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LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates maintenance Newsletter

News from Estates Maintenance and Help Desk.

Our newsletter is two years old. To celebrate, we decided to give it a face lift.

We got our thinking hats on and this is what we came up with as our first attempt. What do you think? If you like it, great! Our efforts paid off. If you see areas for improvement, great! We deliberately left a few gaps so that we could have reader participation and of course in the hot weather it was hard to concentrate and think of everything.

So let us know what you think. The purpose of the newsletter is, of course, to inform but also to be entertaining, so your ideas are invaluable and we would like you to share them with us.

Thank you.

What's new at Help Desk?

We have been working on initiatives designed to improve Help Desk.

Firstly, we are working on a Business Improvement Project designed to address the current limitations with the existing technology. We completed the stage of mapping our current processes and 'to be' analysis. We are now at the stage of selecting the new IT programme that will hopefully help us conclude the improvement.

Secondly, we produced a Reference Booklet designed to answer the most common queries Help Desk receives as well as be a reference for how to log enquiries in order to receive the most efficient service. Have you received your copy yet? It was sent to all Departmental Manag-

ers and is meant to reach the regular users. You can also find it on the web at <http://www.lse.ac.uk/collections/estatesDivision/serviceRequest/Default.htm>

The next phase is, a series of Help Desk customer meetings that will start in September. The appointment invitations will be sent after the summer break. We hope you would like the opportunity to meet and discuss any issues that are Help Desk related. Should you want to meet sooner please let us know at a.ahjem@lse.ac.uk.



Fire Alarm—Towers

At the end of May, after many years of faithful service the fire alarm in the Tower 1 & 2 gave up on us. With the co-operation of our colleagues from key departments in the School, we managed the situation while the repairs were arranged.

The real hero for the Maintenance Team was Dave Felstead, Contracts Supervisor, who worked tirelessly with the contractor to ensure that the alarm was repaired as quickly as possible. He was supported by Paul

Franklin who liaised with everyone involved.

Andy Farrell commented: "On behalf of the School I would like to express appreciation for the work both to remedy the problem and to ensure continuity of essential activities for its duration. The professionalism and teamwork of business continuity, maintenance, security and others enabled exams and other activities to go on and is a valued contribution to the School." He also added that "the message will be incomplete

without the recognition of the contribution of Andrew Webb, Anne O'Brien and security in dealing with the business continuity issues and 2) the occupants for dealing with displacement and other consequences thereof. Hence the recognition also that whilst the problem was ongoing, it was disruptive to people in the Towers and therefore, thanks and apologies to them for their forbearance during this period."

The alarms are due to be replaced by Capital Development in August.

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For previous editions of the newsletter,
please visit our web page at:

[http://www.lse.ac.uk/collections/estatesDivision/
MaintenanceNewsletters.htm](http://www.lse.ac.uk/collections/estatesDivision/MaintenanceNewsletters.htm)

There will be Portable Appliances Testing and Essential
Electrical Maintenance done on campus, the schedule
of dates has been given to the Departmental Managers.

The works in Tower 2 on 14th August
have been cancelled.

Green News

In the latest edition of Green News, Howard Davies highlighted that In April 2010 the first stage of the Carbon Reduction Commitment Energy Efficiency Scheme came into force. In summary, over the coming years all universities will be legally required to reduce carbon emissions. These reductions were laid out for the sector by HEFCE this February. By 2010 LSE will be required to cut their emissions by 48% against a 2005 baseline. Universities that fail to achieve these cuts will be fined.

Howard Davies highlighted that at LSE we take this work extremely seriously and we plan to achieve this. He said

that everyone can help as it will be through thousands of small actions that we will all make a difference. For example, the LSE purchasing manager is working on making the procurement more sustainable, e.g. staff will be asked to consider reusing office furniture, and ensure that new purchases are made from centrally-approved sustainable providers. Another initiative was last year when 850 shower heads were replaced with low-flow heads, this resulted in a significant reduction in carbon emissions, and an annual saving of approximately £95,000 in gas and water expenditure.

Future newsletters will also bring you

news of the big changes the School will make.

To support the School, we would like you to get involved and we welcome your feedback - you know your buildings and offices. Please let us know how we can reduce our energy usage and enhance your working environment at the same time. We may not be able to react instantly but we shall certainly add your ideas to our list and prioritise according to carbon reductions. Please give us your suggestions via the Estates Helpdesk email: estates.follow-up-jobs@lse.ac.uk We look forward to making progress on this together.

Good to the environment—our contribution

The Maintenance Section has a long term commitment to reducing our impact on the environment. Here is an update on the initiatives that our team got involved in in the past one month.

The new LED fittings in the New Court Building is being reduced to test lighting levels and we are also making sure that the fittings comply with all British Standard requirements.

After a few issues, the LED lights in the Old Building we attended by the manufacturer and we are hopeful that they found a solution.

Our carpenters supported the Sustainability team's Capital Growth Project by creating hessian screens put around their food



growing planters on the roofs. This has been carried out by LSE Estates, to neaten up the areas.

We are currently looking into installing light sensors in order to reduce energy consumption in the porters restroom. This is likely to extend to plant rooms where possible.

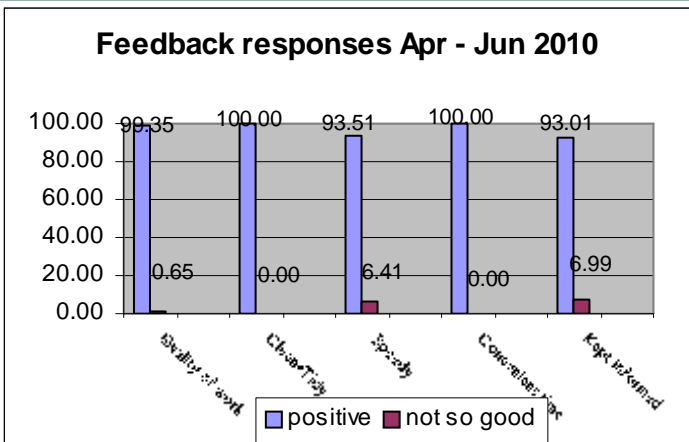
In Columbia House we are replacing 19

fittings for 7 LED fittings, the work will be done in-house. We were awaiting on goods to arrive and are pleased to confirm that this is now in stock and we are ready to proceed.

In the Peacock Theatre we will be replacing the auditorium lighting (40 x 500W GES for LED equivalent). This will reduce the consumption from 20,000W to 2,600W. This is awaiting an approval by the Capital Development Team before we can proceed.

We are keeping a close eye on any efficiency savings we can make using the Building Management System, e.g. turn the heating /cooling off when not required; link the remote time clocks to the Building Management System where possible.

Review of customer feedback for the period Apr—Jun'10



Here is the latest data on customer feedback. It is pleasing to see that it remains positive, although there is a slight increase in the complaints registering 'speed' and 'information', they are usually linked as if there is a delay, the customers would like to be informed about it.

The specific complaints have been investigated and addressed on merit in order to ensure that our performance remains high.

Roof terrace 4th fl restaurant

Thank you for actioning this so swiftly.

Please pass on my thanks to the team who replaced the table tops with temporary ones so quickly and efficiently.

The job (lock) was done exceedingly quickly which impressed the students who use the room!

Diversity Training— Harassment and Bullying

The Estates Maintenance Staff, being front line staff, recently undertook formal Diversity Training that set out the ‘dos and don’ts’ of behaviour and highlighted areas of ambiguity. The training focused specifically on when a behaviour can be interpreted as harassment and bullying and the process to deal with it. Knowing this protects the individual as well as the organization.

The training was very comprehensive and the areas of particular interest that provoked a lot of discussion were:

- Can jokes that did not intend harm be offensive?
- Can a third party place a

complaint when the behaviour was not directed at them?

- What if the behaviour happened on my break or after work?
- What if there were no witnesses to the behaviour?

Although most of what was said was



common sense and in general people adhered to those principles, a few people got surprised by the answers to their questions and a few worried faces painted a picture of the penny dropping. Well, this of course was the purpose of the training—to make people think and may be correct one or two things that they were doing, thinking ‘it’s fine’ while not necessarily taking into account how the behaviour translates into someone else’s eyes.

The main point is that one can be personally sued and penalized if found guilty of harassment and bullying or of not addressing the issue when made aware. Well, if this does not motivate you to get it right than nothing will.

H&S training and Maintenance Staff Booklet

H&S Training

Our staff attended annual refresher courses in:

- Abrasive wheels & portable hand tools training for the carpenters.
- Working at height.
- Asbestos training.
- Legionella Awareness
- Passenger Release Lift Training

The Maintenance Staff Booklet is being updated and will be re-issued to all staff, it gives a one-stop reference to school policies, procedures and best practice. It intends to answer the most common areas of enquiry, but of course should there be anything that is not covered then staff are invited to enquire directly with the Head of Maintenance or HR.

This is a very useful, user friendly booklet that contains all the relevant information in one place for use by the maintenance staff.

At the consultation stage we had various feedback on the content of the book that has been reflected in the final draft. Paul Franklin said: “ This is a very useful, user friendly booklet that contains all the relevant information in one place for use by the

maintenance staff”.

Meet.....Pat Causley, Deputy Head of Maintenance

I am sure most of you know Pat well as he is the friendly face of Maintenance who is excellent at trouble shooting and job feasibility investigation. In other words he says ‘no’ nicely or maybe he is a ‘yes’ man? Who knows, the customers love him, so we will not challenge the status quo. For those of you who are yet to meet him - Where have you been? The man is everywhere. Here is a quick insight into his world.



floor restaurant.

How long have you been working for the LSE?

I started as a contractor in 1969, I was 3 years old at the time. I have been working as a permanent staff for almost 30 years.

What is the best thing about the LSE?

Living opposite and the food served in the 4th

If you had the power, what would be the one thing you would change at LSE?

I would move the School closer to my flat.

What did you make of the England performance in the World Cup?

I thought the England performance was even worse than the noise from those Vuvuzelas. Sack them all and start again.

What is your favourite past time?

Shopping. “I shop therefore I am”.

Help Desk Procedure Guidelines

We are here to help, so please use the tools available to let us know what you need done and we will be only too happy to assist. Please follow the correct procedure for best response and for avoidance of delays.

To report an emergency or a very urgent job such as blocked toilets, floods, power loss, H&S hazards etc, please dial **2444 or #6 2444** if calling from a public access phone. (Please note that this number is for **emergency use only** and is only manned between 08:00 - 17:00. Outside of these times please call security on **extn. 2000**).

To request basic maintenance work, please use our on-line Maintenance Request form at <http://www.lse.ac.uk/collections/estatesDivision/serviceRequest/Default.htm> Please give as much detail as possible, e.g. the exact location in terms of room as well as area within the room where the work is to be done, what needs doing, times for access to the room etc.

It is critical that we have the job requests recorded in order to follow up their progress and to ensure that the work is completed. Therefore, **unless it is an emergency please use the web site to log requests**.

Being kept informed - once the job is logged you will receive **two** automated emails keeping you informed of the acceptance and completion of the job. If you would like **information on the progress of a current job or to follow up on a job that is overdue**, please contact the Help Desk Technicians on **extn. 6415 or 7956**. They will be able to give you an update. Alternatively you can send an email to estates.follow-up-jobs@lse.ac.uk and the Customer Services Manager a.ahjem@lse.ac.uk and she will follow through.

All other enquiries please contact Beni Ahjem (Customer Services Manager) extn. 7778, Pat Causley (Deputy Head of Maintenance) extn. 6329 or Paul Franklin (Head of Maintenance) extn. 6736.

On **completion of a job**, you will receive a request for **feedback**. Please return this to us, it is very important that we monitor how well we are doing and if there are any areas where we can improve.

I would like to thank you for your co-operation in following the correct procedure!

Other requests please contact as follows:	Contact	Web / email	Extn.
More extensive maintenance / refurbish-ments – Projects	Ken Kinsella	n.s.langton@lse.ac.uk – secretary to Projects	3614
New works	Ken Kinsella	New Works Form k.kinsella@lse.ac.uk	4951
Space requirements/ Office moves	Ricky Taylor	R.Taylor2@lse.ac.uk	1142
Ordering of furniture including white boards (may require budget code)	Stores	r.dale@lse.ac.uk	7979
Removal/Relocation of furniture and confi-dential waste	Porters –	http://www.lse.ac.uk/collections/security	6760
Cleaning inc. emptying of bins	Jossette Edwards-Leigh Mark Atkinson	www.lse.ac.uk/collections/estatesDivision/serviceRe-quest/ServiceRequest_environmental.htm	1144
Décor and flooring	Lauren Allier	l.k.allier@lse.ac.uk	6515
Blinds & Window cleaning	Andy France Mark Atkinson	www.lse.ac.uk/collections/estatesDivision/serviceRe-quest/ServiceRequest_environmental.htm	6544
Pest Control	Andy France Mark Atkinson	www.lse.ac.uk/collections/estatesDivision/serviceRe-quest/ServiceRequest_environmental.htm	6544
Sustainability, Recycling, Waste	Victoria Hands	v.e.hands@lse.ac.uk	6618
Telecoms / phone points	Telecoms	Telecoms@lse.ac.uk	
Security	Paul Thornbury	Main desk – Old Building	2000
Data points	Malcolm Barker	m.barker@lse.ac.uk	7742
Audio Visual	Ray Flood	r.flood@lse.ac.uk	7694
Teaching Room Requests	Mike Betts	m.betts@lse.ac.uk	6244