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**LSE**

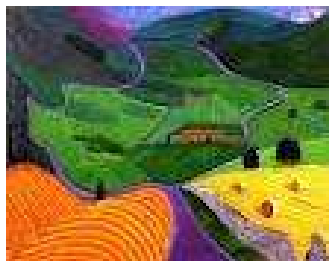
**Estates Division**  
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

# Estates Facility Management Newsletter

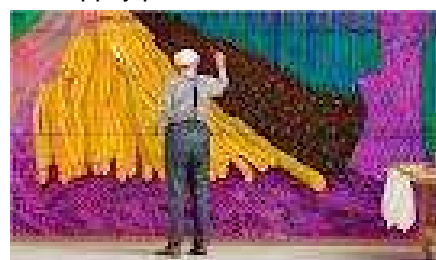
## Editor's blog

Not far from the LSE is the Royal Academy of Art that currently displays David Hockney's latest exhibition. It received a lot of coverage in the press and on TV. I was listening to the most recent radio debate on the subject and the guests could not agree if the paintings of the Yorkshire landscapes were art or not. The discussion reminded me of the theatre play "ART" where three friends discuss the newly completely white painting purchased by one of them. The second friend could not



yet abstract and the colours were so vibrant. I would happily purchase one of them if I could afford it. But what do I know? A prominent art critic stated that Hockney's art was too brash and bold and a bit "theme park" - even going so far as saying that it was not art at all. This made me question - What is art anyway? Does it have to be endorsed by critics before it can be considered art? What if it is endorsed by the critics but turned down by the public? What if it is considered useless to start with but later becomes appreciated (e.g. Van Gogh)? Does it require technical skill or is it enough to evoke thoughts and concepts? And why does it really matter? I guess Hockney will be pleased that he made people think. Is this art?

understand at all why he bought it, paid ridiculous amount of money for it and what it is he liked about it. The third friend was trying to see the logic in both arguments. Well, I felt like one of those friends when I was listening to the art critics discussing the Hockney exhibition of his native Yorkshire in which he used various media including the i-Pad. Personally, I thought that the pictures looked great and my family absolutely loved the exhibition. We felt the paintings gave us a feeling of joy; they were realistic



LSE's 4th Literary Festival was held between 29th February and 3rd March. It continued the exploration of the relationship between the academic cultures of the arts and social sciences, as well as the interaction between global cultures, and the art of communication and language. As well as a programme of talks and discussions, there were a series of creative writing workshops and events for children, plus music and performances throughout the Festival. The Estates Division staff was on hand to facilitate the event.



### Room for thought:

It is hard to fail, but it is worse never to have tried to succeed. **Theodore Roosevelt**

We learn wisdom from failure much more than success. We often discover what we will do, by finding out what we will not do. **Samuel Smiles**

A failure is a man who has blundered, but is not able to cash in on the experience. **Elbert Hubbard**

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## LSE community event in Lincoln's Inn Fields raises funds for scholarships and the LSE African Initiative

On 4<sup>th</sup> March there was a student organised LSE community event in Lincoln's Inn Fields. Andy Farrell, Director of Finance and Facilities, invited the support of all members of staff to join in and contribute to this day in whatever way they could. The aim was to help raise funds for scholarships and the LSE African Initiative.

The event is the brainchild of alumnus Jules Green, who has given very generously of his time and not inconsiderable financial support to get it off the ground, with the ambition that it becomes an annual festival and a celebration of the LSE community of students, alumni and staff. It also aims to raise funds for scholarship support for students.

The first ten people from Finance and Facilities who signed up at Justgiving page for the LSE Community Festival got the personal support of Andy Farrell.

You can still show your support by visiting: <http://www.justgiving.com/AndrewFarrellLSE> . Make a donation no matter how big or small and do tick the "gift aid" button.

Ian Spencer, Director of Residences arranged for Café 54 to open on Sunday 4<sup>th</sup> March from Café 54 in the NAB. The takings for the day were £351.15, which were all donated to the LSE African Initiative.

Special thanks to all who supported this event.

## School Closure: 5/4/12 to 11/4/12 inclusive

The School is due to close at the end of the working day on Wednesday 4<sup>th</sup> April 2012 and open again for business on Thursday 12<sup>th</sup> April 2012.

There will be no access to School buildings on Friday 6<sup>th</sup> April 2012 & Monday 9<sup>th</sup> April 2012. Emergencies will be dealt with by a "skeleton" Security service on duty at the Old Building reception desk. On all other days there will be limited swipe access to buildings for Staff based on their current level of access: -

| DATE          | 7AM- 9.30PM | 8AM – 5PM |
|---------------|-------------|-----------|
| THURS 5/4/12  | YES         |           |
| FRI 6/4/12    | NO ACCESS   |           |
| SAT 7/4/12    |             | YES       |
| SUN 8/4/12    |             | YES       |
| MON 9/4/12    | NO ACCESS   |           |
| TUES 10/04/12 | YES         |           |
| WEDS 11/04/12 | YES         |           |

**We would ask Staff to only attend for work if absolutely necessary on the days between Thursday 5<sup>th</sup> April 2012 and Wednesday 11<sup>th</sup> April 2012 inclusive.**

LSE Staff working in Aldwych House will need to give the building security staff advanced notice if they wish to attend for work on Saturday 7<sup>th</sup> April 2012 & Sunday 8<sup>th</sup> April 2012.

For Library opening times, see link below:

<http://www2.lse.ac.uk/library/news/about/openinghours/Home.aspx>

Student access is covered in a similar notice which will be advertised at the following locations:

LSE Security Website; SU Website; Plasma Screens in entrances to School buildings across the site.

Thank you for your co-operation and enjoy the holidays!

## Towers cooling

Good progress is being made with the replacement of the two cooling towers in Tower 1. The inset picture shows the base of the first of the two new towers being put in place, ready for connection to the condenser water pipe work system. The expected completion date for the first tower is the end of March.



## Library Lifts

The LRB lifts were refurbished 3 years ago at the same time as the lifts in Tower 3. During this period the lifts in TWR 3 have made 600,000 journey each where for the same period the LRB scenic lifts have made 1.9 million journeys each. This intensive use meant that faults began to develop. On investigation, we identified that they were largely door related. As a result, we recently



completed a project of upgrading the doors to more robust type. *Pic. Tower 3 lift motor*

## Feedback

Just wanted to say what a fantastic job Bob (Meecham) did at the weekend and how helpful he's been over a number of power issues - I really do appreciate his help and practical approach to the jobs.

Regards, Val Straw—Library

J1155585.01

Thanks for identifying so quickly the cause of the problem in the Old Theatre. We were unaware of the plug and socket connections and their location. The electrical staff were most helpful and informative - well done for resolving this so rapidly.

Raymond Flood, Audio Visual Manager

## EASTER PROGRAMME 2012

| Building           | Description                            | Order rec'd | Mar-12 |    |    |    |    |    |    |    |    |    |    |    |    |   | Apr-12 |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
|--------------------|--|-------------|--------|----|----|----|----|----|----|----|----|----|----|----|----|---|--------|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|
|                    |  |             | M      | T  | W  | T  | F  | S  | S  | M  | T  | W  | T  | F  | S  | S | M      | T | W | T | F | S | S | M | T  | W  | T  | F  | S  | S  |    |    |    |    |    |
|                    |  |             | 19     | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 1 | 2      | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| Columbia House     | 7th Floor new kitchen                  | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Columbia House     | 8th Floor kitchen redecorations        | no          |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Columbia House     | External staircase, tread repairs      | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Clement House      | Rotunda staircase & landing decs       | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Clement House      | G.04 decorations                       | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Clement House      | G.05 decorations                       | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Clement House      | 2.02 decorations                       | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Connaught House    | Lightwell, paint windows               |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Connaught House    | Fire escape, external staircase decs   | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Connaught House    | Teaching Rooms, touch up decs          | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Cowdray House      | G/FI second glazing t/up decs          | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Cowdray House      | 4th - 1st toilets, flooring            | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Cowdray House      | 5th - 1st toilets, ceiling tiles       | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| 20 Kingsway        | Teaching Rooms, touch up decs          | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| East Building      | E168 decorations                       | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| East Building      | Link Bridge, roof remedials            | no          |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| LRB                | External railings, decorations         | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| LRB                | Drainage, high pressure jetting        | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| LRB                | R020 roof covering                     | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| LRB                | 5th Floor, roof abseilers              | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| LRB                | Plaza, granite pavours                 | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| NAB                | Maintenance on the FCU's all flrs      | Maint       |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | A45 staircase, handrail phase 2        | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | 1st & Ground, new doors (various)      | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | Waste enclosure - Shaw Lib (steel)     | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | Waste enclosure - SDR (beech)          | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | SSC paint exhibition wall              | no          |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Peacock Theatre    | Fire report                            | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Peacock Theatre    | Staging alterations                    | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Peacock Theatre    | Staircase, paint nosings               | LTM         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Sardina House      | Essential maintenance 1st flr ACU's    | Maint       |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| St Clements Buildg | S504, new carpet                       | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| St Clements Buildg | Penguin, cobbles base                  | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| St Clements Buildg | Ramp, new stone sets                   | yes         |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| NAB                | Entrance Floorline & External Lighting |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Tower 1            | Replace leaking bellows LPHW           | Maint       |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Tower1             | Installation of a new air receiver     | Maint       |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Tower 2            | Cooling Towers                         |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| All                | Fixed Wiring Testing (out of hours)    |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| All                | CMP Lighting (out of hours)            |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Plaza Café         | Green Roof                             |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Bldg/Columbia  | Deep clean SDR/4th Flr Rest/Garrick    |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Bldg/Columbia  | Deep clean SDR/Garrick                 |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | Deep clean 4th Flr Rest                |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |
| Old Building       | Overnight Elec Shutdown PowerPerf etc  |             |        |    |    |    |    |    |    |    |    |    |    |    |    |   |        |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |

## Interview with Allan Blair, Director of Facilities

**What did you do before you joined the Estates Division?** I worked for many years in the NHS, the last position held was at the Royal College of Surgeons in Edinburgh in a similar role. Before that I worked as the Head of Facilities in the prison service.

**How long have you been with the LSE?** I joined just under four years ago. I relocated from Scotland to London for family reasons and have not looked back as the weather is much better.

**What is the most rewarding / challenging part of being a Director of Facilities at the LSE?** Every day here is different and every day can have its own challenges. We cover an extremely broad range of services such as security, maintenance, cleaning, reprographics, post room, environmental, and Help Desk. It is important that our services come together on the day. Our team efforts are generally behind the scenes but allow the rest of the school to get on with business. This behind the scenes work should be invisible to the users, which could lead to lack of appreciation to how much effort goes into keeping the facilities ticking and it is easy to focus on the few issues that may have gone wrong.

**The Estates Division was awarded the Customer First Accreditation in 2011 and you were leading the working group on the project. How do you see the next step?** Getting the accreditation was the first step but we cannot stop here, we need to work at building on our achievement by looking at best practice outside of our organisation and implementing improvements as a result. Focusing on providing excellence in customer service and continuous business improvement should always be our objective.

**From a Facility Management perspective, what are our top three priorities in the short to medium future?** The integration of the FM functions on campus with those of the Halls of Residences is something we have been working towards for some time and will continue to be our priority. The second major objective is the implementation of a comprehensive FM information system that will replace the current Planon. The third priority is achieving Eco Campus Platinum and ISO 14001.

**What do you like doing in your spare time?** I live in the countryside so I am a keen gardener and keep chickens and pigs. I am also a bit of a twitcher and can spend a few hours at the bird reserves in Norfolk.



It took some doing to take a picture of Allan smiling. In his own words he is a bit "dour" (with a sense of humour maybe). So although the above picture is not a very good one, it is better than this:





**Notice to the occupants/users of Towers 1&2 Buildings** re: the upcoming refurbishment works in the existing reception areas. **Scope of the works**—the Estates Division will commence works to substantially enhance the quality of and accessibility to the reception areas of the Tower 1 & 2 buildings. The new reception will join the two existing separate entrances in to one new joint reception area. **Programme**—The works commence in early April 2012 and are due for completion in September 2012. **Phasing of the works**—The contractor will work in one reception area at a time leaving one reception area open for access to both Towers. **The lifts** will operate as normal during the works. **Effect on the occupants and visitors to Tower 3**—Access into Tower 3 will not be affected during the works. **How will Clements Inn Passage be affected during the works?** We will need to segregate off the frontages of the Tower 1 & 2 buildings. Hoardings will be erected along Clements Inn Passage to maintain access along Clements Inn Passage for foot traffic at all times and for emergency vehicles when required. **Will I still be able to access the basement car park during the works?** Yes. **Signage** Appropriate and adequate signage & signposting will be provided. **Disabled Access**—Disabled access will be maintained at all times to the buildings. **Further Information:** Check the Estates Division webpage. Details have also been circulated via the school newsletters and an email was sent to all department heads and managers. **Project manager:** Matt Gale, ext. 1171



## Green Impact—Estates team

We would like to introduce the Estates Division Green Impact Team for 2012:

- Francesca Harding
- Phil Newsham
- Alex Lillis
- Mirren McLeod
- Jossette Edwards-Leigh

As you may know Estates achieved a Gold Award along with the Residential Service in 2011. This year we are setting ourselves a real challenge and aim to achieve Platinum. As we recently moved offices, this will involve starting from scratch with many of the criteria. This will be especially challenging as we will have to meet 20 Bronze, 18 Silver and 97 Bonus criteria to be in for a chance for Platinum. Staff co-operation is vital in achieving this.

**Congratulations to Nita Khambatta on the arrival of her baby boy**

*Its with immense pride and heartfelt joy, that we introduce to you our baby boy*

*Shayan Ishaan Khambatta*

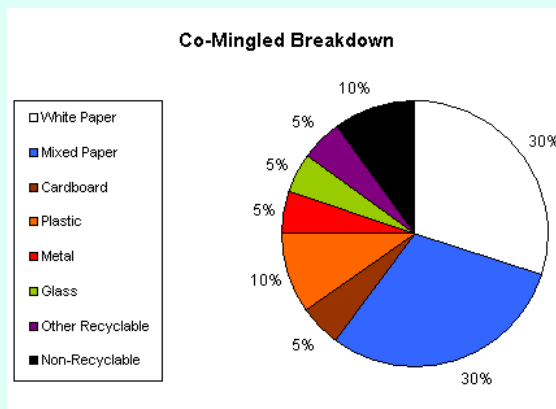


## Welcome Spencer Javangwe

Our colleague from Security – Spencer Javangwe joined the Estates Office for 6 months reviewing the security arrangements in the Library and Halls of Residence as well as communication within Security Teams.

## Sustainability update

The chart shows the recycled waste collected and processed at Gorgers Alley in the month of February (which equates to approx. 80% of campus recycled waste). Even though we saved 878 trees in the month of February only 90% of waste collected as recycled was actually recyclable! This is due to the wrong items of waste being put into the wrong bins as can be seen in the picture where mixed recycling bags which have been contaminated with food waste. Don't forget everything goes into the mixed recycling bins except Crisps bags, sweet wrappers and polystyrene.



All weights in Kg unless otherwise stated

| Mixed Recycling Environmental Savings |       |
|---------------------------------------|-------|
| Landfill Avoided                      | 321.9 |
| Trees Saved                           | 878.3 |
| Tonnes CO2 Avoided                    | 99.63 |
| Mixed Recycling %                     | 90    |
| Non-Recyclable %                      | 10    |

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 service 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](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)

Find link to the **LSE user guide for regular users of Help Desk** at [www.lse.ac.uk](http://www.lse.ac.uk) - Estates Division-Helpdesk (bottom of page)

