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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

A big thanks to colleagues who got in touch. All info is very valuable as we use it for service monitoring and improvement purposes. If you have not done so yet, please do not hesitate to comment on any aspect of the work we do, the service we provide, the newsletter, our web page or the LSE User Guide. We are always interested in hearing your opinion and your overall experience in dealing with us.

Thanks for your continuous co-operation, we appreciate it!

On a different note, as you would have noticed this month the newsletter was sent via an **internet link** and not as an

attachment. This should be a bit easier on the file memory—do you prefer it?

Now that the newsletter is available on the web, we are also trying to **update the subscription list** as it was created more than two years ago and is a bit out of date. Originally we used the following distribution criteria:

- Staff nominated by their managers who would benefit from the information,
- Requested subscription,
- Regular users of the Help Desk,
- Estates Staff.

If you don't fall into the above four categories, or if you know someone who may benefit from receiving this letter, please do let us know and we will add you to the mailing list.

### Customer feedback



## News



The newsletter is meant to provide information updates that are relevant to the readers, whilst at the same time offer entertainment to liven things up a little. We have regular readers and we are forever grateful for the support. Long may it last! Let us know **what topics you want to read about**. We hear that the personal profiles are people's favourite. I am not surprised as when I read the LSE newsletters, and there is some exceptionally good competition there, I always read the profiles alongside all news. We do not have one in this newsletter but we'll try to keep this going in future editions. Enjoy the read!

## Meet the Customer!

We have started a series of meetings with the regular users. The start has been encouraging and we very much look forward to continuing the constructive discussions. A massive thank you to the colleagues who contributed so far. We have covered various topics from your experience of using help desk to our recent initiatives and how to go forward.

A number of suggestions that came from the customers will be

taken forward as soon as we work out and agree on the practicalities of how this will be done.

*In the meantime, we look forward to hearing from the rest of the departments when you would like to meet. Currently all Tuesdays until end of November have been reserved for those meetings. Do please let us know when it will be a suitable time.*

The first invitations were sent to customers that have previously confirmed their interest.

A second wave of invites will follow but please do not wait for it if you want to meet. Please get in touch via email at [a.ahjem@lse.ac.uk](mailto:a.ahjem@lse.ac.uk) to suggest a suitable time when the regular users of your department can meet with the Estates Help Desk.

We look forward to seeing you soon!

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### Room for Thought:

When you make a mistake, don't look back at it long. Take the reason of the thing into your mind and then look forward. Mistakes are lessons of wisdom. The past cannot be changed. The future is yet in your power. (Hugh White)

If you have made mistakes, even serious ones, there is always another chance for you. What we call a failure is not the falling down but the staying down. (Mary Pickford)

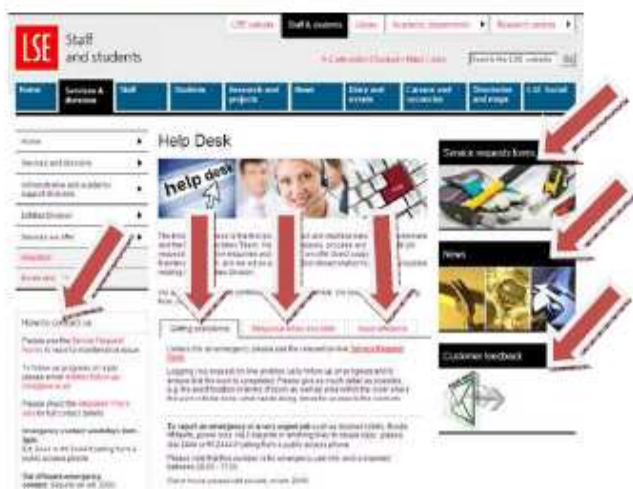
If you have received this newsletter by email this is because you have either subscribed to it or have been identified as a regular user of Help Desk. We very much hope you like reading it, however should you like to unsubscribe from this newsletter please reply to the original email with 'unsubscribe' in the headline.

[www.lse.ac.uk/estates](http://www.lse.ac.uk/estates) - Services we offer - Help Desk



The Help Desk page is then divided into fields:

- Contact Us
- Getting Assistance
- Response Times and Stats
- Quick Reference
- Service Request Forms
- News
- Customer Feedback



### Getting Assistance—Follow up / Complaints & Contingency Procedure



### Response Times and States



Quick Reference—O&amp;A, A-Z



**We hope you can find time to VISIT OUR NEW WEB PAGE. We look forward to receiving your FEEDBACK. It is work in progress and your suggestions will be greatly appreciated. Access via Estates Division—Services we offer—Help Desk.**

## Furniture re-use

As you may recall, earlier in the year, Howard Davies highlighted that In April 2010 the first stage of **the Carbon Reduction Commitment Energy Efficiency Scheme** came into force. In summary, over the coming years *all universities will be legally required to reduce carbon emissions*. These reductions were laid out for the sector by HEFCE this February. By 2010 LSE will be required to cut their emissions by 48% against a

2005 baseline. Universities that fail to achieve these cuts will be fined.

Howard Davies confirmed that we plan to achieve this. He reiterated that everyone can help as it will be through thousands of *small actions that we will all make a difference*. **As a start**, the LSE

To request furniture from the re-use pool please visit our web site:  
Estates-Services we offer-Furniture;  
or contact Alex Thorp:  
[a.m.thorp@lse.ac.uk](mailto:a.m.thorp@lse.ac.uk)

purchasing manager is working on making the **procurement more sustainable**, e.g. staff will be asked to consider **reusing office furniture**, and ensure that new purchases are made from centrally-approved sustainable providers.

## Staff news

### When customers felt we could have done better

This is a new section, just to balance the views. Here we intend to 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.

Two requests were placed for a lino to be stuck down in the Library as it was likely to cause a trip hazard. The technician was sent to make the areas safe, as a first step, and was asked to return to put a permanent repair in place shortly after. However, when the technician returned only one of the areas was repaired and the second one was left at the temporary repair stage. As soon as we became aware of this we ensured that the permanent repair to the second area was executed the same day.

A request was placed for a dishwasher not working and we sent a technician to check the pipe work for blockages. There was no blockage found and the customer was advised that the fault must be with the dishwasher. The responsibility for the repairs of office/kitchen appliances/equipment rests with the Departments who would have purchased the items. This is due to two main reasons: the warranty of the appliance will be nullified if a third party interferes with the machine; also we do not have in-house technical expertise to deal with domestic equipment. We explained this, however, the customer felt this was not satisfactory.

We had a suggestion to change the feedback form and remove the 'appalling' entry as customers did not like using it but had no other option to select when expressing dissatisfaction. We had a look at alternative options and the consensus was to replace it with 'unacceptable'. This has now been changed.

#### Ron Dale, our store assistant retired at the end of September.

Ron has spent most of his career with LSE and we appreciated his hard work and dedication. He made a real difference by adopting the furniture re-use project and turning it into the success it became. Thank you and happy retirement! We had a retirement party for him and here is the note he sent to everyone: "Dear colleagues, thank you for turning up in your numbers to give me such a nice send off. Although, I am sure that some came to make sure that I was actually going. The gifts were brilliant. I now have a genuine excuse to get out of my chores on a Saturday afternoon, up the Darts! The cake was fantastic, but I managed to stop myself from pushing peoples faces in it. I greatly appreciated your best wishes and kind comment. I feel a bit of a fraud, as I feel too young to retire, and luckily I am feeling fit and well, but I will take it! A special thank you to Pete and Paul A. for all their efforts in running around and organizing everything. It has been a pleasure to have known and worked with you all over the last 28 years. I will miss you all and the very best of luck and health to you all and your families in the future. 'Now where did I put my screw driver, and what is my next job on the list' ah yes! Thanks and best wishes from a very grateful Ron.

### Positive Feedback

A very big thank you. Not only was this job done very quickly, but the chap who disconnected both appliances cleaned up the area when he had finished and took the time to explain to me exactly what he had done. Very professional job. (B. Shirley)

Jim, the Chaplain, was very pleased with the excellent job. (D.Ogwok)

Excellent work all round (R.McAlpine)

Mo and his team were very quick in responding to and fixing our leaking radiator. We were always informed of what was happening and the work took place at the weekend to avoid further disruption which was great. Thank you! (M.Miah)

I can confirm that the job below was satisfactorily completed - in fact your colleagues pre-empted me, adopting a pro-active attitude in taking the banner down after the event and returning it to my office on Monday 20th without my requesting it (I forgot!!) Once again, thank you to your team.

### Customer First Standard—Update

Further to previous information bulletins, we have now completed the first stage of the Customer 1st internal self—assessment.

All sections in the Estates Division took part incl.: Capital Development, Space Management, Maintenance, Sustainability, FM services, Post Room, Reprographics, Security and Administration.

The preliminary report with recommendation and action points has been received and we'll be starting the first wave of activities in November. Before Christmas a decision will be made on when we will be submitting a formal application for the Customer First Standard.

All staff will be involved in going forward

as the standard is not a paper exercise but it is looking for a culture of customer focused service that is following best practices.

As part of the external assessment, random members of the Estates Division staff will be interviewed in order to provide evidence in support of our statements of compliance. Therefore, it is important that staff members are focused on this initiative and take responsibility for their part.

There will be series of meetings and initiatives with employees where the requirements of the Customer First Standards will be

discussed in order to ensure that everyone is aware of what is expected.

#### Our Culture Aim:

'We act in the best interests of our customers at all times

We understand the impact our services have on our customers.

We support continuous improvement."





# Ambient Room Temperature Guidelines



## Ambient room temperature

LSE central heating is turned off in the spring (sometime in April) and turned back on in the autumn (sometime in October), depending on the weather and temperature. If, during working hours, the average outside temperature is less than 17<sup>0</sup> C the heating is turned on.

In the **winter** rooms are heated to 20<sup>0</sup>C degrees (+/- 1<sup>0</sup>C) and in the **summer** rooms are cooled, where the facilities exist, to 24<sup>0</sup>C degrees (+/- 1<sup>0</sup>C). This provides for an optimum comfort range and considers environmental impacts. This is in accordance with Health and Safety requirements\* and environmental recommendations\*\*. We cannot accommodate personal preferences that fall outside the above parameters. We do not control Humidity. However, if you have specific, health-related temperature requirements, please contact the Health and Safety team - [Health.And.Safety@lse.ac.uk](mailto:Health.And.Safety@lse.ac.uk) to arrange a workplace assessment.

Should there be a fault with the central heating in most cases where appropriate we will supply electrical heaters as a temporary measure. All LSE Estates portable appliances are PAT tested and Estates staff will advise on safe location and use. Please ensure these portable appliances are switched off when not in use. They should be returned to LSE estates when the fault is rectified.

The use of additional electrical heaters and cooling equipment overloads circuits, affects the Building Management System sensors and causes electrical faults.

Thank you for your co-operation. Staff can moderate their sense of comfort through use of appropriate clothing such as additional layers.

If you are in any doubt, we are here to assist. Please let us know and we will advise / attend. Please contact LSE Estates Helpdesk via the following link: <http://www.lse.ac.uk/collections/estatesDivision/serviceRequest/Default.htm>

\*According to H&S guidance the minimum temperature in the room should not be lower than 16<sup>0</sup>C degrees

\*\*There is no statutory maximum temperature, although under the Fuel and Electricity (Heating) (Control) (Amendment) Order 1980 premises may not specifically use energy to create a temperature greater than 19<sup>0</sup>C.

A 1 degree increase in temperature set point results in a 8-10% increase in energy consumption, similarly a 1 degree reduction in cooling results in a 4-5% increase in energy usage. A good heating/cooling strategy can result in a 30% reduction in energy costs



## Estates Help Desk Contact Details

**To log a request:** Estates Division—Services we offer—Help Desk—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)