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LSE

Estates Division
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

This month I thought I will mention two observations of my daughter that I found

very amusing. She is only 9, so you need to see the stories from the perspective of a young child. It was the 300 anniversary of St Paul's Cathedral this month, the Queen and Prince Philip were invited to the celebrations. On their way out they were greeted by school children and one of them was my daughter. She was given a flag to wave and when it all finished she said that she is going to keep the flag really safe because it was touched by Prince Philip and a friend told her she may be able to sell it on e-bay. Not sure about this, but an interesting thought!

By the way, did you see the interview of Prince Philips by Fiona Bruce? Very entertaining! I have new found admiration for Fiona who managed to use all of her craft to get through it and I also have a new found admiration for Prince Phillip who really does not mind making life difficult for the interviewer. Happy 90th birthday!

Going back to the child's perspective, the next situation I was faced with was a question: "if a plane crashes and therefore, does not reach its destination, do you get your money back?" I clearly do not ever want to find out in real terms how this works, much rather arrive at the other end, but if you know the answer you will satisfy one little girl's curiosity. I hope this put a smile on your face.

As the holiday season is now upon us, may I use this opportunity to wish you all very happy holidays!



ESTATES MAINTENANCE - WORKS UP-DATE

- Old Building—boiler house got flooded by the torrential rain. This tripped the main switch causing the building to loose power to the pumps which control the water supply.
- Library—5th floor— two exploding glass panels caused a fright for staff. There was no damage caused other than the glass popping under the pressure of the thermal differences. The panels have been replaced.
- Flood in the Portugal Street Print area due to a heavy down-pour.
- LRB—disabled door developed a double fault and we are having the defective parts re-made in order to improve their durability
- Tower 3—fire alarm vents replacement—part of the Long Term Maintenance plan.

June is the sixth month of the year in the Julian and Gregorian calendars and one of the four months with a length of 30 days. *June* is the *month* with the longest daylight hours of the year in the Northern Hemisphere and the shortest daylight hours of the year in the Southern Hemisphere. It takes its name from the Roman goddess Junno, the goddess of marriage. The flower for June is the red rose.

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Room for Thought:

The trouble with always trying to preserve the health of the body is that it is so difficult to do without destroying the health of the mind.
~G.K. Chesterton

If I'd known I was going to live so long, I'd have taken better care of myself. ~Leon Eldred

So many people spend their health gaining wealth, and then have to spend their wealth to regain their health. ~A.J. Reb Materi, *Our Family*

This newsletter is distributed by email and available on the internet to subscribers and 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.

The Land Registry Building is now LSE

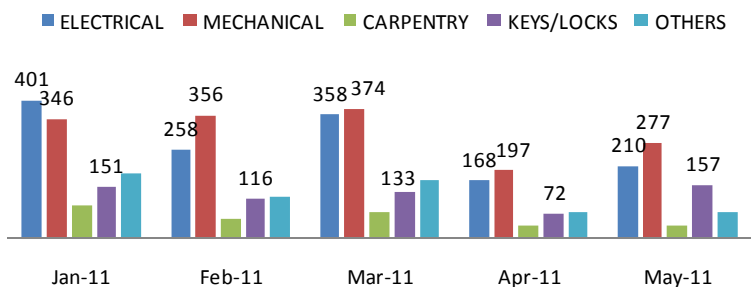
We have completed the purchase of 32 Lincoln's Inn Fields building. We are very excited by this acquisition that will provide more space for teaching and offices. First, the building will be refurbished, we will increase the capacity of the building, improve the utilities to accommodate the extra use and refurbish the areas to suit the needs of the occupiers.

Currently, we are doing our first maintenance visits to check the fire alarm systems, boilers and water tanks, heating etc which will reveal the extent of work required in the building. Just to keep us on our toes we already had the first emergency call out for flooding from the atrium roof in the building. Talk about hitting the ground running...

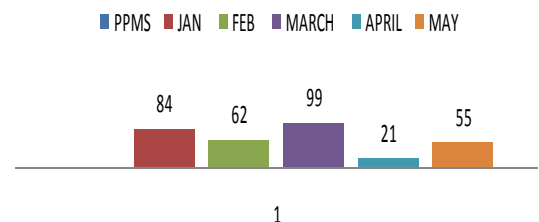


Jobs done by Maintenance Jan—May 2011

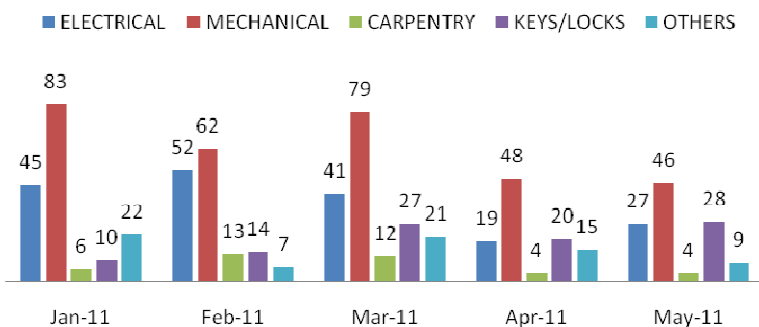
Job requests Jan-May 2011 Total jobs for the period = 4343



Planned Preventative Maintenance Jobs Jan - May 2011



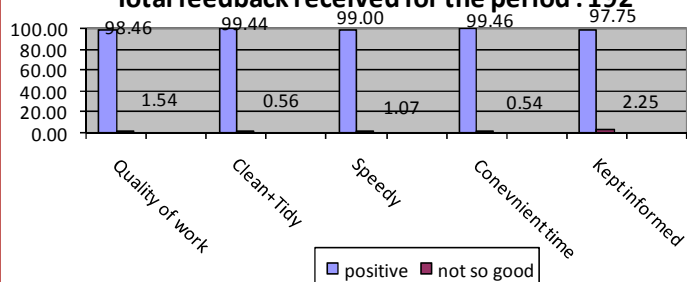
Emergency Calls Jan - May 2011 Total jobs for the period: 714



Feedback Stats Apr—June 2011

Feedback responses Apr- June 2011

Total feedback received for the period : 192



Dear all,

Just a quick email to say a big thank you to all of you for attending our Estates Maintenance Bidders' Conference yesterday. I had some really positive feedback from the suppliers about the benefits of having Members present and being able to see the potential interest that exists in the future Framework. Hopefully this will be translated into some really competitive offers when the tenders come back!

Anyway, just to say we really appreciate all your ongoing support on this project.

Margaret – please could you pass on my thanks to Paul Franklin...

Kind regards,

Clemmie Smith

Senior Contracts Manager

Robert Meecham—Controls Engineer

Robert Meecham started at the LSE as an electrician, showed great commitment and through in-house training he managed to widen the scope of his work knowledge to include controls. As a result he applied for the job of a control's engineer and was successfully recruited in the position. He will be working closely with the Senior Controls engineer. His duties will include programming the Building Management System (BMS), setting the events time clock to cover out of hours activities, monitoring the system for areas that are over or under heated, monitoring the air conditioning system and plant alarms and generally ensuring the system is running efficiently to conserve energy.

Did you know? Systems linked to a BMS typically represent 40% of a building's energy usage; if lighting is included, this number approaches 70%. BMS systems are a critical component to managing energy demand. Improperly configured BMS systems are believed to account for 20% of building energy usage, or approximately 8% of total energy usage .

Interview with Felix Nelson—Help Desk Technician



When did you start working for LSE?

I first joined the LSE about 29 years ago as a contract cleaner, working on and off for many years. In 1997 I took up employment in the Estates Office as a building steward and then moved into Help Desk.

What changes have you observed during your time at LSE?

There have been many changes in some way or another. LSE acquired about 10 new buildings in this time, some buildings like Old Building, Quad and Library have been refurbished. The sustainable project was introduced which I think is a fantastic project.

How do you like to spend your time outside work?

I like spending time with my family. There is nothing better than meeting with siblings, having a drink or dinner and generally catching up on things. I also like to meet up with my martial arts friends to do some training.

Tell us something about you that we may not know?

I was a soldier for about six years and in that time I saw some active service and travelled to many countries.

Where do you like to go on holiday?

I like going to the Caribbean, because you can almost guarantee the weather is going to be fantastic.

What do you look forward to?

I look forward to the Christmas break because at this time of the year I can catch up with family overseas.

If money was no object, what would you like to do?

If money was no object I would buy each of my children a house or a flat.

(P.S.—Felix is a qualified and practicing martial arts training instructor and a qualified but shy hairdresser—now there is a thought, how about we all get him to practice a bit more in his spare time...?)

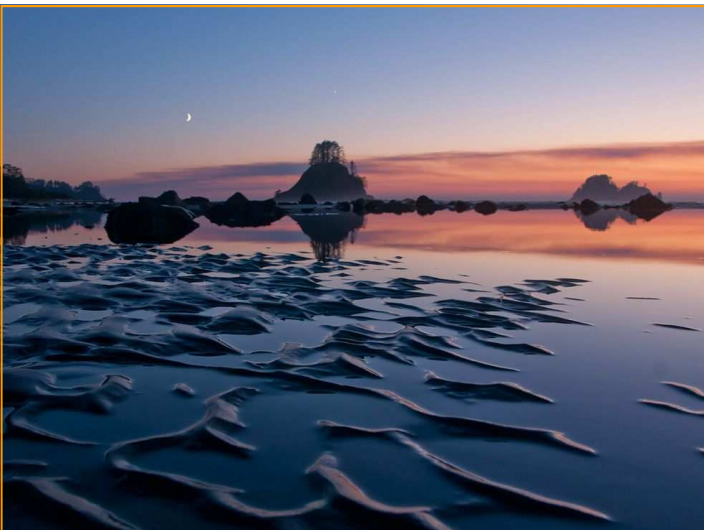


Photo of the Day
Cape Alava, Washington

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.

Here are some examples of feedback where the customer felt we could have done better:

“The real problem was, as with other cases, not being informed as soon as the work has been completed. This would always be useful but particularly so in the case of having intermittent problems with the lock. The students happened to see someone working on the lock the day after reporting, which was good, but when the problems continued I couldn't tell them whether the lock had been fixed or whether we were still waiting. Thanks.”

We reminded our staff to contact the requester and update on completion where possible. We would like to encourage the use more widely of ‘Sorry we've missed you’ cards, we will keep trying.

“The (Service Request) form is not very easy to use for queries relating to Salto locks (e.g. is we want to change access on existing fobs, which does happen) – will the form be changed shortly to include requests relating to Salto fobs?”

We arranged for this to be updated as requested and the change showed up on the web within the hour.

“One lamp was in the corridor outside my room and the other in the Social Policy Staff meeting room OLD2.24. A day or so after my call, these were changed. Well done. One area where there is scope for improvement is that the lamp in the corridor outside my room was not working for some days before I made the call. Since this was in a public area (unlike the staff meeting room) it could have been noticed and action taken.”

There is a Building Steward who walks around campus to check faults in common areas, however she is one in charge of 32 buildings so it takes her a few days before she re-visits the same building. It is, therefore, very useful when the customers also join in our effort to keep the facilities going and report faults as soon as they see them.

Customer First Standard— Accredited

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

We are pleased to report that after a year of organisation, we have been assessed by an independent assessor and our Division was awarded the Customer First Standard. It is valid for 2 years and it is the national standard for recognising best practice in customer service.

The preparation was a long and drawn process and there are many more improvements to be imple-

mented. The work was a team effort and we hope it will continue in the spirit of Customer First.

Let's celebrate the achievement so far and not let this make us complacent for the work that is ahead of us!



Well done everyone.

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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