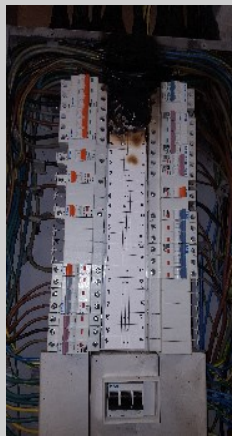


Estates Facilities Management Newsletter

November 2015
Estates news



On the 16th November, the Brunch Bar on the 4th floor of the Old Building, experienced a loss of power. This was due to a defective distribution board which was discovered by a member of staff. Luckily an electrician, Jimmy Maslen, acted quickly and put out a fire coming out of the distribution board. Upon arrival there was black smoke coming out of the distribution board. Jimmy promptly grabbed a fire extinguisher and prevented the situation getting worse.

The distribution board was quickly stripped out and replaced and services in the Brunch Bar were up and running by 3:00 pm. The defective distribution board has been sent back to the manufacturer

for further investigation.

COM·PLI·MENT
NOUN: A POLITE EXPRESSION
OF PRAISE OR ADMIRATION.

Hello,

LSE Advancement would like to express our gratitude to the helpdesk team who are always extremely helpful and attentive. In particular Hitesh, who consistently goes above and beyond to ensure our requests are dealt with quickly and efficiently. Hitesh will visit us to clarify anything unclear minimising the margin of error and providing excellent customer service. Not only this, If there is something he can do himself, he will get tools and arrange a time to do so... he recently fixed an issue with the directors cupboard which saved a lot of valuable time and resource. He is an asset to your team and the school as a whole.

Thanks

Leigh

Leigh Archibald

Office Manager/HR Information Officer



Estates Facilities Management

LSE Estates Division

STAFF & STUDENT NOTICE

School Closure – Main Campus Site 23/12/15 to 03/01/16 inclusive

We would like to inform all staff and students of the access arrangements during the Christmas and New Year period:

- The School is due to close at the end of the working day on Tuesday 22nd December and open again for business on Monday 4th January 2016.
- There will be **NO** access to School buildings on **Friday 25th, Saturday 26th, Monday 28th December 2015 and Friday 1st January 2016.**
- Emergencies will be dealt with by a "skeleton" Security service on duty at the Old Building reception
- **There will be no access to Undergraduate students during the closure period**
- There will be limited swipe access to buildings for Staff and Postgraduate Students, based on their current level of access as stated in table below:

DATE	8AM – 7PM
WED 23 Dec	YES
THU 24 DEC	YES
FRI 25 DEC	SCHOOL CLOSED
SAT 26 DEC	SCHOOL CLOSED
SUN 27 DEC	YES
MON 28 DEC	SCHOOL CLOSED
TUE 29 DEC	YES
WED 30 DEC	YES
THU 31 DEC	YES
FRI 01 JAN	SCHOOL CLOSED
SAT 02 JAN	YES
SUN 3 JAN	YES

- The Library will close at 22:00 on Tuesday 22nd December and re-open at 09:00 on Monday 4th January 2016

WE RECOMMEND THAT STAFF ONLY ATTEND FOR WORK IF ABSOLUTELY NECESSARY DURING THE CLOSURE PERIOD

Halls of Residences are open throughout with staff cover as normal over the closure period.

Three halls, Carr Saunders, Passfield and Rosebery operate as bed and breakfast hotels - **single rooms** £47 per night including full English Breakfast, **double / twin rooms** from £76 per night - staff and students get a 10% discount - book online at: <http://www.lsevacations.co.uk/Home.aspx>

Thank you for your co-operation and enjoy the holidays!

LSE ESTATES
December 2015

Sustainability Training Workshops



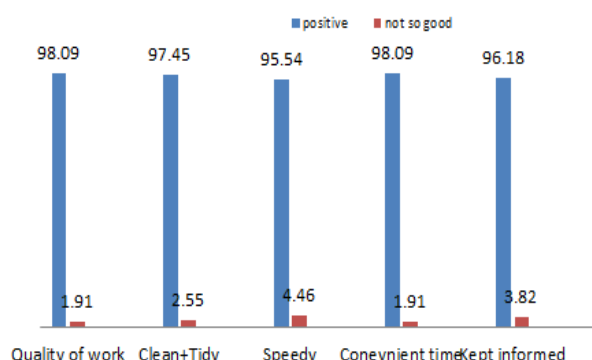
57 Estates staff members have taken part in sustainability training workshops in recent weeks. With a practical focus on addressing the daily challenges faced by Estates, we hope this course helps us use sustainability to improve our service to customers, whilst enhancing the environmental impacts of LSE as a whole.

The workshops have also been a forum for debate between teams, and sharing specialist knowledge on the specific issues affecting particular teams. This has led to new suggestions coming forward for ways we can better manage reused items, and measure energy improvements in refurbishment works.

The training workshops follow on from the online sustainability training module, and each is tailored to individual teams. Further workshops will continue in the new year, and all Estates staff are expected to have completed the training relevant to their own team by the end of January. A big thank you to all those who have taken part so far, and especially all involved in helping develop the course.

Helpdesk Feedback

Feedback responses Jan - Dec 2015



What exactly is feedback? We hear the term all the time, but do we truly know what it is and why it is so important?

Feedback defined: used to describe the helpful information or criticism about prior action or behaviour from an individual, communicated to another individual or group who can use that information to adjust and improve current and future actions and behaviours.

Feedback occurs when an environment reacts to an action or behaviour. For example, "customer feedback" is the customer's reaction to a company's services.

Who would dispute the idea that feedback is a good thing? All can benefit from feedback. Feedback helps to improve and enhance the service and that information can be used to make better informed decisions. It also allows us to build and maintain communication with others.

Effective feedback, both positive and negative, is very helpful and provides valuable information that can be used to make important decisions. It can highlight weaknesses as well as strengths. Effective feedback has benefits for the giver, the receiver, and the wider organisation.

To date the Helpdesk has raised 10,662 job requests this year. Once a job ticket has been closed on the system the customer receives an email letting them know their request has been completed and would they kindly provide feedback via the online form. Out of 10,662 job requests raised we have received 157 feedback responses. That is just 1.47%!

We would like to receive more feedback from customers so that we can improve our service and deliver a first rate helpdesk to the School. Please contact j.sidhu@lse.ac.uk if you have any comments, feedback or ideas which may help us.



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.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.

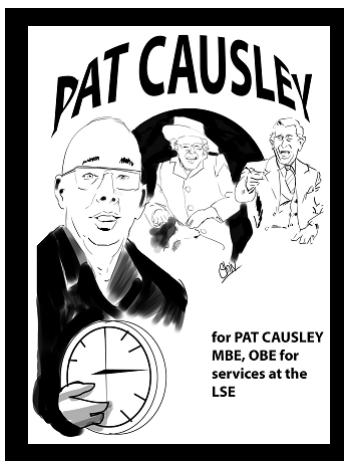
LSE **Estates Division**

Emergencies / Urgent	Submit a service request	Queries / Feedback General Information
Contact Help Desk Ext. 2444	Contact Help Desk Web Service Request Forms	Contact Help Desk Ext 7956 Estates.follow-up- 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 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

For more information please visit our web page at:

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

Pat Causley Has Left The Building



After 34 years at the LSE Pat Causley, Deputy Head of Maintenance has decided to hang up his snood and retire to a life of shopping and lazy days in Ibiza.

Pat actually started out as an apprentice electrician with an external contractor back in 1968. He installed some conduit in the toilets in Kings Chambers which is actually still there. This shows you the quality of his work.

In 1981 Pat became a full time member of staff at the School. He started off as an electrician, worked his way up to electrical supervisor, then he became the maintenance supervisor. He worked as a project manager for 5 years before becoming the Deputy Head of Maintenance.

Whilst at the School, Pat earned the name “the Raven” as he spent day and night at the School. Legend had it that if he ever left, the School would fall down just like the Tower of London. A prophecy which has come true as he is retiring—demolition of East Building, Clare Market and St Clements extension.

Pat will be remembered for many things. He was very fashion conscious and a trendsetter with his Kylie Minogue Snood and had a man bag before it became fashionable – although there was nothing in his bag except numchuks to weight it down.

Pat was not very domesticated – just as we started training him he decided to retire. Although he still hasn’t got to grips with which way to put dirty coffee cups in the dishwasher.

Pat was not very good at multi-tasking especially when answering emails. Many a time he answered his daughter’s emails while answering work emails. On many occasion he signed work emails with love and kisses and signed his daughter’s emails with Regards!

It is the end of an era and we will really miss Pat. We wish him all the best in his retirement.