

# Estates Facilities Management Newsletter

Volume 3, Issue 10

February 2013

# LSE

## Estates Division Facilities Management

London School of Economics and Political Science

# Estates Facilities Management Newsletter



## Editor's blog on anything

It has been time of unexpected news recently. The Pope resigned. A natural thing to do for most of us—we all have the option to do so, but yet this is a historic decision, that could change the likely future behaviour of his successors. Whether one agrees with his philosophy or not, there seems to be consensus that Pope Benedict XVI is doing the right thing at the right time for the future of the Catholic Church. The rules are changing, we will

wait to see how.

Then, there was the story of Oscar Pistorius, who hit the headlines overnight. The Olympic hero, who inspired so many, changed athletic history and perceptions of disability, made people fall in love with him and become in awe of his achievements. The hero is now accused of premeditated murder, something he denies but regardless of the court's eventual decision, even in his best case scenario (of acquittal), the fact is that we are left with one person's life cut short and another ruined to one degree or

another. A tragedy all round.

Currently there are more questions than answers. I for one will be following this story closely. Let's hope that justice will prevail.

And more news continues to come in on resignations and inquiries. A real life human and political drama of rise and fall. I am sure the LSE community will be watching the events and analysing the impact. I look forward to reading the findings, even better, attending some public lectures where the impact of those events is discussed.

# Winter

## at the LSE!



Dear Colleagues,

Green Impact

Even though I've been caught out and yes I have had a post it on my screen! I would like to underline my support for the Estates Green Impact Team who are piloting a 'behavioural change' project within our division. Many of the changes are small on your individual part, and could well demonstrate the collective environmental benefit of shifts in our daily living habits (both at home and at work). So support them and take part in the team's monthly 'themed' topic newsletters, and informal Estates competitions. Also don't forget to look out for the 'Beaver Days' cartoon, with the Beaver mascot demonstrating the actions you can easily take ....

Julian S. Robinson Director of Estates

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.

## Nat West Houghton Street ATM scam alert!

Dear Colleagues,

Following 2 recent incidents at the NAT WEST cash machine on Houghton Street next to Wrights Café you are advised where possible to avoid using this machine.

On Thursday afternoon last thieves attached a neatly fitting device to the machine which then swallowed up a users card - the victims PIN number was compromised at the same time . In a separate incident on Friday evening a member of staff was distracted whilst using the machine and had her card stolen and again her PIN number was compromised at the same time .If you must use this particular ATM on Houghton street please be vigilant and if distracted do not to respond but immediately cancel your transaction and move away from the machine and report to campus security and / or Police.

Richard Mulcahy

Security Operations Manager



## Customer First Re-accreditation

Estates Division received the Customer First accreditation in 2011 and it is granted for two years. The time has come for us to apply to be re-accredited for the standard if we want to keep it and, of course, we do because the re-accreditation process has positive benefits, for instance:

1. Re-assessment provides an opportunity to revisit areas of best practice and continuous improvement since our last Customer First assessment
2. Re-Accreditation illustrates that we continue to successfully put the customer at the heart of what we do
3. Validation that internal systems and processes are still robust following any changes in our organisation since our last assessment
4. Supports the team to re-visit approaches to service delivery, enabling any new staff to undergo the Customer First experience
5. Enables us to build on our existing customer and employee loyalty drivers

We have moved forward in leaps and bounds in the past two years and it would be exceedingly good for our effort to be formally recognised. I will use this opportunity to mention only a few examples of the work we have done on service improvement in the past two years:

1. We have a more robust system of communication and procedures that results in better relationship with the external and internal customers; e.g. CD:FM communication updates / liaison on project work; FM forum; DoE Meet the Customer initiative;
2. We have produced our Service Delivery Plan that sets out the Estates objectives for the short to medium term future. Estates are currently looking into the best way we can support the new Director of LSE vision for the future, including the expansion of the student intake.
3. We introduced new services and business improvement models in response to customer feedback and changed market conditions —e.g. New more comprehensive cleaning contract, formal centralised Furniture procedure for supply of additional and replacement furniture across campus, etc.
4. We are monitoring our data better and provide statistics for management purposes—e.g. Complaints and Complements Logs; New Building Snagging Logs; Meet-the-Customer Feedback and Action Log; Stats on Requests raised by Security; Sustainability Action and Impact; Maintenance Job Requests and Feedback; etc.

As part of our continuous service improvement we have been looking into organising a training session for all staff. We are now in a position to enrol all staff on Customer Services Excellence Training. The training is compulsory and will form part of our Customer First re-accreditation. It is important that we have the full support of all staff. The dates and attendance schedules are with the Heads of Sections and supervisors, who should be contacted in the first instance for reference. Alternatively please contact Beni Ahjem, Customer Services Manager with any enquiries.

## When emergency strikes



On 23.01.13 a major fault developed in the boiler house of Old Building. The main electrical supply was affected and the building was left with no heating, hot water or pressure to the cold water.

Our team was hard at work to put a temporary repair in place in order to reinstate these services. Everything was up and running in three hours.

Parts have been ordered and the permanent repair will be done out of

hours by the in-house technicians.

We would like to thank all staff in Old Building who were affected by the fault for their patience and co-operation.



## 32 Lincoln's Inn Fields—just opened its doors

32 LIF opened its doors on 14th January 2013—what a transformation! The building is a listed historical site but the finish is modern and suited for the demands of the 21st century.

The occupants were very excited to move to the newly refurbished building and showed patience and understanding whilst working with the project manager, Estates Help Desk and the contractor to log and clear the various snagging issues that are inevitable with a project of this size. In parallel, our FM contractors were working tirelessly to do their bit in bringing the building to the useable state it needs to be.

On behalf of Estates, please accept our thanks for the co-operation and support. It is much appreciated.

The building will be fully handed over to LSE in April. It is well worth a visit and a quick stop at the Bean Counter for a cup of coffee at least. We are looking forward to seeing you there.



Job number 169126.01

We are absolutely positively delighted with the door closer and that our door now shuts fully. This small thing has dramatically improved our working environment, and we can't thank you enough for coming and sorting it out for us so quickly! Typically we're only in touch when something is broken, and so I just want to say that the SSC really appreciates all that your team does for us!

Dear Vic (Porters)

I am writing to let you know that I will be leaving LSE Cities this week. After three very enjoyable and rewarding years at LSE I am now embarking on a move to Southern Italy...

My last day is today and I just wanted to say how much I have enjoyed having the opportunity to work with you and your team over the last few years - your help and support and kindnesses have been greatly appreciated! Thank you!

Best wishes, Katherine Wallis

## LSE staff visited 10 Downing Street

Our Halls of Residence Northumberland House is connected to the Whitehall District heating system and have quarterly user group meetings. Our colleague Chris Roots was invited to attend on behalf of Estates and the recent meeting took place in No.10 Downing Street. At the meeting the managing agent gave an update on the impending maintenance on the heating system that will affect our Hall of Residence. Unfortunately, there was no high profile visit from the PM. Better luck next time Chris, the meeting will be in the Treasury.







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.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 Division Staff News



Ian James has joined Estates Division as Interim Head of Facilities whilst Mark Atkinson is on

extended leave. Ian is based on 4th floor of Tower 1 and can be contacted on x 6080 (020 7955 6080) or email [i.james@lse.ac.uk](mailto:i.james@lse.ac.uk)



Richard Allen has now become a permanent member of staff within the Estates Division as Facilities Manager.

The Facilities Manager (Operational) role is a new role which amongst other duties will see a smooth handover from Vic Finnigan when he retires,

Richard will ultimately line manage the porters. Richard is based in Tower1 4<sup>th</sup> Floor with the Sustainability Team, Telephone and Email: #6618 - [r.allen1@lse.ac.uk](mailto:r.allen1@lse.ac.uk)

Other staff who joined the Estates Division this month are:

Christian Nounang-Kouoh has joined as Day Security Officer

Rhazid Mendez has joined as Night Security Officer

Jerry Addo-Gamson has also joined as a Night Security Officer

Beena Gohil has joined as a Receptionist (32L)

Yanli Ji has joined as a Receptionist (TW1/2)

Antonio Higuaita joined the Estates Porters team.

We're are also pleased to announce that following formal interviews **Martyn Fisher** has accepted the post and will take up the position of Assistant Director of Capital Development from Monday 28 January 2013.

We also would like to extend our best wishes and congratulations to two Estates staff members, Emma Lovegrove and Daniel Cox who got married this month! All the very best for the future from all of us!



**Razzies**  
**"Parent of the month" award**



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)

