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LSE

Estates Division
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

What a month it has been! From the uprising of the people in Africa & the Middle East, to the civil war in Libya, to the resignation of Sir Howard Davies, to the devastation in Japan. Each one of those events is significant and monumental but all of them happening at the same time is mind blowing.

In view of the fast moving political situation in the world and the repercussions for the LSE, in this month's blog I thought I would mention an interesting thing about moral dilemmas.

Have you seen the Justice series on BBC4. If you have not, it is well worth checking i-player for repeats. Professor Michael Sandel presents a series of lectures on Political Philosophy.

Before you decide this is something to be thought in highbrow schools only, let me assure you that it is presented in a very accessible way. It presents the viewer with the tools to understand moral dilemmas such as 'is it acceptable to lie?', 'how to measure pleasure?', 'the good citizen' etc.

When I was talking about this with a friend of mine and she said that at her age she had no moral dilemmas any more because she knew what was right and wrong, I challenged her to watch the programme. She found it fascinating, maybe you would too.

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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.

Our thoughts are with the people of Japan

We would like to extend our deepest sympathy and support to the people of Japan who are standing strong and dignified in the merciless devastation caused by the earthquake.

Our thoughts are with you.



LSE Director steps down

You would have all read the sad news that with great regret and reluctance the Council of the London School of Economics and Political Science announced that it had accepted the resignation of Sir Howard Davies as Director of LSE. The Council has asked him to stay on until arrangements for a successor have been resolved.

We are all very sorry to see him go as he enjoys great support and is held in high regard by staff at the LSE. LSE Council unanimously appointed Professor Judith Rees interim director of the School from 2 May 2011 until the long term successor to Howard Davies takes up the post.



Happy St David's Day



Happy St. Patrick's Day

Room for Thought:

No weapon has ever settled a moral problem. It can impose a solution but it cannot guarantee it to be a just one. Ernest Hemingway

I tell you, the difference for me is between being victimized, terrorized, numbed by reading about different disasters, or reducing the anxiety by getting up and doing something about it, at whatever level. *Ted Danson*

Work booked over the Easter break

Fire Alarm Servicing—our contractor Colt will be doing some remedial works on the 29th and 30th March to the Smoke Vents at the Library and NAB.



Lift 60, Columbia House —planned maintenance repair to the lift drive unit.



PLEASE NOTE THAT **ALEX THORP** RETURNED TO HIS STUDIES AND IS THEREFORE **NO LONGER DEALING WITH FURNITURE**. PLEASE SEND ALL OF YOUR FURNITURE REQUESTS TO **PETER FENNELLY** VIA EMAIL: p.fennelly@lse.ac.uk.

Communal Recycling Stations

Following successful pilots in the New Academic Building, Fourth Floor Restaurant and Rosebery Hall, the Facilities Team is now **upgrading the rest of the LSE waste disposal facilities** with the roll out of Communal Recycling Stations (CRS) in both user and staff areas starting from April. All LSE campus buildings and halls of residence will operate **a standardised system by July 2011**. This new system aims to move **campus recycling rates from 37% to 90%**, as in the NAB. Departmental Managers will be sent direct emails with a schedule and info regarding their relevant building.

Facility Management Working Group

A working group was formed with **representatives across all sections of the School** to look at all aspects of the cleaning contract, pest control contract and the soft services contracts that are up for renewal. The group will look at **the tender specifications for the new FM agreements**.

Membership of the forum is for 1 year, and then the current member should nominate another person from their department.

The first meeting took place on 18/3. **Feedback** on the current FM services was requested from all members.

What kept Maintenance busy—March update.

Lincoln's Chambers—

damaged water mains caused the building to be with no water for an afternoon. The Water Board attended to the repair and our plumbers assisted with putting up notices and closing off service areas.

Flood in the basement of Parish Hall—it was caused by an overflow from the services room

Thank you for calling me to let me know when the curtains were going to be replaced. I really appreciated the personal communication and the speed with which the job was completed.

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above. Our late shift technicians dealt with it on the night and our fitter attend to the repair on the next morning.

Heating in Old Building—the

boiler replacement project is almost at the end and this should put an end to the heating disruption that has been caused recently. We did what we could to keep it to a minimum, but replacing six boilers whilst keeping the heating running was a challenging task to say the least. We would like to thank everyone for their patience during the time of the works.

Scenic Lift in the LRB—a passenger who was trapped in the LRB lift attempted to force the doors open to get out, which resulted in damage to the door control gear. Since this incident we have had endless faults with the lift which

caused it to be out of service frequently. After involving specialist engineers to attend to the repair we now believe that we have solved the problem.

Lift 60, Columbia House— there was an intermittent problem to the lift resulting in the lift getting stuck in the basement. Numerous parts were replaced and we have assurances that this has solved the issue. There is a planned maintenance work scheduled to this lift during the Easter break.

Change / check all clocks on campus—to ensure they have all registered the change to the summer time. We have 150 standard battery clocks and 80 radio clocks across 30 buildings.

Thank you very much to your team for unblocking the dishwasher yesterday and the sink a couple of weeks ago in the Research Division kitchen area.

Many thanks, Jane Ellison

Dear Steve (Ryan) and Ray,

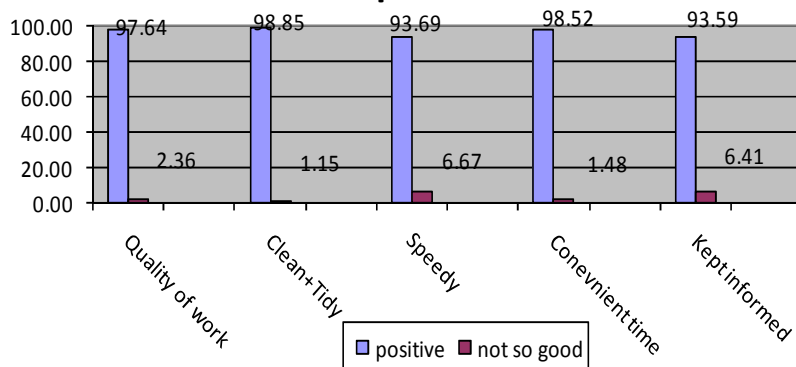
On behalf of the Singapore Society and the Malaysian Club, would just like to thank both of you for your absolutely critical help in providing the necessary AV support for the show. The show was an immense success and we really could not have done it without your kind help.

Thanks!

Kevin Long, President

Customer feedback Jan—March 2011

Feedback responses Jan- Mar 2011



I think FM is very good at responding to queries/complaints effectively. It's reassuring to know that in general the Estates has a very positive attitude and is open to feedback.

Clare Barry, Manager, EROB

... a positive note, the Gender Institute liked our newsletters, particularly the tone and informality of the FM/Maint newsletter. Well done.

Allan Blair, Director of Facilities

Meet Paul Franklin—Head of Maintenance

What did you do before you joined the LSE? I was a self employed electrician, then the 90's recession hit and there was no work. The LSE is a good place to work when the building sites go quite, there are a lot of buildings that need our loving tender care to look after them.

How long have you worked for the LSE? 20 years, when I joined I had full head of hair, the more responsibility I got, the less hair. That's my reward for working in maintenance!

What changes have you observed during your time here? When I started we only had 10 buildings and 18 maintenance staff, we now have 28 buildings and 19 maintenance staff. The school has grown, the technology has jumped ahead - some of our new buildings need a laptop to alter lighting levels, and most have a very sophisticated web based computerised building management system that controls the heating and cooling.

What is the best and worst part of your job? Introducing energy and maintenance friendly products - we are currently testing LED light fittings that will last over 50,000 hrs at a quarter of the energy consumption. They normally pay for themselves within 2-3 years. If they pass all our tests and we roll them out, this will allow us to concentrate our efforts on planned maintenance instead of on reactive work.

It is very frustrating when we are dealing with intermittent faults, when despite our efforts we just can't find the root cause of the problem, when our efforts in resolving the fault do not show, e.g. changing many different components over a period of time but as far as the person who is complaining is concerned - we took too long and we just cannot fix the problem.

Where do you go on holiday and why? I love visiting Cumbria, exploring the remote mountains, finding a spot to do some canoeing, driving through the country lanes, sometimes not seeing another vehicle for hours.

What is your favourite thing / hobby? Using our English Heritage cards and visiting historic places. I also enjoy cycling - rain or shine I always cycle to work. As my car is getting older, I find I'm spending more time ripping it apart and trying to repair it. By the time I can afford to replace it, I will be a fully skilled mechanic.

What are you looking forward to? We are looking into bringing in apprentices, I think this is a great opportunity for us to train and mould these young people using the skill of our technicians and our amazing campus buildings. It is quite a mix of old and very new technology at the LSE.

What is a life advice you would like to pass to your grandchildren one day? If you want to keep your hair, don't get into maintenance. Find a nice low stress job.



Fancy an apple... I have a few...

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 reports that various contractors and technicians were using ladders and storing material in the Library that could be seen as unsafe practice or obstructing escape routes.

We spoke to the relevant companies and staff involved and with the assistance of the Library staff the equipment and materials were moved to a better place. Staff were also reminded of the safe use of ladders.

It is important that all parties observe the H&S and Fire Safety regulations and carefully balance the requirement to carry out a job whilst observing safe working practices.

The Library is a big and priority building and as such requires the equipment that is designed to be used in this building to be stored in close proximity, i.e. where possible within the building, in order for Estates to react effectively and efficiently to job requests and emergencies as well as to complete projects.

Customer First Standard—Update

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

Every member of staff has a responsibility to contribute to the Divisions objectives of service delivery.

Progress update:

- We submitted a formal Customer First Commitment Form
- We met with HR to progress the Customer 1st application
- HR met the SMT to decide on specifics and establish an Action Plan.
- A staff huddle meeting was arranged for 25th March and this will be followed by further group meetings



Green Impact Project—End



The team in New Court won gold! We also had the highest score of the three gold winning teams.

Well done everyone, lets keep it going for next year!

From left to right:

Sam Charman,
Jossette Edwards-Leigh,
Matt Gale,
Beni Ahjem,
Chris Hunt,
Francesca Harding,
Stephanie Macauley



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

