

# Estates Facilities Management Newsletter

Volume 3, Issue 22

February 2014

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter

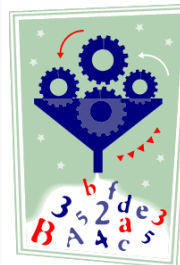


## Estates matters

Have you visited the newly opened Saw Swee Hock Building? If not, make a point to go and see it. It is a really impressive student hub with modern facilities.

As with all new buildings, we are currently working with the builder and users to iron out any outstanding issues and we are pleased to report that the contractor has been responsive to our reports. Should you need to get in touch about a service request please contact Help Desk (see contact details on p.4).

Help Desk works very closely with the Principal Project manager and the building contractor to ensure that all requests are logged and updates are communicated.



Allan Blair, Director of Facilities wrote to update staff on progress and next steps in relation to the Facilities Management Review.

He conducted a consultation from mid-July to November 2013, during which time everyone was given the opportunity to comment on how a unified Facilities Management service could and should operate at LSE. This period was extended to allow for the fullest possible response. Thanks to everyone who took the time to share their ideas.

It was initially hoped that a set of proposals would be ready to share with staff this month. However, whilst work on the proposals is underway, it is not yet complete.

It is anticipated that there will be a formal announcement by the end of the Lent Term.

*It should be every day really...*



Happy Valentine's Day



A successful economic development strategy must focus on improving the skills of the area's workforce, reducing the cost of doing business and making available the resources business needs to compete and thrive in today's global economy.

**Rod Blagojevich**

Success doesn't necessarily come from breakthrough innovation but from flawless execution. A great strategy alone won't win a game or a battle; the win comes from basic blocking and tackling. **Naveen Jain**

However beautiful the strategy, you should occasionally look at the results. **Winston Churchill**

Strategy requires thought, tactics require observation. **Max Euwe**

Strategy is buying a bottle of fine wine when you take a lady out for dinner. Tactics is getting her to drink it. **Frank Muir**

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.



## Update from Estates

Each year we engage departments in the School to take part in the Green Impact initiative. Just as a reminder, Green Impact is a key part of delivering the School's Environmental Policy and in fulfilling LSE's pledge in the Strategic Plan to show 'respect for the environment'. It helps to facilitate the 'transition to manage the School's resources in ways that meet the needs of the present without compromising the options of future generations'. Our aim to expand the project across the School has the full support of Director Craig Calhoun.

We are currently in the process of re-confirming our commitment and the School departmental teams are reviewing and implementing green initiatives. Estates is no exception as we feel the responsibility to lead by example.

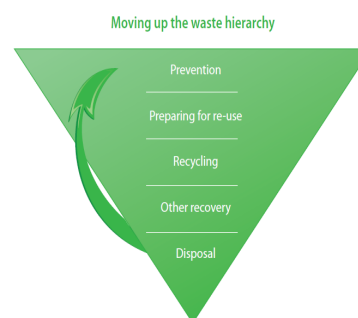
Our Estates Green Impact Team is currently working their way through multiple criteria in the workbook with the aim of hitting Platinum. This is proving a challenging task so we need the whole division's backing to see us through!

Some of the recent initiatives include waste training. Dan Reeves conducted waste training for both the Capital Development and the Space Management teams during their team meetings, together with bin lid props. Keep up the sorting of waste to minimise contamination! An audit of floor 4th floor is being conducted at present, and once that is complete Dan will move on training colleagues on the 4th floor as there is still work to be done there!

The Green Impact team are currently meeting weekly with their student Green Impact Project Assistants, and welcome any ideas and suggestions you have.

Estates staff will also have a fundraising bake off in support to MacMillan Cancer Support. We will update on this event in the next newsletter.

For more information on the team's activities please read the Green Impact Newsletter. Keep up the good work Team Estates!



## Business Continuity update

The LSE Business Continuity Executive Working Group's focus is to ensure that the School is dealing effectively with emergencies and is in good position to provide business continuity in the events when it is needed. Members submit an annual report outlining incidents, risks and their business continuity planning activities for the previous year. This is part of the business continuity compliance arrangements required by the School for divisions and academic units.

As part of the annual report we revisited the list of events in 2013 and it was reassuring to see that they were all dealt with decisively and effectively. Emergencies strike, often outside our control, and having the in-house readiness to put temporary measures in place to minimise disruption is what determines effective response.

For example, one such occurrence was the loss of power to the Island Buildings caused by a faulty cable in the road. The Maintenance team were able to provide a temporary supply to reinstate the lighting and heating in order to keep the buildings operations going until UK Power networks were able to come and resolve the main fault. As a result of the in-house expertise, there was minimum inconvenience and people remained in their offices.

Another example was the flood in the Peacock Theatre caused by a failed water tank connection. The tank is located above the stage and the fault caused damage to the stage and the basement area. The theatre was closed for two days whilst the fault was repaired and all other connections were replaced. The response and resolution to this emergency was excellent and allowed for services to be put back in service as quickly as possible.

Dear Security, thanks to each of you and to your colleagues for all your very good efforts for the visit of the President of Cyprus last night. Despite a few awkward questions from the audience, it seemed to go very well and his staff were very pleased. More to the point, the School looked very professional in its operation and this sustains our external profile and reputation.

On behalf of my colleagues: thanks again – much appreciated!

Kevin Featherstone, AcSS

Dear Martyn,

I've just arrived in to see my office and I wanted to send a quick note to thank you and your team so much for all the work you did in fixing the leak. The walls look perfect and I am very grateful to have everything back in place!

Thank you again,

Dr Tara Reich

Assistant Professor

Dear Richard (Allen),

Now that we have recovered from the first week of term, I just wanted to send a quick email to say thanks to you for picking this up while Vic was unwell. Your help on getting the rooms all sorted for the exam was much appreciated. I hope that you have a good term.

Kind regards,

Geraldine Foley

Your colleague was very helpful and friendly. Beni also accelerated my request after I had asked her, which was really nice. Thank you!

## Maintenance

## ENERGY EFFICIENCY

We regularly report on initiatives that are designed to upgrade our services and result in more sustainable environment. This forms part of our evidence for ISO14001 audit. A lot of those activities are picked up as part of project improvements. However, our maintenance team also has a major contribution in terms of sourcing and using energy saving solutions. Here are only few examples of what was carried out recently.

In the Library Building—Portugal Street Entrance Lift Lobby—14 old tubes, total of 504 Watts were replaced with 9 new LED lights, total of 117 Watts, whilst improving the lighting levels in the area from 420 LUX to 640 LUX. This resulted in saving of 3,390,120 Watts per year.

Maintenance also worked with our colleagues from the project team to upgrade the lighting on the 4th floor Library. They took the opportunity to upgrade all the lighting and emergency lighting whilst the project was taking place. Just under 100 light fittings were replaced going from 36 Watts to 18 Watts per light with no impact on the lighting levels. All the light sensors were also replaced to allow for better control, leading to more savings.

New Academic Building— Basement to second floor—the old lights that were coming to the end of their life were replaced with new long life energy efficient bulbs. A total of almost 700 light bulbs with an average life of 8000 hours were replaced with long life lights of 42000 and 58000 hours. This will not only save on energy but also will reduce maintenance as Maintenance will not need to change them as often and inconvenience the users by putting up scaffolds and ladders.



**Money Isn't All You're Saving**

The Maintenance team replaced the heavily used hand dryers in the Library Ground Floor ladies and gents with the latest Dyson hand dryer on the market. These were also installed in the basement and Ground floor of 32LIF. The hand dryers that were taken out will be reused in other areas of the School that are more suited for them.



Vic Finnigan, our Head Porter is retiring at the end of March. We know that there are many LSE staff that would like to use the opportunity to wish him good luck before he goes. He spent many years working behind the scenes making sure that everything is in place for events and exams as well as helping with managing waste and furniture ReUse. His contribution went beyond these areas and luckily it was recognised by the users who sent a lot of positive feedback on his work. I am sure you will all join me in wishing Vic a happy retirement and a well deserved rest after years of hard work.

### We are listening

As part of the campus improvement and the refurbishment of our buildings we introduced turnstiles at the main reception areas. They are part of the security control on campus and serve a very important purpose in managing the influx of visitors.

After some monitoring of their efficiency and in response to some constructive customer feedback we have now reengineered the turnstiles and made changes to allow free exit in Tower 1&2 and 32LIF. This was designed to reduce congestion after busy events and during term time classes. The users do not need to swipe out any more.

We have received many positive responses to this action and would like to share one of them with you:

"Allan, Julian,

I am very pleased to see that the turnstiles in the Tower 1 and Tower 2 foyer have been re-set so that people exiting the building can do so without having to swipe out... I thought it only right and proper to thank you for responding to my feedback !

Simeon Underwood

Academic Registrar and Director of Academic Services"



Thank you for all your help with the provision of furniture for the play last week. Everything went smoothly and I am very grateful to Estates for allowing us use of their furniture in storage.

Many thanks, Charlotte Hussey

Student Drama Society

Colleagues, I guess all too often you get complaints about cleaning, but I just wanted to write to express my appreciation of the cleaning staff in 32 Lincoln's Inn Fields. Those I have met have been friendly and good-humoured. The majority of them of course I haven't met, but I see the effects of their work: the rooms, corridors and toilets are kept in immaculate condition and the papers in my office are never disturbed, which is a great boon.

I would be grateful if you could pass on my thanks to the relevant teams.

Dr Tania Burchardt,  
Deputy Director, Centre for Analysis of  
Social Exclusion



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.

**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](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
- [A.Ahjem@lse.ac.uk](mailto: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



We would like to welcome Elena **Rivilla-Lutterkort** to the Estates Division.

Elena is the new Sustainability Officer (Waste & Procurement) replacing Richard Allen, in advance of him moving

into his role as Facilities Manager (Operational). Elena can be reached on either 020 7107 **5168** and by email [e.rivilla-lutterkort@lse.ac.uk](mailto:e.rivilla-lutterkort@lse.ac.uk)

**Jodie Everid** is the new FM Assistant, responsible for quality control of all FM contracted services, monitoring staff and student satisfaction and handling FM-related issues, with principal responsibility for SAW. Jodie can be reached on either 020 7849 **4661** or 0207 955 **6544** and by email [j.everid@lse.ac.uk](mailto:j.everid@lse.ac.uk)

**Cham Ousman** joined day team A – contact [o.cham@lse.ac.uk](mailto:o.cham@lse.ac.uk) or 020 7955 **6200/7111** (or **2000** internally)

**Joseph Djabgo** joined day team B – contact [u.i.djabgo@lse.ac.uk](mailto:u.i.djabgo@lse.ac.uk) or 020 7955 **6200/7111** (or **2000** internally)

**Tanzeem Qureshi** joined day team C contact [t.a.qureshi@lse.ac.uk](mailto:t.a.qureshi@lse.ac.uk) or 020 7955 **6200/7111** (or **2000** internally)



Good bye to **Robin Ray**, Sustainability Officer, who returned back to USA after spending a few years in the UK.

## What happened to the other one third?

**TWO THIRDS**  
OF UK MANAGERS WANT  
TO BE SEEN AS ETHICAL



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](mailto:a.ahjem@lse.ac.uk)

