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February 2012

LSE

Estates Division  
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

# Estates Facility Management Newsletter

## Editor's blog

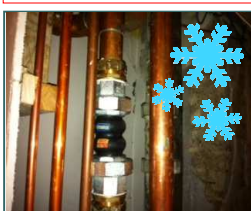
When rich people do good!

It was a great privilege to welcome Bill Gates and Hans

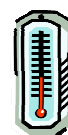
Roseling to the LSE recently. They were here to promote the Global Poverty Project's initiative designed to help the 1.4 billion people in the world who live in extreme poverty.

It is most inspirational to hear that some of the most powerful people have got their priorities right, emphasising that health should precede economic growth and trying to engage the world into tackling poverty in view of the ever increasing population numbers. It clearly is a difficult message to deliver in the current economic situation but people should always remember that peoples wellbeing must come first. As Hans Rosling put it, tackling poverty required "hearts, brain and wallets working together."

It was a pleasure and a privilege for the Estates Division to have been a part of the event by helping the Conferences team. This is what Sarah Atkinson, Events Executive (International & UK) said: "I just wanted to say a big thank you to you all for all your contributions to the Bill Gates event ... This event was on a large scale and important for the School. It also involved a number of departments and people across the School and it was a pleasure to work with you all to bring this together. Many, many thanks for all your efforts. We had relatively short notice so I know there was pressure to pull this off and, from everything that has been said, it was a great success and this was down to everyone involved. From Alan and I (and the rest of Conferences) thank you!"



The cold weather spell brought a number of problems that have been keeping the Maintenance Team busy for some time. The picture on the left shows the Columbia House expansion bellow that ruptured on 7th Feb affecting the heating on the 1, 2, 3 floors of the building. To deal with the impact of the emergency our supervisor turned the heating on/off all day to keep the area warm while we sourced parts, drained the system and carried out the repair on 8th Feb. We also had burst pipes in the boiler house in 32 Lincoln's Inn Field and the Green Room in the Old Building as well as water leakage in NAB Lower Ground Cloak Room / Meter Room. Further heating problems were experienced in the Vera Anstey Room. Special thanks to our fitters and security who worked together to deal with the emergencies, many of which were out of hours.



## Room for thought:

Every good act is charity. A man's true wealth hereafter is the good that he does in this world to his fellows." Moliere

"True charity is the desire to be useful to others without thought of recompense" Emanuel Swedenborg

"If I am not for myself, who will be for me? If I am not for others, what am I? And if not now, when?" Rabbi Hillel



This newsletter is distributed by email to subscribers and regular users of Help Desk. We hope you like reading it, however should you wish to unsubscribe please reply to the original email with 'unsubscribe' in the headline. The newsletter can also be found on the Estates Help Desk web page.

## Feedback

JI 154223.01

The job was carried out very quickly and efficiently. In addition to this the worker who carried out the job was friendly and interested in finding out more about the work we are doing here at LSE Cities.

JI 153844.01

Dear All

Many thanks for the prompt reply and sorting out the socket for us so quickly. Everyone was very appreciative.

Marion Hancock  
Deputy Advice Manager

## Water fountains in St Clements

As part of the project for installation of point of use heater in St Clements, the drinking water taps were removed from the toilets. We are endeavouring to re-install drinking water in the kitchens by the end of February.

Over the next couple of weekends our contractor will be flipping over cold water services from tanked water to mains water and on completion the wash hand basin taps will have drinking water. We will label the drinking water taps in order to make them easily identifiable.

In the meantime, please continue to use the drinking water fountains located in:

St Clements—Ground Floor—S70

St Clements—5th Floor—S569

St Clements—6th Floor – S669

East Building—Ground Floor—Rear staircase to the gym

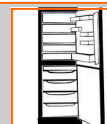


## Kitchen appliances and White Goods

On request of a departmental manager, we are posting a reminder that kitchen appliances and white goods are the responsibility of the departments to maintain and repair.

For example if a fridge, dishwasher, microwave etc are no longer working properly, it is for the department to arrange a service call with the manufacturer of the equipment so that it is repaired. If it requires replacing, please remember to arrange for its safe disposal; usually the supplier of the new item will be able to do this for you free of charge.

If you suspect that the power / water supply to the appliance may be affected please let Estates Help Desk know.



## Interview with Phil Newsham—Project Manager, Capital Development

**How long have you been with the LSE?** I joined in November 2009, so I've been here just over 2 years now. Each new day has been better than the last!

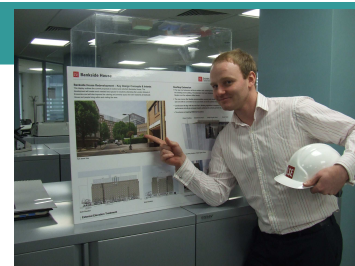
**How would you describe your current job role in one sentence?** Making sure that people who know what they are doing talk to each other at the right time.

**What were the most recent projects you were involved in?** Most of my time recently has been devoted to the Bankside Redevelopment scheme, which received planning permission just before Christmas, and looking at a long term strategy for refurbishing the other halls of residence across the portfolio. In terms of recent schemes delivered on campus, we have now completed 90% of the improvements to signage and wayfinding, which can generally be seen as a success, despite some issues. I have also managed a number of office and classroom refurbishment jobs across campus, including the Behavioural Lab in the basement of Clement House.

**What did you do before you joined the Estates Division?** I was working for a surveying firm called Faithful&Gould. I started out training as a Quantity Surveyor with them, realised there was more to life than measuring and spreadsheets so moved into Building Surveying; this was fine in the summer, but doing roof surveys in the rain is no fun at all. I learnt a lot from both experiences and it hopefully stands me in good stead for my current role.

**What is your favourite place? What is special about it?** I can be quite fickle, so my favourite place seems to change quite regularly and tends to be the last exciting place I visited. Given the fact the last holiday I had was trekking in the Atlas Mountains, which was pretty tough but absolutely stunning, I'm going to say there; though I'm sure this will change after my next trip. My home town of Scunthorpe will obviously always be a close contender though.

**Tell us something that we may not know about you?** Well, as I'm still carrying a bit of Christmas weight people may not realise that I run marathons and need to quickly start thinking about training for the Madrid Marathon that I have signed up for in April. Oddly, as I don't really like running, I am 2 marathons into a 10 race and 10 year bet with one of my friends. The aim is to see who can get the fastest combined time over the worlds top 10 marathons, the prize money being a hefty £50. However my first two marathons have been in Amsterdam and Berlin and I am in the process of booking flights to Madrid, so even if I win I imagine I should be down about a £5k in the end .....I am currently winning by 6 minutes though, so worth it!



## Ordering 'signed for' items by post

This is a request for co-operation from all staff from the LSE Post Room:

The Post Room receive in excess of 20,000 "Signed For" items every year. A large percentage of these are personal items.

Can we please ask that if staff order any "Signed For" items (e.g Recorded/Special Delivery, UPS, DHL, FEDEX etc) then please notify the Post Room so that they can let you know when the item has arrived.

We will **not** accept responsibility for personal items delivered to the School unless the Post Room staff have had notification.

This applies only to personal items and using any "Signed For" service.

If you have any queries regarding this please do not hesitate to contact the Post Room on ext 7989 or 6564. Alternatively email [postal.enquiries@lse.ac.uk](mailto:postal.enquiries@lse.ac.uk)

Thank you for your co-operation.

Tony Simpson

Post Room Supervisor



## Estates Division's Sustainable Success

**December 2011.** The LSE added two further achievements to its collection, in this field. Firstly it gained re-accreditation for the Carbon Trust Standard first awarded in August 2008. And most excitingly it garnered its first ever BREEAM 'Outstanding' rating for the design of the New Students' Centre which is currently under construction.



As part of our sustainability and ethical commitment, this year our new initiative for the Estates Facility Management teams was to source the staff uniforms from a Fair Trade supplier.

Cotton Roots, an ethical clothing provider supplied individually branded Fair Trade Certified cotton polo shirts for our teams with both the LSE and the Fair Trade logos prominently displayed. You will be able to recognise our staff on campus by their uniform, as follows:

## New Fair Trade uniforms for the Estates FM teams



**Porters**—light blue;



**Post Room**—red;



**Maintenance**—dark blue;



**Cleaners**—dark blue with logo on the front and the back stating "Resource working in partnership with the LSE"



## Welcome Martin Bolton, Interim Head of Sustainability

Please welcome Martin Bolton who has joined Estates Division to take the lead on the School's environmental sustainability projects and initiatives.

As an environmental professional he has spent the last 10 years with the South East England Development Agency delivering the regional economic strategy with particular focus on assisting the transition of the South East to a low carbon economy. He also acted as the Corporate Sustainability Manager establishing the Agency's Environmental Management System (EMS) and achieving the international environmental standard ISO14001 accreditation. Prior to joining SEEDA, he worked for the BioRegional Development Group who built the world's first zero carbon development (BedZED) and also established and ran an environmental services company.

He is based in Tower 1, 4<sup>th</sup> floor (within Sustainability section) and can be contacted on ext. 3746 or by email [m.j.bolton@lse.ac.uk](mailto:m.j.bolton@lse.ac.uk)



## The Courtauld Gallery— Somerset House



Did you know its free to visit the **Courtauld Gallery** between 9.00-1400 on a Monday – for a bit of inspiration to start the week, and LSE card holders get free admission anytime, so we can just stroll round in 10 mins and see the artwork – some dating back to 1526 like Cranach's Adam and Eve- famous from Desperate Housewives....here is the link <http://www.courtauld.ac.uk/gallery/visitorinfo/index.shtml>

Of course the **Sir John Soane Museum** is another local treasure not to be missed!

<http://www.soane.org/>



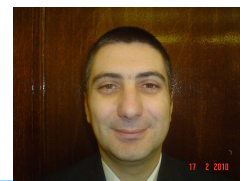
## Congratulations to Boban Velickovski

Boban previously worked as part of LSE day security team and was recently promoted to the position of Deputy Security Operations Manager, based in

OLD1.02. He will report directly to Richard Mulcahy (Security Operations Manager) and can be contacted by telephone on 020-7955-6506 or by e-mail <mailto:b.velickovski@lse.ac.uk>.

Boban will be dealing with all operational enquiries together with Richard Mulcahy (x6589).

Administrative enquires should be directed to Graham Shillabeer (x7978 <mailto:g.shillabeer@lse.ac.uk>).



## Congratulations to Roohullah Khan

Rooh has recently taken up the post of Security Team Leader with special responsibility for the New Academic Building, replacing Mr

Clive Mendes. Rooh was previously part of the LSE day security team before his promotion to Team Leader – Congratulations Rooh!

Rooh can be contacted by telephone on 020-7106-1234 or by e-mail [Lse.Nab.Reception@lse.ac.uk](mailto:Lse.Nab.Reception@lse.ac.uk) or



## Welcome to Karen van der Vat

Karen van der Vat is our new temporary FM Manager who will report to Mark Atkinson.

She specialises in business start up as well as the restructure of existing businesses with the ability to proactively identify, establish and assign purchasing and relocation solutions. Karen is sitting with Facilities Team on the 4<sup>th</sup> Floor of Tower 1 and can be contacted on ext. 6544



## Congratulations to Terri Townsend

On Saturday 11 February, Terri had her baby boy. Mother and baby are doing well. Congratulations and best wishes!



## Retiring—Peter White

Peter White, the Reprographics Technical Manager, is leaving the LSE after some 20 years service.

To celebrate Peter's time at the School and to wish him farewell, we hosted a gathering in the function room above the George IV pub on Portugal Street on Tuesday 31st January.



Staff and colleagues joined the celebration and wished Peter good luck for his retirement.



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)



## Estates Help Desk Contact Details

Log a request via the web: LSE— 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 query: [estates.follow-up-jobs@lse.ac.uk](mailto:estates.follow-up-jobs@lse.ac.uk)

Contact Help Desk: ext. 7956, ext.6415, [estates-help-desk@lse.ac.uk](mailto:estates-help-desk@lse.ac.uk)

Customer Services Manager: ext. 7778, [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk)

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