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LSE

Estates Division
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Maintenance and Help Desk Newsletter

Editor's blog

This is the last edition for 2010 due to December being a short month. We all look forward to the Christmas break and hope to use it for celebration, relaxation and maybe retail therapy. Happy holidays!

The end of the year is a time for reflection and an opportunity to plan ahead.

A few initiatives were started in **2010** such as the production of the Help Desk LSE User Guide, Help Desk web page going live, the meetings with the regular users, we are part of the Customer First initiative and we changed the newsletter. The direction of our work is guided by you, the customer. The initiatives are either suggested by you or due to repetitive feedback on an issue we decide to introduce a measure (where feasible) to reflect the suggestions. Also we sometimes try to anticipate what may be an improvement to our current service. We quickly know if we have guessed right as you tell us about it. It is heartening to hear that we have done well so far.

In **2011**, we will continue our work with the Customer First, we will be implementing some of the proposed initiatives from the Meet-Help-Desk meetings, we will be taking part in the Green Impact Project and also we hope to *expand the newsletter* so that it covers stories beyond its current scope

Meet HelpDesk — Invitation

You are invited to meet with the Estates Help Desk. Please get in touch to suggest a suitable time for the regular users of your department to meet with us.

The meetings are informal and are opportunities to talk about what we do and how we can work better together.

We look forward to seeing you soon!

Contact: a.ahjem@lse.ac.uk; ext. 7778

and include the rest of the FM team such as security, porters, cleaning, environmental, post room, reprographics etc. This has been done in the past on an ad-hoc basis but we will endeavour to make it a permanent feature. What do you think, *what stories do you want to read about?* This newsletter is for you, so we hope to hear as many suggestions as possible.

Merry Christmas and a Happy New Year!

We wish you a successful, prosperous
and healthy 2011.

From Maintenance and Help Desk

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Room for Thought:

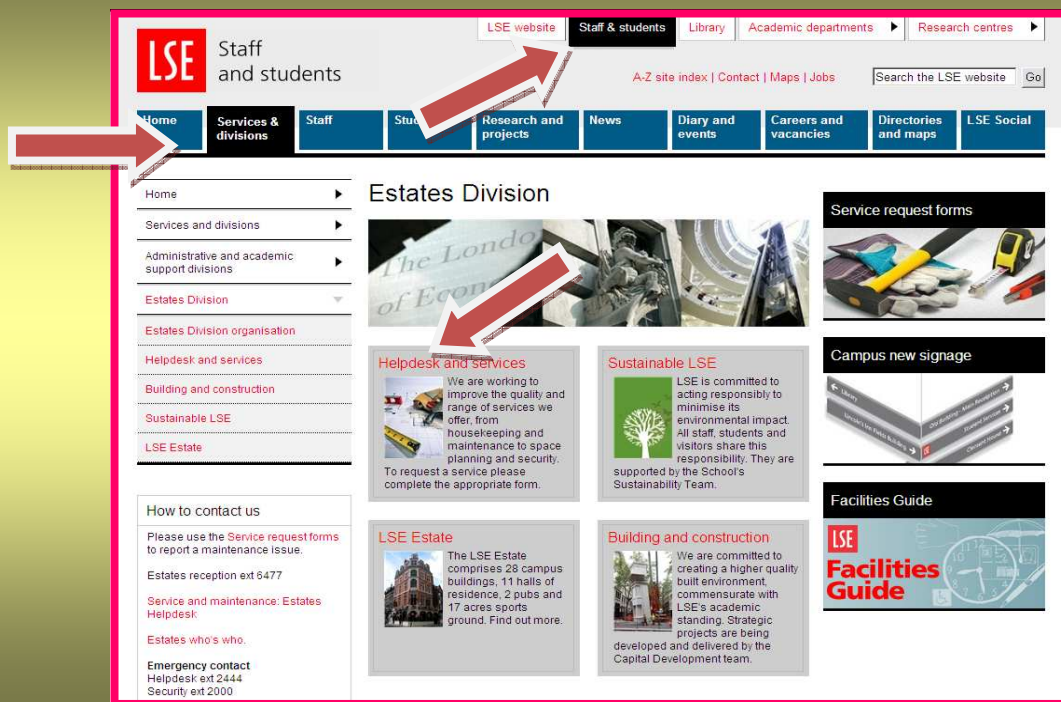
Justice without force is powerless; force without justice is tyrannical. ~Blaise Pascal

You can stand tall without standing on someone. You can be a victor without having victims. ~Harriet Woods

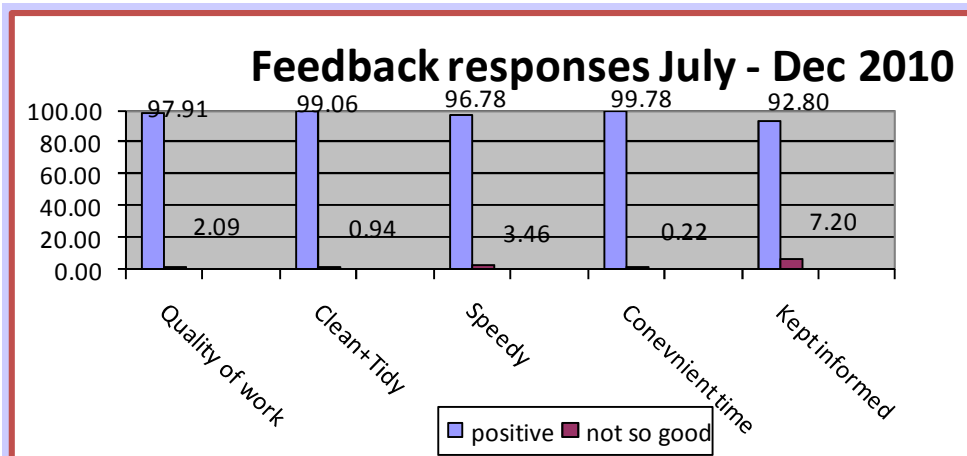
There is nothing so useless as doing efficiently that which should not be done at all. ~Peter F. Drucker

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.

We hope you can find time to VISIT our NEW WEB PAGE. We look forward to hearing your thoughts. It is work in progress and your suggestions will be greatly appreciated. Access via Estates Division — Help Desk & Services.



Customer Feedback July—December 2010



This request was dealt with within minutes of my request so, thank you very much for your prompt response. (J. Beardsell)

Thanks for thinking out of the box on this one. (A. Hough)

Here is the latest statistics, for the period Jul—Dec'10 we received 526 the customer feedback forms. On the whole we are doing well. The two areas that are showing slight discontent are information (34) followed by speed (16). Those often go together. The customers who submitted negative feedback are stating that they were not kept informed when there are delays in completion of jobs and / or they were not being told when the job is being carried out but find out about it from the auto email a few days later. We are looking at various ways of addressing these. The current IT system does not support automatic updates outside the two already in place and we rely on the individual technicians to keep the customers informed..

Door plates in NAB, Connaught House & Old Building

A large body of work has been undertaken by departments throughout the LSE in order to assess all the implications of the re-numbering, this has allowed the school to prepare for a smooth transition come the start of the school year. **There will, however, be certain elements of the change that we may require individual departments to manage internally, these are:**

- Updating static information on departmental web pages. This should be undertaken by the designated Web Manager.
- Ensuring that departmental publications contain the

Contact

Should you have any queries regarding the new numbering system or wish to know more about how this may affect your department, please contact Phil Newsham on p.newsham@lse.ac.uk

new numbering convention.

- Management of door plate inserts for departmental offices, research and common rooms etc. (template will be provided)

Have a greener Christmas!

Christmas is a time to relax, sit back and not have to worry about the harsher things in life. And make sure you do that, but we hope you can spare a thought for the environment, knowing you have been responsible will make you feel better too! Here are just a few tips on how you can make a difference:

Reduce energy in the office

Turn off your PC and monitor before you leave the office – A PC left on over the holiday will use enough energy to produce 13kg of CO₂.

Turn off the kitchen hot water boiler – the energy needed to keep a water tank just under boiling point for hot drinks during the break could be using enough energy to emit 240 kg of CO₂.

Unplug any non-essential items rather than leaving them on stand by. Turn off any stand alone electric or wall mounted radiators, printers and photocopiers at the socket. – appliances such as microwaves, TVs, heaters etc left on stand-by still use energy.

Switch off your office light, desk lamp, display lights and any decorative lighting as you leave – this is good practice and can save 33kWh of wasted energy—especially if the bulbs are not energy saving—as well as removing a potential fire hazard.

Estates Maintenance will turn down the temperature on any wet-system radiators to minimum or frost protection level.

Turn off dripping taps and report to Estates Help Desk—the rate of drip will only increase with time. A tap leaking at 2 drips per second will waste 311 litres of water over the holiday.

Shut all windows and office doors—open offices can allow thefts of your belongings and fire to spread as well as thermostatically controlled room heaters (BMS) to heat areas that are not required due to the loss of heat.

In an emergency over the holiday closure period please call Security on ext. 2000.



Be green at home

Christmas Cards – buy cards made from recycled paper or cards that support a charitable cause.

Stamps for charity—bring any stamps to the Post Room to help raise funds for charity.

Christmas Tree—Pick your tree up from an ecologically sustainable supplier, in a planter & replant your tree in the garden after Christmas. If this is not possible, then you should recycle your tree (local council). Alternatively, use an artificial tree and take pride in it year after year.

Presents – Choose ethically sourced presents made from natural or recycled products. Alternatively you could buy ethical gifts such as an acre of rainforest, the funds to clear 25 square metres of a minefield.

Decorations - Get the children to make home decorations from reusable materials and paper and re-use in the future years. You can also use mistletoe and holly to give the house fresh natural look.

Wrapping - Use recycled wrapping paper, only use as much paper as you need to avoid waste and use pretty ribbon instead of sellotape. This makes re-using the paper and ribbon much easier.

Christmas Dinner - Shop local and choose organic products for your Christmas ingredients.

Energy - Turn your Christmas lights off during the day; If your Christmas lights are on, turn off your main room lights; Turn your thermostat down a degree or two or turn your heating off when you're cooking the Christmas dinner – heat from the kitchen will keep surrounding areas warm.

Meet Terri Townsend—Help Desk Technician

If you have ever called the Estates Help Desk, the chances are you have spoken to Terri. She is our front line customer services person who is very efficient and has an incredible capacity to stay positive even in the most adverse moments. We need more people with this ability! This is why when she is not at work we all notice it and cannot wait for her to come back. Here is a quick insight into her world.

Where did you work before you joined us? I use to work for a storage company called Recall as a customer services person and I was also working part time in my local pub which I really enjoyed!

How long have you worked for the LSE? I joined the LSE in July 2006.

What is your favourite holiday activity? I like anywhere where its hot,

I love the sun and getting a tan. I also like going to my parents caravan where I love watching my little girl have loads of fun on the rides.

How do you like to relax? Relax is a word I do not know the meaning of!! I have a 2 year old that seems to have loads of energy in the evenings!

What are you looking forward to? I am really looking forward to moving house, fingers crossed it won't be long.



Staff news

When customers felt we could have done better

In this section we feature three randomly selected examples of feedback where the customer felt we could have done better. Any feedback that was received indicating that there is a shortfall in performance is investigated and where appropriate addressed as we try to learn from our mistakes.

A replacement key for a locker was ordered and a time frame was assigned for the job to be completed. The locker keys are not issued in-house, but they are ordered from an outside contractor, this leads to a slight wait for the delivery. After two weeks the customer contacted us to ask about the completion of the job. After an investigation it became apparent that the parts had not arrived in the expected time frame. We contacted the contractor, established a new estimated date of delivery and informed the customer of the new deadline. The job was completed on delivery of the key.

A customer contacted us to report that the SSC glass doors were coming off the hinges. A technician went to fix the door immediately. On the next day the customer received auto notification to advise that the job will be done within one day. This was caused by a peculiarity in the IT system where the automated emails are sent at 9.30 each day and everything logged after this time is confirmed on the following day, although, in cases of an emergency, it would have been dealt with on the day of the request. This is an issue we are aware is causing confusion and hope to address with the introduction of the new IT system in 2011. There was a secondary issue with this query where the customer was contacted to find out if the job was for SSC or for Parish Hall. The job ticket correctly mentioned the description as 'door in SSC', but stated in the location field Parish Hall by mistake. This was due to the two locations being next to each other on the screen and the technician raising the ticket pressed on the wrong entry. To ensure we attended to the correct job the supervisor called the customer to confirm details.

A door was reported as making a whining noise, our technician attended to it and established that the job was outside our remit of responsibility. We contacted the customer for further details and it was established that the fault is one for the security contractor to attend to. We informed our colleagues from security who arranged for the magnetic locks to be checked.

Customer First Standard—Update

We have initiated the team meetings where everyone is briefed on the Customer First Standard and the responsibilities of each staff member.

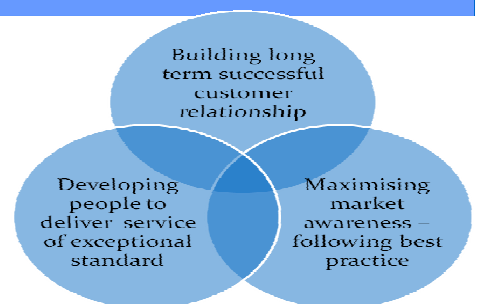
All staff will be involved as the standard is looking for a culture of customer focused service that is following best practice.

As part of the external assessment, that will follow, random members of the Estates Division will be interviewed in order

to provide evidence in support of our statements of compliance. It is important that staff members support this initiative and take responsibility for their part.

The first meeting for the Maintenance and Help Desk staff will take place in the time slot of the next Tool Box Talk.

[The meetings with the rest of the Estates teams are to be organized by the Sections.](#)



LSE Green Impact Project

The Estates Division is taking part in the LSE Green Impact Project.



We are one of many departments who will work towards a greener environment. Last year the Estates Division was awarded the Bronze award and this year we are aiming for gold!

A team of NCT office representatives, led by Francesca Harding, team leader, will be working towards fulfilling the criteria as listed in the Green Impact workbook.

We have already scheduled our meetings in order to review what was achieved last year and how we can build on it. We will be implementing initiatives to fulfill the new criteria and we rely on colleagues' co-operation to help us along.

For enquiries re: the Green Impact Project please contact Helen Craig, Greener Living Assistant on h.craig@lse.ac.uk, ext.1135. Alternatively, please come to the drop-in sessions every other Monday over lunch in NCT.MR10

Green Impact is run locally by the School but managed across 23 HEIs by the Environmental Association of Universities and Colleges and National Union of Students as part of Defra-funded Degrees Cooler project.



Thanks to all staff who were involved in the setting-up of the LSE Kids Christmas party. Your help and hard work is appreciated.

We hope to feature some pictures from the party in the next edition of the newsletter. Well done everyone!

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

