

Estates Facilities Management Newsletter

October 2015

Estates news



Kempton Steam Railway
Restoring the Hampton to Kempton Waterworks Railway



Prepare to be amazed...

The school donated over a tonne of coal to the Hampton and Kempton Steam Railway. The redundant coal was originally intended to be used in the Senior Common room fire-place in the Old Building. The fireplace has recently been upgraded with a highly efficient gas version. Peter Fennelly arranged for the coal to be taken away for use on the steam railway.

Hampton and Kempton Steam Railway is one of the best kept secrets in West London and has one of the oldest working steam locomotives in the south of England. You can ride around the Hanworth Loop, a 2 foot gauge railway line, in a period coach pulled by a 1903 steam train. The Hanworth Loop was the first stage of a major project to reinstate the historic narrow gauge line that hauled coal from the Thames at Hampton to the giant steam pumping engines that are in the beautiful listed adjacent to the railway.



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.

Estates Facilities Management

Lifts



Sardinia Platform Lift

We have currently been having issues with the platform lift in Sardinia House. We inherited the lift when we took over Sardinia House. As this lift was only 3 years old a decision was made not to replace it.

The lift had been out of service for a number of weeks and was proving to be a huge challenge getting it repaired. We were having difficulty in sourcing parts to repair this lift as the parts had to be shipped over from North America. We had two different lift companies working hard to source the parts and specialist repair engineers in order to repair the lift. We have now repaired the lift and it is now back in working order. We are now in the process of moving the control buttons for easier use.

As a long term solution we are now looking at replacing the lift with one that can be easily maintained and uses UK parts.

Old Building Lifts

During the summer we did a mini refurbishment of lift no. 6 and 7 in the lobby of the main entrance. We received various feedback regarding these lifts on speed and reliability and took the summer break opportunity to do something about it. We found that some of the components were near the end of their lifecycle and had a lot of wear and tear due to heavy usage. The motor and control panels were changed and the internal lift cars were given a fresh look with new red panels and grey flooring. Running at 10m per second and are now running at 13m per second the lift door operators are more reliable and faster. Should the lifts break down all parts are readily available for a quick resolution.

If you do find any issues with the lifts please let us know. We take all your comments on board and any feedback helps us with future developments.



Sardinia Platform Stair Lift



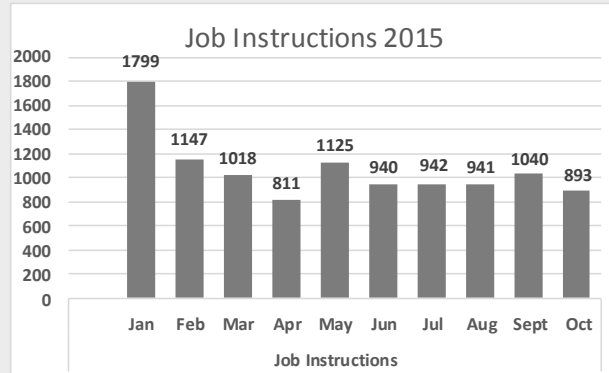
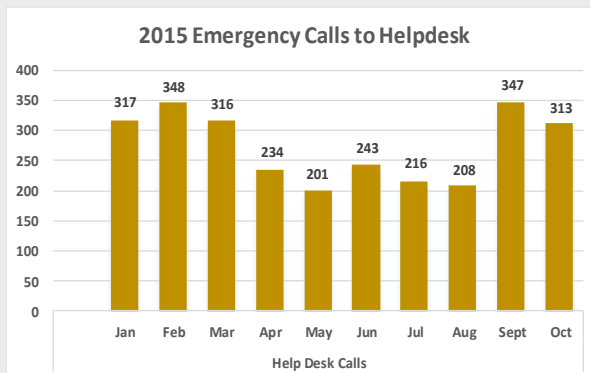
Old Building Lifts

Helpdesk

The Helpdesk and maintenance teams have been consistently busy this year. On average there were 1098 job instructions raised and 276 emergency calls to the helpdesk a month.

Over the last 10 months of the year the Helpdesk and maintenance logged and dealt with 10,656 job instructions and 2743 emergency calls.

The Helpdesk get a lot of calls to the emergency phone line which are not actually emergencies. We received a call from someone in Wales calling for a phone number for a restaurant on Lincoln's Inn Fields. Please remember the Helpdesk emergency line is for emergency calls!



Halloween



Following the move to 1 Kingsway, the Estates Division, GLPD and Advancement hosted a Halloween themed get together on Thursday 29th October 2015. As 3:30pm approached, the kitchen transformed into an eerie and spooky place with spider webs hanging from the ceiling. Each department made an effort to bring in treats and dress up for the event which was then followed by a Fancy Dress Competition. To get everyone talking and learning about each department, there was an Interdepartmental Quiz. Other activities such as bowling were set up, which featured the devil and witches of the Senior Management Team. One of the committee rooms was turned into a cinema. The Nightmare before Christmas played was showing complete with popcorn. It was a great way to get to know everyone on the 3rd floor.





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

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**

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>

Estates Staff News



Max Bitolo has joined Security Team “A”

Originally from DRC (Democratic Republic of Congo) Max was a security officer with Security 3 Ltd at Wembley Stadium. More recently he worked with Cancer Research in Camden as part of their benevolent staff.

Toyin Olomofo is currently working on the Estates Helpdesk as she is awaiting knee surgery and is unable to ‘pound the beat’. Toyin is scheduled to have her operation in early November, we wish her good luck and a speedy recovery.

Matt Boyd will remain within the Property and Space Management team until September 2016 as Assistant Estates Surveyor.



Chris Kudlicki retired earlier this month after 20 years of service with the School. We wish him all the best in his retirement.

Chris Roots has also decided to begin his retirement at the end of October after 10 years' service. We wish him all the best on his travels.



We're also saying farewell to **Sue Flint** who has been at the School for 20 years. We wish her well as she begins this next exciting chapter. Sue very sweetly left a beautiful spread of cupcakes and other goodies for Estates to enjoy and a huge thanks to her, she will surely be missed.



With effect from Monday 26th October we are pleased to welcome **Rachel Ward** and the **Room Bookings team** to the Estates family.

The Estates Facility Management Newsletter is compiled and edited by the Customer Service Manager and is published monthly.

For any related queries please contact: j.sidhu@lse.ac.uk