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LSE

Estates Division
Facilities Management



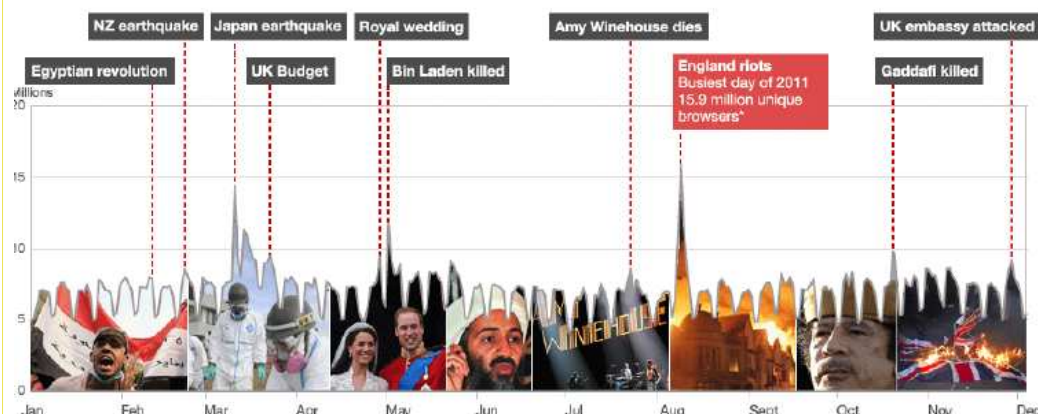
LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

2011: The year when a lot happened

CLICKABLE What people clicked on in 2011, on the BBC News website



There is no denying that 2011 challenged the world on so many levels, from natural disasters to economic crisis, revolutions and riots. There were very few pieces of good news. As much as we enjoy a challenge and thrive under pressure, let us hope that 2012 will be a bit more generous and full of positive news. It certainly promises this with London hosting the Olympics in the summer! Fingers crossed.

For LSE as a whole, 2011 was also momentous and Estates took its fair share of the challenges. Focusing on the positive, the year brought a few achievements for our Division that we can all be proud of: the accreditation of the Customer First Standard and the Investment in People, the Green Impact Gold Award and the many Green awards won by the Sustainability team for the LSE including EcoCampus Gold, to name but a few. Another significant event was the demolition of St Phillip's buildings and the start of the build for The New Student Centre. All of these required working together and the true team spirit brought results. We ended the year with a very welcome office move.

Whilst reflecting on 2011, let us take a minute to remember Ged McCormack who sadly passed away following a spell of ill health. We also said good bye to a few colleagues that went on to pastures new and said hello to their replacements. Special mention goes to Victoria Hands and Chantal Beaudoin who left recently. They made a huge impact on the LSE as a whole through their work on sustainability. Good luck with your new ventures! We welcomed two baby boys and three more babies are due in 2012.

We look forward to 2012 and the challenges ahead. Let us hope it will be a year of peace, health, positive news, good service and success for all! Happy New Year!



Room for thought:

Be not afraid of growing slowly, be afraid only of standing still. Chinese proverb

Challenges are what make life interesting; overcoming them is what makes life meaningful. Joshua J. Marine

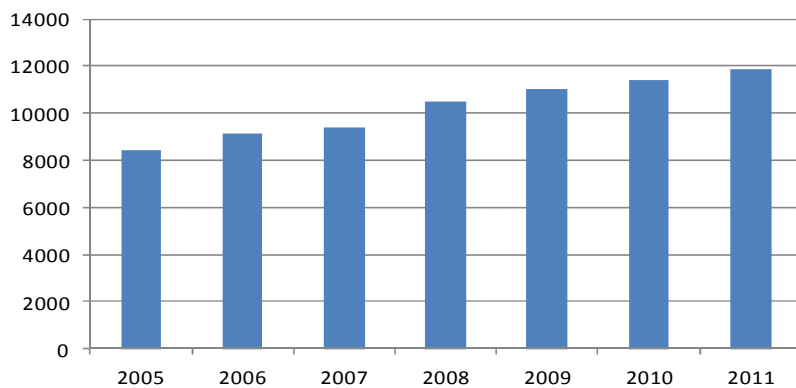
Never be afraid to do something new. Remember, amateurs built the Ark; professionals built the Titanic.- Author Unknown

To repeat what others have said, requires education, to challenge it, requires brains. - Mary Pettibone Poole

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.

Review of 2011—Maintenance Section

Jobs raised by Help Desk 2005-2011



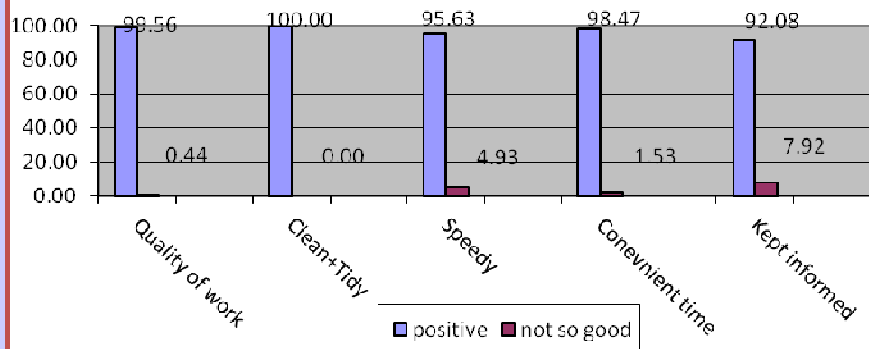
The maintenance team was as busy as ever during 2011 and on last count we have completed:

- 11,854 customer job requests,
- 1817 emergency calls
- 831 Planned Preventative Maintenance jobs.

In 2011, the customer feedback remained positive and we worked hard to put right the few enquiries that resulted in dissatisfaction. We hope that in 2012 we can build even further on improving our communication and efficiency.

Feedback responses July- December 2011

Total feedback received for the period : 324



Interview with Malcolm Callender—Supervisor



How long have you been with the LSE? - It is hard to believe that I started with the LSE 10 years ago, time goes so quickly.

What did you do before you joined the Estates Division? - I was a heating engineer for Baxi, one of Britain's oldest boiler manufacturers. And before that, for five years, I had the great privilege to be a royal marine commando. This was the most physically demanding thing I have done in my life time.

What is the most challenging and most enjoyable part of your current job? - We look after quite a large campus, so the most challenging thing is making sure that all buildings run in a safe and efficient manner with the mix of old and new technology. It is not a one man job but a massive team effort and our success depends on the input of all team members. The most enjoyable part of my job is finding technical solutions, sometimes when they are not immediately obvious, and being able to prevent or solve problems as quickly as possible for our customers.

You recently completed a Gas Safe training and had a post training examination? Tell us about it? Any engineer working with gas must be registered as gas safe. This involves theory assessments followed by a practical test and once qualified, there are yearly inspections by Gas Safe inspectors. I recently had a visit from an inspector who asked me to identify the faults on a particular appliance. Believing I knew most things about my trade, I had a minor panic attack as I could not see anything wrong with it. After a minute of racking my brain, I had to admit it to him and he said: "this is good as there is no fault". I understand that what the instructor wants to see is a thorough and methodical fault finding thinking process, which I was pleased he thought I went through.

What is your favourite hobby? I have always been an thrill seeker. I did a lot of sky diving during my time in the army and really enjoyed it. At present I spend my free time riding my Honda VFR800 around Snettern race track at testing speeds.

What is your motto, how can we stay positive in the new year? I believe that if you do not enjoy doing something, then don't do it. Find something you enjoy. 2012 is reported to be a challenging year, but we have to enjoy and make the most of each day as it comes.

Announcement—abbreviated statement

Appointment of new cleaning contractor: Resource Group

The Estates Division is delighted to announce the award of the new cleaning contract to Resource Group following rigorous competitive tendering process. The new contract commenced on 3rd January 2012.

Resource Group brings a wealth of experience in providing innovative essential services and business critical support in both the private and public sector. They have a proven track record and service a number of major higher education contracts throughout the UK, including Imperial College London. The Estate Division FM team is looking forward to working closely with Resource Group over at least the next three years.

The aim of the new LSE cleaning contract is to preserve the quality of the extensive campus development programme, to provide a more fit-for-purpose service provision geared towards enhancing the student and staff experience and to drive down cost and ensure value for money. This contract will support the LSE's significant financial investment in the estate.

The changes in the contract are focused on:

- New extended service provision from 6.00 am to 10.00 pm Monday to Sunday
- New technology coming on such as chemical dosing systems that will reduce consumable usage and cost; environmentally friendly ionized water solution etc.
- Working in partnership to ensure that the service delivery meets the challenging business objectives.

To clearly communicate the scope of the new cleaning contract the Estates Division is organising meetings with key stakeholders to introduce the Resource Group management team. A letter, introducing the new contractor, will also be sent out to all Heads of Departments notifying them of the service arrangement.



Here is a model of the LSE campus. Quite interesting, isn't it?

Can you spot your building?

The space for the New Student Centre is currently left vacant.

Feedback

Morning Beni

I would like to pass on my compliments to Estates for the remarkably speedy expedition of this job request. I only placed it less than 24 hours ago, and now...job done..!

I really appreciate this.

Many thanks.....David Fair, Telecoms

RE: Lost key

Danny was super fast & has brought 6 new keys already ...!

Thanks, Romy Ajodah

ZIP hydro taps on campus



Due to the increasing number of ZIP hydro taps installed on campus and to utilise the economy of scales in the maintenance of them, all ZIP taps will now be managed by Estates Maintenance under one contract.

Therefore, if you have a ZIP tap in your department and you need to log a service request, please contact Help Desk in the usual way (contact details below).



Legionella Procedure

The presence of Legionella in any water building water system presents a serious risk to human health. As a result, there are strict testing regime guidelines for Legionella and other related organisms that we must follow.

We have updated the formal Legionella Procedure and have created a booklet stating our line of responsibilities and actions in order to comply with L8 Legionella Code of Practice. A copy will be uploaded on the web shortly.



“Best” Christmas presents



We are putting a warning out to ensure people do not fall over laughing or accidentally misuse Paul Franklin's tea bucket . It is a future antique, very “precious”.



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 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

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