

Volume 2, Issue 16

November 2011

# LSE

## Estates Division Facilities Management



LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

# Estates Facility Management Newsletter

## Editor's blog

This blog appears to be a popular part of the newsletter and is open to any topic from work related matters to anything that wanders into one's mind.

This month, the topic is London and our commute to work.

My family and I moved to London many years ago and now consider it our home - a typical scenario for many. And just as so many others, we got so accustomed to going past the attractions every day, that one day my daughter asked: "Why is a bus load of tourist taking so many photographs of St Paul's cathedral?". We only go sightseeing when we have visitors and we enjoy it and promise that we will do it more often. Work and life take over however and the circle is closed.

However, some friends organised a photo competition recently where we had to take as many photos of street performers as possible, within the City in a two hour period. I was very sceptical at first and thought I could think of better things to do, but it all turned out to be a very enjoyable day looking at London through a different lens.

Here is a fact; on a weekend, just in the stretch between the South Bank and Covent Garden, there were over 80 performers from artists, to musicians, to bronze moving statues and magicians. People we'll often go past in a hurry and hardly take notice of them. An impressive spectrum of entertainment that brightens our day. This experience reminded me of the expression: 'find time to stop and smell the roses' - something we do not do often in our busy lives! We discovered a new side of London, one that is often overlooked. I now notice those entertainers on my way to work and they bring a smile on my face. What a location!

## Estates Help Desk –We are here to help

### Emergencies / Urgent

#### Contact Help Desk

- Ext. 2444

#### Out of hours contact - Security

- Ext. 2000

#### Contingency procedure

- Visit the Estates Help Desk web page for forms and user notes

### Submit a service request

#### Contact Help Desk

- Web Service Request Forms

#### Contact Help Desk (if the web page is down)

- Ext. 7956
- [Estates-help-desk@lse.ac.uk](mailto:Estates-help-desk@lse.ac.uk)

### Queries / Feedback / General Information

#### Contact Help Desk

- Ext. 7956
- [Estates.follow-up-jobs@lse.ac.uk](mailto:Estates.follow-up-jobs@lse.ac.uk)

#### Contact the Customer Services Manager

- Ext. 7778
- [A.Ahjem@lse.ac.uk](mailto:A.Ahjem@lse.ac.uk)
- Feedback Form

#### Visit our web page

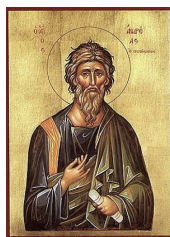
- Response Times
- Quick Reference
- News

For more information: Contact us or download our Help Desk User Booklet



## Happy St Andrew's Day!

**St. Andrew's Day** is the feast day of Saint Andrew. It is celebrated on 30 November. Saint Andrew is the patron saint of Scotland, and St. Andrew's Day is Scotland's official national day. In 2006, the Scottish Parliament designated St. Andrew's Day as an official bank holiday.



### Room for thought:

**Never** hate those people who are jealous of you but respect their jealousy because they are the ones who think that you are better than them.  
Unknown

**Life** is one big road with lots of signs. So when you're riding through the ruts, don't complicate your mind. Flee from hate, mischief and jealousy. Don't bury your thoughts, put your vision to reality. Wake Up and Live!  
Bob Marley

**The** jealous know nothing, suspect much, and fear everything. Curt Goetz

**Jealousy** is no more than feeling alone against smiling enemies.  
Elizabeth Bowen

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

## Feedback

...I just wanted to pass on my praise of Pat Causley and his team for the way in which the new lighting was sorted out in Clement House. We were forewarned, the contractors were quiet, helpful and pleasant, and the job done quickly and with virtually no inconvenience to us. The result is a vast improvement on the dull lighting we had before.

I would also like to say how pleasant, helpful and efficient Phil Newsham has been over the new signage arrangements in Clement House. Also, a request I made a few weeks back to have multiple copies of keys cut for our postboxes was dealt with by Tony Hough in no time at all, and we had a quick response a few days ago to an outstanding issue regarding our using a store room on the 7th floor. ...

Hilary Parker,  
Departmental Manager  
International Relations

Just wanted to say thank you for fixing filing cabinet so quickly – staff arrived within an hour of request so very helpful, thanks.

Naomi Hicks

Public Communications Manager

Grantham Research Institute

G301-The electrical, data supplies and worktop have now been completed.

Thank you very much Pat, it all looks excellent. Please pass on particular thanks to the carpenter (Steve) who did such a nice job for us.

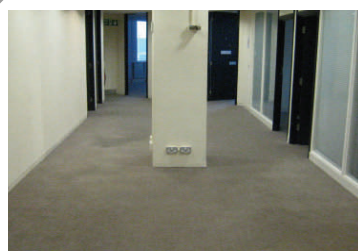
Kate Barker, LSE100 Course Manager

The person who carried out the job was excellent, and fitted around my schedule. Well done! (JI151950)

Andrew Sherwood,  
Economics Undergraduate Programme Manager

## Tower One refurbishment— before and after pictures

The Refurbishment was completed last month and the building will be occupied from November. The Estates office is relocating to Tower 1 in December. Here are a few pictures, they speak louder than words — what a change!



## Interview with Vic Finnigan—Head Porter

**How long have you worked for the LSE?** I started 23 years ago as a kitchen porter in Catering. I moved through various similar posts and have been the Head Porter for the past 7 years.

**What did you do before you worked at the LSE?** Immediately before joining the LSE I was a ground worker for a while but this came to an abrupt end one day and I started looking for a new job. Luckily, I saw the job at the LSE advertised and applied for it.

**What changes have you observed in your time with the LSE?** There have been massive changes. When I first started, we only had a few buildings and the operation was small. Later, they added Columbia House, the Library, St Phillips and now we have 30 buildings. There were also changes to the Estates Division. In fact there was no Estates Division when I started, there was just a maintenance team and the porters were not part of it. Our Head Office in the good old days was the Three Tunns. Things have changed since - it is a lot more organised now!

**Is it true that St Phillips is haunted?** No, it is a rumour. I was playing a prank on one of my colleagues who believed it and we had a bit of a laugh about it. This was something we could do in those days, 20 years ago, when everything was a lot more laid back. You could never get away with it now.

**What is the best part of your job?** I am enjoying my work but the best part of the job is going home knowing there are no problems left behind. The job can become very stressful if you allow it.

**What is the worst part of your job?** The lack of communication between departments and irate customers, but I am philosophical about it—you have to address stress as you address the rest of life: get on with it.

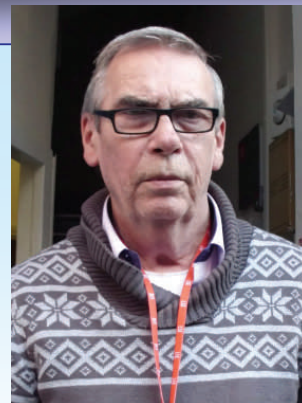
**What has been the trickiest job you had to do?** Explaining to the old management, many years ago, why the fish was 'resting' when we moved the fish tank. It is fair to say we somewhat mishandled the move (not deliberately obviously) and I had to explain that the fish must have died due to the 'shock' of the move. Well, we used the £50 petty cash to buy replacement fish as sadly not all of the old fish survived the move.

**You and the porters receive excellent feedback from the customers, what is the key to good service?** We understand the departmental set up and that they are all different, so we try to take the pressure off the customers by going the extra mile. We take the time to know the people, establish personal connections and build rapport and understanding.

**What is your motto?** Stop moaning and just get on with it.

**You are due to retire in 2012, what will you miss most?** I will miss the people and getting paid at the end of the month but I am looking forward to the rest of my life. I have worked since I was 15 and it is time to stop, no plans, just taking it as it comes.

**What would you like to say to your successor when he/she is appointed?** Good luck, mate, you are taking on a team of seven and a demanding job, but just enjoy it.



## When customers felt we could have done better

Following the Summer Campus Sign improvement works we had a number of queries about the new numbering order and the old door plates.

A number of our customers contacted us to ask when the old door plates would be removed from offices that have had new signs installed. These works were carried out over the dates of 28<sup>th</sup>, 29<sup>th</sup> and 30<sup>th</sup> of September.

The reason for this lag between installation and removal was to allow sufficient time for necessary updates to be made across campus (IT Systems, Publications, cleaners keys etc) and to allow for Property and Space Management to complete their Trac audit, which is

based on the Old numbering system.

Apologies for any inconvenience caused by this and please let Phil Newsham know should you have any specific remaining problems or queries regarding the above.

The air ventilation in Tower 3 gave us problems; software related and with air locking in the vents. This resulted in the top floors overheating.

Various adjustments were carried out both by the in-house staff and our contractor. The issue appeared to be of a complex nature and continuous monitoring and repairs had to be undertaken before we could

have a reliable control over the Building Management System.

The auto emails sent on acceptance and completion of a job were not being received by our customers.

We contacted IT Database team and they advised that the scheduled jobs that send the emails had stalled and their monitoring tool didn't alert them to this. There was a secondary problem with a wrong password.

The stalled jobs were all cleared and have been run manually to get them back on schedule. The monitoring issue was then checked and should be back to normal. Keep us posted if you are still having issues.



## Green Gown Award Nomination

We were shortlisted for the Green Gown Awards, with a few others in the sector, for our work on the RETHINK Strategy creating positive behaviour change. The awards recognise sustainability excellence in the Further and Higher Education sector and recognise UK universities and colleges for outstanding achievements in sustainability. LSE has previously won the award for LSE 100 in the Curriculum category (2010) and the NAB in the Sustainable Buildings category (2009). Our work focused on all areas of waste generation under an umbrella project to create a zero-waste university. This includes reduction of purchases, facilitated by re-use of items such as furniture and stationery, and deploying bespoke recycling bins to improve recycling uptake. The RETHINK approach is outlined in a short film clip that you can see here: <http://www2.lse.ac.uk/newsAndMedia/videoAndAudio/channels/sustainableLSE/player.aspx?id=1115>

## External Communal Recycling

This month saw a truly collaborative effort to get the external communal recycling stations out across campus!

Thank you to Mark Atkinson, Head of Facilities and to Nazneen and Jessica (ISS) for responding to our needs and for allocating the man power (Gustavo, Femi, Harold, Fran, Eric, Baba) to get the job done. Thank you to the rest of the ISS team who had to cover the rest of campus whilst this was ongoing.

A big thank you to Steve Clogg from Maintenance for trying to find solutions to the signage sticker situation, bolting the bins securely on Houghton street (whilst users insisted on using them!) and removing all other individual rubbish bins.

We still need to verify this statement but we think that we are the 1<sup>st</sup> University in the UK (perhaps the World!) to offer external food composting bins across its campus.



Please note that due to our office move from New Court to Tower One we will be running a skeleton service on Help Desk on Friday 9th December. We apologise for any inconvenience this may cause.

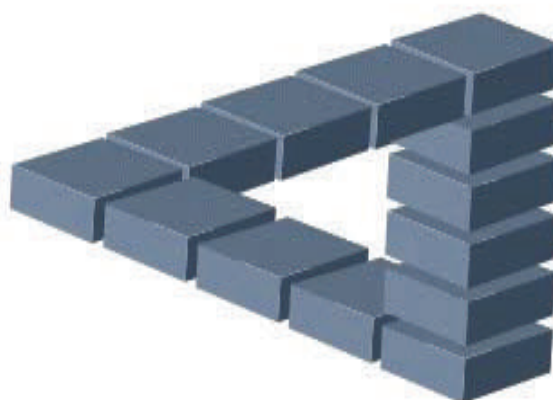
If you are not able to get hold of Help Desk, please report emergencies to Security, ext 2000. We will try to minimise any delays in processing your requests.

Thank you for your understanding and co-operation!

Really hot, need to sit in the shade!



Is this possible?



## 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](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)

# LSE

Estates Division  
Facilities Management