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LSE

Estates Division
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

Welcome to the February edition of the newsletter.



Happy belated St Valentine's Day!

It has been a busy start to 2011 with lots of activities taking place here at the Estates Division. Here are some examples of what went on:

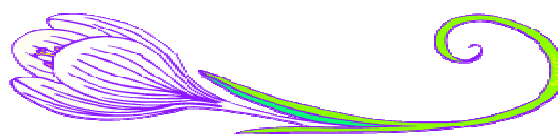
The Customer 1st initiative took on a new momentum, a lot is to be done but with the co-operation of all staff we should be able to submit our application this year.

We are at the end of the Green Impact project and are looking forward to the audit in March! We are keeping our fingers crossed for a good outcome.

We also completed the draft Service Queries and Complaints procedure, which is shortly to be approved and will be published on the web.

On a different note, Spring

is in the air and we look forward to a bit of sunshine and warmth. There is something magical in the smell of Spring and everything coming to life.



Meet HelpDesk — Invitation

You are invited to meet with the Estates Help Desk. Please get in touch to suggest a suitable time for the regular users of your department to meet with us .

The meetings are informal and are opportunities to talk about what we do and how we can work better together .

We look forward to seeing you soon!

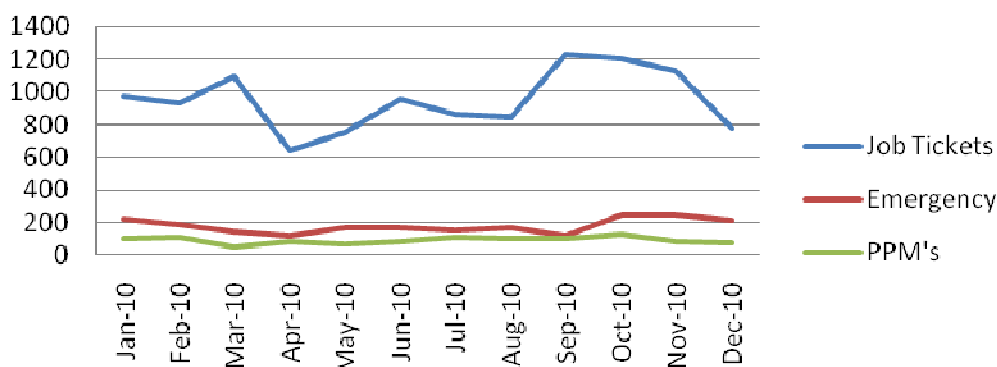
Contact: a.ahjem@lse.ac.uk; ext. 7778

Maintenance jobs in 2010

Job requests - 12422

Emergency calls - 2386

Planned Preventative Jobs - 1229



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Room for Thought:

A half truth is a whole lie. ~Yiddish Proverb

We tell lies when we are afraid... afraid of what we don't know, afraid of what others will think, afraid of what will be found out about us. But every time we tell a lie, the thing that we fear grows stronger. ~Tad Williams

A lie may take care of the present, but it has no future. ~Author Unknown

If you have received this newsletter by email this is because you have either subscribed to it or have been identified as a regular user 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.

LED lights

The properties of LED

What is LED Lighting?

- **Efficiency**
 - Low power consumption (20% vs. traditional or halogen)
 - Light output – over 100 lumens per watt
 - Heat reduction – 65 - 70% power into light (*traditional = 85% power into heat*)
- **Longevity**
 - Up to 50,000 hours
 - 35 years at 4 hours per day
 - 12 years at 12 hours per day
 - 80,000 – 100,000 hour products in development
- **Environmental responsibility**
 - No UV – Halogens high UV content – banned by 2012?
 - No Mercury – CFLs/tube lights contain Mercury – poor disposal record
 - Less irradiated heat – Traditional lights high levels of irradiation
 - Recycling – many LEDs mostly polycarbonate/aluminium
- **Health**
 - Solid state – no flicker (headaches, tired eyes)
 - Bright white light – visibility

We are starting to use LED lights as much as possible throughout campus. We will be replacing, in due course, any light bulbs that have come to the end of their useful life and where the fittings allow for the use of the new lights .

As a result we thought we will include a short presentation on their properties and environmental credentials that we hope will be of interest to you.

Environmental Zeitgeist

- Global carbon reduction initiatives
- Carbon Reduction Commitment
- Low energy consumption vs alternatives
- Low maintenance, benefits for wiring, socketry
- Non-toxic
- Responsibly disposable
- Long-life
- Uncertain future of low energy alternatives

What kept Maintenance busy—February update.

February was another busy month for us with various emergencies. Here is a quick update:

Kings and Lincolns Chambers—the heating was turned off for a day as a result of gas disconnection by British Gas.

Dear Mr. Callender,

I'm writing to thank you for sending David (Ogwok) over last week to fix my windows, which previously didn't close properly. When I returned to the office Friday I was amazed at the difference it made: much warmer without the draughtiness, and less noisy by about half as well... I wanted to say thanks for the excellent work.

Best regards,
Prof. Kenneth Benoit
Head of Methodology Institute

Flood in the LRB—caused by too much paper in the loo pans. The blockage was cleared and the area was cleaned and disinfected before returned to service.

Ladies loos by the Student

Services Centre—the sink was blocked in this area and when we investigated we found the full content of a ladies beauty bag—lip liners, tweezers, coins etc. (pic. below)



Tower 2—blockages—the recent water disconnections in Tower 1 led to some pollution in the water that caused some of the valves to block and partially cease. These were cleaned and upgraded to less sensitive ones in order to minimise future faults.

Old Building windows—a contractor was instructed to check all wooden

Dear Paul (Franklin),

... – HoD of Geography took the trouble to search me out last night He thanked me for following up his queries and wanted to compliment the Estates team for their good communication and responsiveness. Thank you to you and your colleagues for acting so quickly and positively.

Julian S Robinson

frame windows to ensure they are operational and all outside secondary glazing metal framed windows will be replaced in 6-8 weeks time with more modern alternative.

Lift 12, LRB—students got stuck in the lift in the Library and decided to take their rescue in their own hands damaging the lift door locks in the process. The new lock took time to settle causing minor break downs. We hope the lift to be back in service permanently by the end of February.

Dear Beni,

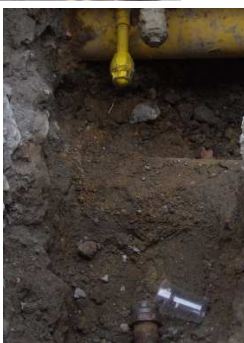
For a while now I have been meaning to email you about the work that the guys from Estates have been doing in S600 and in the Econ department as a whole. Basically there are just too many jobs to mention that have been carried out here in the past 6 months and ALL those jobs have been carried out amazingly swiftly.

So on the behalf of the department, thank you very much.

Kind regards, Natashaia Clarke



The Gas Board carried out the repair and the heating was re-stored.



Update on the St Philips redevelopment—New Student Centre

A number of customers suggested in our meeting that they would find it interesting to receive updates on progress of some of the bigger projects run by Estates and particularly with St Phillips. The best place to check for updates is our web site where you will find the latest news, link is: [//www2.lse.ac.uk/intranet/students/newStudentsCentre/Home.aspx](http://www2.lse.ac.uk/intranet/students/newStudentsCentre/Home.aspx)

A newsletter with a full update will be sent to LSE users shortly, watch this space!

Quick snippet: The project remains on budget. Demolition of the old St Philips Buildings will commence in May 2011. Construction work will commence in October 2011. The project is now due for completion in April 2013.



Help Desk service request forms and Service Queries and Complaints Procedure

Web Service Request Forms

Following on from the feedback received at the meeting with our regular users we worked together with our admin team to upgrade the Service Requests Forms page.

We had some limitations to what our options were in terms of what could be put on the web, but from the ones available, we chose the visual display as featured here to the right.

Hopefully the new web page is a bit more user friendly with clear differentiation between the forms and additional explanation for guidance.

Please let us know what you think.

Maintenance requests

Used to report electrical, plumbing, heating, cooling and fixture related issues and problems to existing facilities on campus. Typical examples are lamp changes, installation of shelves, broken glass and blocked toilets. Also used for whiteboard and noticeboard requests.

Additional or replacement locks (Departmental Administrators only)

Digital lock reprogramming (Departmental Administrators only)

Additional/Replacement Keys (Departmental Administrators only)

Door plate request form

For submitting request for new or updated room door plates. It can take some time to process door plate requests. Please check with the Help Desk before resubmitting your request as duplicate requests can cause confusion and delays.

Out of hours maintenance support form

Where a department requires direct labour support for an out-of-hours function. Please note the overtime costs are usually charged to the department making the out-of-hours request.

Estates cleaning requests/ issues

Used to report any cleaning issues, bin emptying requests, environmentally friendly disposal of office related waste such as old printer cartridges, and any other issues dealt with by the Environmental Supervisor.

Telecomms request form (For Telecomms use only - other departments requesting a Telecomms related service please contact Telecomms direct)

Data point form (for use by IT services only)

New Works Request form

Any improvements or new works to facilities, including painting and decorating.

Estates.space.requests@lse.ac.uk

Office moves and space management requests including allocation of space, relocation, acquisitions and disposals.

Disability access queries

Peacock Theatre request form For use by Saddlers Wells personnel.

Complaints Procedure

The second initiative that we have been working on for some time was to create a formal Service Queries and Complaints Procedure for the Estates Division in order to give customers clear guidance of the steps to follow and people to contact in the cases where enquiries and complaints are to be placed.

It also sets the time frame within which the initial contact with the customer will be initiated in order to deal with the issue.

We are currently at the final phase of the approval process and we hope to be in a position very shortly to upload the procedure on the web for your peruse.

Once available, please let us know what you think about this as well.



ARE YOU GETTING THE MOST OF YOUR VEHICLE?

And we thought we had too much on....

Staff news

When customers felt we could have done better

In this section we feature randomly selected feedback where the customer felt we could have done better. All feedback indicating that there is a shortfall in performance is investigated and where appropriate addressed as we try to learn from our mistakes.

We had a few enquiries from Departments regarding the process of door name plate updating in St Clements House 1st & 2nd floor and Connaught House. Staff did not appear to know that following the recent signs replacement the responsibility for the updating of the name plates moved to the Departments. Please refer to the following link for more information and to find a template: <http://www2.lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/estatesDivision/HelpdeskAndServices/serviceRequesthelpdesk/replacementdoorinserts.aspx>

Increased Immigration Controls / Removal of the Default Retirement Age

- From 5 April 2011, UKBA introduce significant reductions in the national quota of overseas workers, and increased requirements to justify their employment. LSE will adjust its HR procedures to accommodate this, there is guidance on the web site.
- Government confirmed Default Retirement Age to be abolished - 1st October 2011
- Transitional arrangements from 6th April 2011
- Existing School procedure to complete for those reaching 65 in 2011 or those with extended retirement in 2011. Guidance available from HR.



Customer First Standard—Update

The Customer First standard is looking for a culture of customer focused service that is following best practice.

Therefore, it is all staff's responsibility to ensure they are doing all they can to support this initiative and take responsibility for their part.

We will be enrolling the help of HR to help us with the application for the Customer 1st Standard and the achieving of compliance with the 30 statements.

Staff will be invited to workshops that will be designed to cover all aspects of the criteria that it to be achieved. It is therefore, of paramount importance that everyone is on board and takes part. Thanks in advance for your co-operation.

Green Impact Project—Update

We have now submitted our work book on the Green Impact Project for 2011.

Our last activities, as part of the social responsibility criteria, were to hold two fund raising events in order to support various charities.

On behalf of the Green Impact Team we would like to use this opportunity to thank all staff who took part in the Project and supported our initiatives.

We are now keeping our fingers crossed for the outcome of the audit.

We hope to do better than last year and build on our success for the future.

Photo: McMillan Cancer Support fund raising cake sale. We raised a total of £175.

The following Friday, we also raised £90.70 for Jeans for Genes!

Well done everyone!



Estates Help Desk Contact Details

To log a request: Estates Division—Help Desk and Services—Service Request Form

To report an emergency: call ext. 2444, from communal phones dial #2444

To follow up progress on a job or log an enquiry: estates.follow-up-jobs@lse.ac.uk

Contact Help Desk: ext. 7956, ext.6415, estates-help-desk@lse.ac.uk

Customer Services Manager: ext. 7778, a.ahjem@lse.ac.uk

