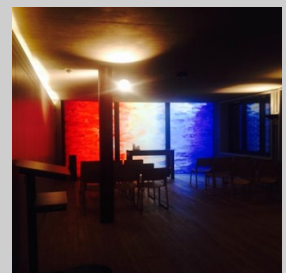
On Saturday 19th September, the Estates Division participated in the Open House London weekend. The LSE showcased the award winning Saw Swee Hock, home to LSE's Student Union, short listed for the Stirling Prize, 305 members of the public plus 2 guide dogs were given tours of this prestigious building.

The tour was led by members of the project team and sweeps who had all volunteered. The Project Managers and Directors were able to give different perspectives of the building; offering information on how the building was planned, designed and built.

New for 2015, Julian Robinson – Director of Estates, offered an audio subscribed architecture tour specifically arranged for sight impaired visitors. This was done in association with Vocaleyes, a nationwide audio description charity, providing access to the arts for blind and partially sighted people.



The textural aspects of the building were greatly appreciated and the unique shape of the building conveyed with the help of a miniature scale model.



**LSE**

# Estates Facilities Management

## Sports Ground Apprentice



Joshua Sloman joined us this month taking on the role of Apprentice Groundsman. Josh has just left school and has made the move up here from his home in Taunton to join the small team at the Sportsground. Based in New Malden, he will be studying groundsmanship on a day release basis at Merrist Wood College Guildford. Josh is very enthusiastic and keen to learn and has the long term goal to one day have a key role at a premier league football club.

## ReLove ReUse Event

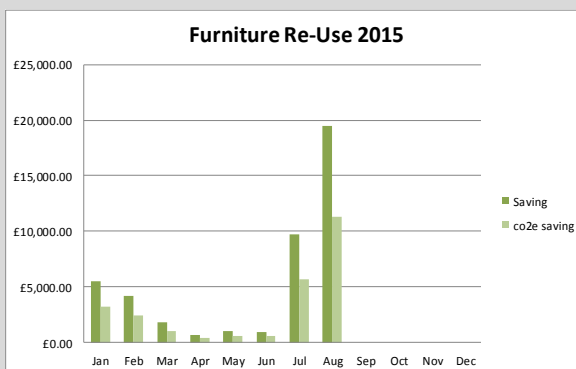


Dan Reeves led the start of term “ReLove” reuse event on Campus in the Library Plaza and at Bankside Hall of Residence.

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”, minimising 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. It’s the circular reuse economy in action! Money raised will go towards the Sustainability Projects Fund (a fund that staff and students can apply for sustainability projects on Campus and Halls).



## Furniture



This summer we were quite successful in our furniture reuse programme. There was a huge spike in reuse after a spate of moves in the Towers and Queens House plus the decant of East Building, Clare Market and part of St Clements.

From January to July the Helpdesk received 264 requests for furniture. We managed to fulfil 58% of these requests through reuse. Not only did we save money but we also helped the environment by saving 25141.66 co2e on our carbon footprint.

Hitesh, on the Helpdesk, along with the help of Elena Rivilla-

Lutterkort and Richard Allen is in the process of improving the process and increasing the supply of furniture reuse. Despite lack of storage facilities which has resulted in the disposal of a large amount of furniture, every effort is being made to reuse furniture, resulting in increased saving and a reduction in the LSE’s environmental impact.

## Planon Progress—Phase 2

The Facilities Management System upgrade project is well underway and is now in Phase 2. Phase 2 involves the upgrade of the helpdesk and maintenance functions to the current release of Planon and the implementation of mobile field services and self-service solutions. This will transform the reactive and planned maintenance operations across the campus buildings and residences.

In phase 2 the responsiveness to the customer will improve as a result of requests being created directly from the web form and technicians allocated more efficiently by job type, location, skills and availability. All jobs will have an SLA appropriate to the type of request and will be prioritised accordingly. Jobs nearing the target completion date will be highlighted to be followed up.

The new system will provide automatic confirmation to the customer at key stages of the job and whenever an update is made that will affect the completion date. There will be visible tracking of the job status by the customer through the web portal.

Real-time data captured on the completion of each job will provide useful information on demand levels, performance, use of resources and costs. With the increased automation managers will have more time to analyse the information provided to highlight trends, pinpoint problem areas and take appropriate measures.

We will provide regular updates on the progress of phase 2.



## 20 Kingsway Lighting Upgrade

Over the summer our electrician Jimmy Maslen and electrical apprentice, Cline McIntosh have been busy upgrading all the lighting in the teaching rooms in 20 Kingsway.

The classrooms had very dated old fluorescent lighting which emitted a dull yellow light and had reached the end of its lifecycle. This lighting has been replaced with brand new LED light panels. This will enhance the student experience by producing crisp, white, vibrant lighting that is easier on the eyes.



A big thank you to everyone who took part in the fundraising events in September. We raised £80 for Macmillan and £90 for Jeans for Genes Day. It was great to see the staff taking part wearing jeans, baking cakes and donating towards two worthy charities.



## Plumbing Apprentice



This month Jerell Kirnon joined the maintenance team as the new mechanical services apprentice. From a young age both Jerell's uncle and granddad, both electricians, used to take him to work with them. This inspired him to do something similar. In his spare time Jerell enjoys meeting up with friends and playing a variety of sports.



**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

**Submit a service request**

**Contact Help Desk**

**Web Service Request  
Forms**

**Queries / Feedback  
General Information**

**Contact Help Desk**

Ext 7956  
Estates.follow-up-  
[jobs@lse.ac.uk](mailto:jobs@lse.ac.uk)

**Out of Hours Contact**

**Security**  
Ext. 2000

**Contact Help Desk (if  
the web page is down)**

Ext. 7956  
Estates-help-

**Contact the Customer  
Services Manager**

Ext 7778  
[J.Sidhu@lse.ac.uk](mailto:J.Sidhu@lse.ac.uk)  
Feedback Form

**Contingency Procedure**

Please visit the Estates  
Help Desk web page for  
forms and user notes



**Visit our web page**

**Response Times  
Quick Reference  
News**



# Estates Division

For more information please visit our web page at:

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

## Estates Staff News



Lisa Ward is providing maternity cover for Emeline as LSE's **Carbon Reduction Manager**. She is a Chartered Energy Manager and previously worked for King's College London. Lisa's role encompasses operational and strategic energy management and is focussed on ensuring that the LSE meets its carbon reduction targets by reducing energy consumption from buildings across campus and feeding back data to students and staff.

Lisa can be found in IKW 3<sup>rd</sup> floor (opposite Emma Lovegrove) and you can contact her on 0207 955 **7026** or by email: [l.j.ward@lse.ac.uk](mailto:l.j.ward@lse.ac.uk)



Madeleine Dwyer is looking forward to making her mark as LSE's **Sustainability Engagement Officer** and getting to know London. She has just graduated from the University of Bristol with a degree in Experimental Psychology. Previously she worked as a research assistant for various experiments, the PLUS Award Assistant at the University of Bristol Careers Service, and recently completed an internship in Caux, Switzerland.

Madeleine (or Maddie, she doesn't mind either) can be found in IKW 3<sup>rd</sup> floor (behind Elena) and you can contact her on 0207 106 **1177** or [m.dwyer2@lse.ac.uk](mailto:m.dwyer2@lse.ac.uk)



Athanasia Baltouna (call her Nancy) will be working with the **Property and Space Management Team** as Property Assistant (intern). She has just finished her MSc in Social Policy and Development at the LSE, prior to which she worked for two years as a Legal Advisor and Researcher with the Greek Council for Refugees and as an Office Assistant at ActionAid Hellas.

Nancy is based in IKW 3<sup>rd</sup> floor and is sitting next to Richard Jenden, you can contact her on 020 7955 **7089** or by email: [a.baltouna@lse.ac.uk](mailto:a.baltouna@lse.ac.uk)



After 10 years working on the Estates Helpdesk, in between maternity leaves, Terri Townsend has decided to call it a day. With 3 very energetic children to look after Terri has decided to devote all her time and energy to bringing them up. We wish her all the best and will miss her vibrant personality on the Helpdesk.

We also said farewell to Vyvyan Evans from the Sustainability team, who has left for pastures new.