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LSE

Estates Division Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

For those of you who still remember it, I hope the Christmas holiday went well and you all had a positive start to 2011. It feels so long ago now!

We had a lovely build up to the holiday with the Christmas Kids Party, see pictures on p.2 and the Director's Christmas party, we are still hearing the stories of the fun everyone had.

Unfortunately, work was not as kind to the Maintenance team with an emergency after an emergency to deal with, see p.2. Special thanks to Malcolm Callender who was called a number of times out of hours to return to work and deal with the burst pipes and floods. He was supported by Paul Franklin and Pat Causley. Also thanks to all technicians who worked tire-

lessly to reinstate the heating in the various buildings. The list will not be completed without a big thank you to Steve Ryan, electrical supervisor, who attended a weekend emergency to the heating in the New Theatre, which had a commercial booking at the time. He was supported by Pat Causley.

A real A-Team response!

Well done everyone.



On a different note, as you may recall, we hope to expand the scope of the newsletter to include the wider area of Facility Management. Please let us know what areas you are particularly interested to hear about so that we can make sure we cover them.

Enjoy the read!

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



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Room for Thought:

A problem well stated is a problem half solved." - Charles Franklin Kettering

Leadership should be born out of the understanding of the needs of those who would be affected by it.~ Marian Anderson

Humans are ambitious and rational and proud. And we don't fall in line with people who don't respect us and who we don't believe have our best interests at heart. We are willing to follow leaders, but only to the extent that we believe they call on our best, not our worst. ~ Rachel Maddow

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.

Lift 56—the journey of a complex repair

After an epic few months, we finally feel we may have conquered the problem in lift 56—the goods lift in Clement House, certainly the most stubborn fault we have come across in a long while.

The initial report was of a lift breakdown that resulted in the lift having a jagged travel. The lift company was asked to attend and undertook a series of repairs but they were all carried out to no avail. They went on a quest by elimination to find out what could be causing the issue and involved the manufacturer for advice. Yet after a number of months of trial and error, sending parts for testing and unsuccessful outcomes it was decided that the lift electrical control panel and associated equipment will be completely refurbished in order to leave no possible cause for the fault to display itself again. We now hope that these works will finish at the end of January and are keeping everything crossed for a successful outcome.

We would like to use this opportunity to apologise for the inconvenience caused and thank the customers for their patience and understanding during the time the lift was being investigated and repair works carried out.

What kept Maintenance busy—Dec/Jan update.

December was very busy for us, the emergencies kept on coming and January started in a similar fashion, although it has now slowed down. Here are only a few examples of what went on:

Towers— heating was affected on several occasions by the installation of the fire alarms as the sensors are linked to the boiler house. Also the works caused a boiler to discharge large amount of water, which caused **flooding on the 11th floor**. The Fire alarm activations also isolated the chiller and boiler combustion air fan resulting in the boiler failing to run, the pipes cooled off causing the joints to contract and we ended up with **a flood in the basement**.



Tower 3, 11th floor leaking connection



Columbia House heating burst pipe

Heating in Columbia House—due to a burst pipe over a weekend we lost the heating in the building from Sun -Tue. Our supervisor worked tirelessly to reinstate the heating.

Heating in Old Building was affected for a number of weeks by the boiler replacement works. The 1st, 3rd and 6th floors were worst affected due to an additional pump failure. The major boiler replacement took place before Christmas and the project is scheduled to be finished in March.



Old Building collapsed ceiling

Peacock Theatre— the BMS developed a fault which required a specialist contractor to repair in order to reinstate the heating. In the meantime, the system was put on manual. Also, due to the snow we had an issue with the delivery of heating oil. We got it at the 11th hour, just in time to save the day.

LRB heating was affected due to a gas valve shutting down, now repaired.

LRB - an air handling unit in the archive area was making a very loud noise, following the repair there were further problems with pressure.

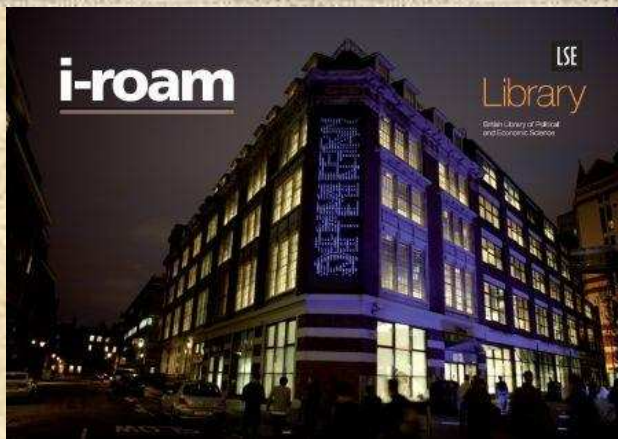
Flood in the LRB— a burst pipe created another weekend emergency for our team.

Heating on 4th January—The heating system on campus was programmed to come on two days early to allow for the fabric of the building to warm up before the start of work on 4th. However there were a few buildings that did not have heating due to various faults. In **St Clements**, the main electrical supply to the boiler house failed over the closure period due to a faulty 3 phase circuit breaker and prevented the heating to be activated as programmed. The circuit breaker was replaced and the heating was reinstated on 4th Jan. Other affected buildings were Old Building, Columbia House, Clare Market and East Building.

Tower 1 refurbishment works— as a result of the refurbishment project there were a few complications with the Building Maintenance System and the Fire Alarm Panel that resulted in disruption to the water supply and other services. The Project Manager, the contractor and Maintenance staff worked together to reinstate the services as soon as possible.

Just wanted to thank all the Estates, LSE and Library Security staff who helped with last night's flood and for ensuring it didn't cause any more damage - all your efforts are very much appreciated. The Library almost looks as though nothing has happened this morning, which is the best tribute to what everyone did. Please pass on my thanks to all concerned. Val Straw

What have Estates been doing for the Library in 2010?



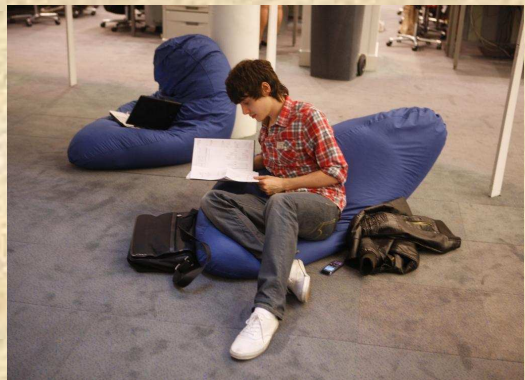
Val Straw, who looks after the Library facilities among lots of other things, kindly published an article on what we have done to help the Library in 2010. Thanks Val for your contribution to this newsletter and for your continuous support of our work. Here is what Val wrote:

What have Estates been doing for the Library in 2010?

A bit like the Romans, quite a lot, and we thought it would be good to let you know what projects have already been completed and what are in the pipe-line. There has been a full programme of minor works and some larger installations as well as routine jobs. As all Library staff might not be aware of these and only hear about building problems, we thought we'd let you know the scale of the works, acknowledge the help the Library gets from colleagues in Estates and thank all Library staff involved in ensuring the jobs went smoothly.

Summer projects – Estates

- Replacing the blinds on the lower ground floor - a major installation, not without a few hiccups, but which has given us much more efficient, easy to maintain and better looking blinds
- Installation of the service counter heating system - coming into its own now
- Lifts - major works to the staff lift. Again, not without problems and quite a complex job
- Filling in cracks in the Archives store floor - now this has been done Estates will keep an eye on the floor and take action if there are any more problems
- Removing blinds from the study rooms
- Full check of the Library's emergency lighting



LSE Kids Christmas Party 2010

"Thank you very much for all your hard work on the Children's Christmas party. We have had very positive feedback from parents and a good time was had by all who attended. Please also pass on thanks to your team for helping make the party a success. Merry Christmas!" (from Conferences and we echo this)



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.

There were a number of complaints about the Estates Division not providing portable heaters to boost local temperature on request. When dealing with complaints about **room temperature and heating** we are following the **LSE general guidance note**:

<http://www2.lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/estatesDivision/pdf/Ambiant%20room%20temp.pdf>.

As you will note from the linked document, we do not supply electrical heaters as a matter of routine as they cause as many problems as they solve and as a result we have to manage the situation and make a call to what the best action is on a case by case basis. The rule of thumb is that heaters will only be provided if the central heating has broken down, is switched off by Estates or for H&S reasons.

We have the difficult task of managing a balance of comfort, environmental considerations and legal requirements and as you will appreciate it is not possible to satisfy all personal preferences. ☼

On a different note, we were approached by a colleague with a request to create a sign for the department users of the staff facilities. Just to clarify: The Estates Division takes care of statutory signs including H&S and Fire Safety notices as well as directional signs that are part of the signposting on campus. We also post notices advising of any works being carried out or relating to any initiative we have undertaken. Departments are responsible for managing their users and the associated communication on housekeeping issues. This could be done via a meeting with the users, a reminder email, or by posted notices etc. Therefore, the guidance notices of the kind 'keep tidy', 'turn off' etc. on the use of departmental facilities should be posted by the Department.



Customer First Standard—Update

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

The first meeting for the Maintenance and Help Desk staff will take place in the time slot of the next Tool Box Talk.

The other Estates Section Heads / Leaders are invited to book their team meetings as soon as possible. Please inform Allan Blair on the dates. There is a Customer First Briefing that can be used as a guidance.

Green Impact Project—Update

The Estates Division is taking part in the LSE Green Impact Project. The deadline for submission of the application is in February. The NCT team has made good progress so far. However, there is still a lot to do as we are aiming to do better than last year. Examples of the initiatives we undertook as part of the Green Impact are: the poster campaign, the Green Impact newsletter, we introduced recycling of catalogues etc. There are few other initiatives that are at the implementation stage and will count towards our compliance.

We look forward to finalising our initiatives.

It is essential that any staff who have been approached with a request for information replies swiftly as the deadline is fast approaching and we need to have all of the required information.



Waste Not. Waste Not.

Did you know that about 70% of office waste is recyclable? Paper, cardboard, glass, cans, packaging, toner cartridges, stamps, batteries, CDs, mobile phones and chargers, etc can all be recycled. It'd be a waste not to.

Working together, we can make a positive difference.

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

