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LSE

Estates Division  
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

# Estates Facility Management Newsletter

## Something topical

Whether you are a royalist or a republican, I would be surprised if you did not find the events of



the last month such as the Royal Wedding, the Queen's visit to Ireland and the Obama's stay with the Queen a little fascinating. They were historic events and as such deserve the credit and attention they received.

For me the Royal Wedding trumped it all. What a wonderful spectacle! And didn't the 'commoners' do well? What really fascinated me was the amount of air time and column inches that were given to the fact that Kate has come from a coal miner's background and the endless referrals to her as a 'commoner'. 'Undoubtedly a fact, but she is a breath of fresh air', I say. And how wonderful of William to not be concerned about her family tree but to judge her for who she is. A lot of people can take note of this, it is a healthy reminder of what really matters.

The Queen's visit to Ireland was another piece of good news and a successful diplomatic event that both countries needed in those times of economic doom and political gloom.

And to finish it all with a style, Obama came to visit, served BBQ in Downing Street, delivered a historic speech and reassured us that our relationship is still not only special but essential. If for nothing else I feel we should all be grateful to them for providing a bit of good news story in otherwise depressing news bulletins.

And I raise my glass to the good news story any day!

## ESTATES MAINTENANCE - WORKS UPDATE

- Lifts in Clare Market, the Library and Columbia House were repaired
- The Heating was upgraded in S506a/b following a complex pipe work re-arrangement
- St Clements extension main electrical panel was replaced
- NAB-The air handling units and equipment was serviced
- Replacement of smoke vent actuators and windows in the Library
- Replace pipe work in the sprinkler system in the Towers
- Serviced the roof of the atrium in the Student Services Centre
- Deep cleaning of the catering facilities in Old Building and the Garrick
- Campus water systems chlorination
- Modifications to the boiler flue in the Old Building
- Essential maintenance carried out to the cooling towers in Tower 1-3
- We attended to a major flood in the LRB

According to the early Roman calendar, May was the third month. Later, the ancient Romans used January 1 for the beginning of their year, and May became the fifth month. May has always had 31 days. Several stories are passed around to show how the month of May was named. The most widely accepted explanation is that it was named for Maia, the Roman goddess of spring and growth. Her name related to a Latin word that means increase or growth.

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## Room for Thought:

Always be a first-rate version of yourself, instead of a second-rate version of somebody else. - *Judy Garland*

Watch your thoughts; they become words.  
Watch your words; they become actions.  
Watch your actions; they become habits.  
Watch your habits; they become character.  
Watch your character; it becomes your destiny. - *Frank Outlaw*

Life's battles don't always go  
To the stronger or faster man;  
But sooner or later the man who wins  
Is the person who thinks he can! - *Unknown*

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.

## Peacock Theatre Lights

In our endless quest to improve our facilities and deliver environmentally friendly as well as user friendly products, we undertook a project in the Peacock theatre to replace the stage light. This was done as part of the SALIX fund of sustainable work. So we replaced the old inefficient lamps that were very energy inefficient, radiated residual heat and were very labour intensive to maintain as they required replacement every 3 months. As a result we reduce the energy consumption from 500W to 65W per light and there are 38 lights. The new fittings are also 30% brighter and last for 50 000 hours.



Sam Gaid, the Peacock Theatre Manager had this to say: "I would like to say that I'm really pleased with the new LED lights, they are good and much brighter for the students making notes during their lectures in the theatre, easy and cost effective for LSE to maintain and of course energy efficient. With thanks to Paul Franklin for all his help in making this possible."

So we felt so encouraged that we experimented with some new circular LED lights to replace the corridor fittings in the back stage area. This also proved very worthwhile and therefore, we will now be using those fittings across campus. A job well done and a few satisfied customers! This is what we are here for...

## More projects completed by the team

Two other improvements were completed by the maintenance team in the attempt to introduce more sustainable products to the users.



The first one was the installation of water fountains in the NAB. The water fountains were fitted in the LG floor near the SZ theatre, Grd floor near reception desk and 1st floor mezz. They are designed to be used either as drinking fountains or water bottle refill stations with the aim of encouraging the users to stop buying bottled water and reduce waste.



The second one was the installation of the new hand dryers. They are from the HD200 range that combine high speed drying with energy savings. These units have a drying time of approximately 10 - 12 seconds. A red LED display on the front of the unit shows it is operational and this light turns to green when the unit is in use. A further blue LED light underneath the unit shows the best position for optimal hand drying. The motor and element can be adjusted from 450 - 900 Watts. For comparison the old one is 2.4kw and takes up to 80 seconds to dry your hands. So far we have fitted those hand dryers in B700 & B200.

## Feedback

Dear Help Desk,

Just to say thanks for sorting this out at very short notice on Friday. Thanks to Tony (Hough) too.

Regards  
Samantha Keenan  
Departmental Manager

We are currently working on a permanent repair of lift 12 in the Library that appears to be experiencing further problems following a trapping where the passenger forced the doors open.

Dear colleagues,

Pro-Director Professor Stuart Corbridge recently expressed that he is in awe and remains deeply grateful on behalf of the wider School community for the flawless Burning Issues which took place last week. I would like to pass on his thanks and personally thank you all for your assistance and time in helping to make the Burning Issue Lectures a success. It was a huge project but we all worked together fabulously which really paid off.

Thank you all again and watch this space as the lectures may soon be on TV!

With kind regards, Sooraya

Hi Paul

Just wanted to say a big thank you to you and all the Estates staff who worked in the Library over Easter - it was a busy time for us but we had very few comments or complaints and the guys obviously managed to keep on top of perennial problems like blocked toilets. Library security reported that Estates staff on duty were very quick in coming over to sort out a variety of problems.

It looks too as if all the window work went well - so I guess we start thinking about the summer programme now?

Thanks again. Regards, Val Straw

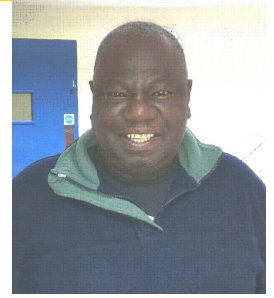
I wanted to thank Estates staff publicly at some point. We had a major flood from the lower ground floor loos yesterday, and they worked very hard indeed until the early hours of the morning to find out what the problem was and fix it. The pipe taking the waste away was blocked and the jetting company found mobile phones, wallets, credit cards and rats - among other things. It hardly looks like anything has happened this morning so a big thanks from the Library. Val Straw



## William Tappin—new electrician

In our last month's newsletter I mentioned that William Tappin joined our team as a new senior maintenance technician. We are very lucky to have such an experienced installation electrician who run many electrical contracting jobs in his previous employment. Will is a JIB approved electrician up to foreman grade and has taught many apprentices to a very high standard. He has worked on old and new technology from old VIR and lead cables all the way up to LED and electronic lighting systems. Will is an excellent addition to the maintenance department. In the past ten years Will has worked in many schools and universities carrying out installation and maintenance work.

Congratulations William, we look forward to working with you!



## Steve Ryan

Steve Ryan, our electrical supervisor has been seconded to the Halls of Residences to assist with their integration with the Estates Division. The idea is to streamline their services with the ones on campus and provide a more efficient FM cover. The new duties and for the next three months Steve will be working as a Residences Maintenance Supervisor as well as overseeing the BMS on the main campus. He will be based in New Court and High Holborn.

Robert McAlpine is overseeing the electrical work in Steve's absence.



Alex Lillis, the FM secretary, put herself out for a charity walk and fundraising. Here is what she had to say about the event:

Thank you so much for sponsoring me, I conquered the 26.2 miles!!

We set off at about 00.10am as we were the last colour group to head out. 8 miles in and we were still going strong (possibly due to the 2 boost bars each we consumed, amazing sugar rush!) marching across Tower Bridge, it was absolutely freezing with the wind and chill factor (4 degrees) so out came the space blankets!

At the 11th mile the half marathoners headed back over Waterloo Bridge to Hyde Park and us full mooners carried on down Embankment towards Battersea. We met the Chelsea Fire Brigade half way down who were kind enough to let us use their ladies room and even treated us to a bit of entertainment in the form of sliding down the pole whilst holding two cups of tea in one hand - some men can multi task it seems :).

I found the 21st mile onwards the hardest with blisters on each of my heels and my dodgy knee playing up. We all experienced highs and lows along the way but we made it across the line at 09.07am to be greeted by friends and family oh and a nice bottle of bubbly!

So far we have raised £1,160.00 for breast cancer awareness online and offline and would like to say a massive thank you again for your support and kind donations.



True efficiency and ingenuity ... or what were they thinking! You decide. Where is the H&S manual when one needs one?

## 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.

A colleague in the Student Services Centre felt that the heating system is not adequate and that the space is too noisy. The specific complaint is being reviewed by the Head of Maintenance and the Director of Facilities in order to see the details and our project team is looking into various possibilities for long term improvements.

Similar concerns about ventilation were raised by the Department of Management in the NAB, they felt that the open plan offices were lacking in adequate temperature control and fresh air supply. Our investigation of the equipment confirmed that it was working as normal but the status quo was not satisfactory for the users. Our projects team is looking into this to see whether there can be further improvements introduced to the area.

The above two reports are only a sample of what various individuals felt about the heating / cooling on campus. It is an extremely challenging job to satisfy individual preferences whilst at the same time meet environmental targets and keep to LSE guidelines whilst keeping in budget and maintaining what is in situ. Really not an easy job at all!

### 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.

- All staff will be invited to discuss their responsibilities and understanding of the standard
- The C1st representatives were briefed on how to start the staff meetings
- Meetings with all staff took place w/c 11 April
- C1st reps met to discuss outcome of staff briefings and agree application and Action Plan on 11 May
- Interviews to follow in June

### Customer Services Model

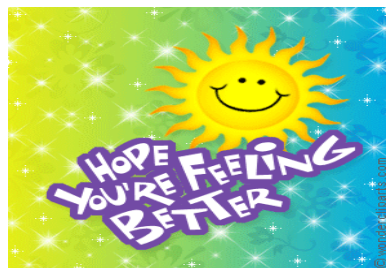


### We hope you are feeling better!

Ged McCormac, in-house electrician, is back from a long term leave. He is on phased return to work schedule and we are very pleased to see him back looking fit and well.

Steve Jessup was also on long term leave following a break of his arm that had a few complications. We wish Steve a speedy

recovery. He is now back on office duties helping Help Desk for a while before he returns to work as an electrician.



Beni Ahjem, Customer Services manager is also back to work following a shoulder operation. She reported that all went well but the recovery is a long and windy road and will take months before all is back to normal.

Alan Wade, controls engineer, also had a minor accident at work and he recovered well.

### 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](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)

