

Volume 2, Issue 15

October 2011

LSE

Estates Division
Facilities Management



LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Estates Facility Management Newsletter

Editor's blog

Autumn is upon us and it has been a busy start to the academic year. We were hard at work over the summer carrying out planned preventative jobs to try and reduce problems when the busy periods are upon us. Currently, the most dominant topics of enquiries are requests for updates of name plates, installation of shelves for new staff and adjustments to temperature controls. May I use this opportunity to refer you to our guidance on temperature controls published on the Estates Division web page. You will find it in the top right hand side corner of the Service Requests page.

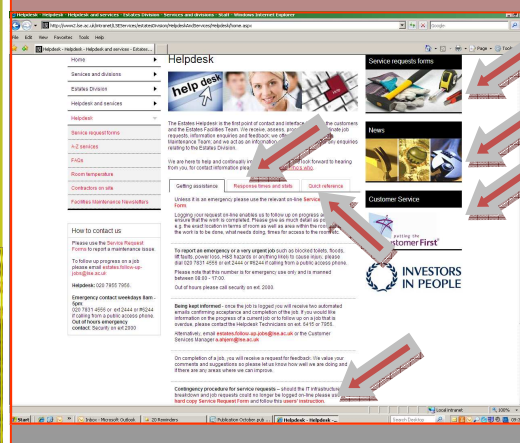
Together with the change of weather there has been a change of mood. We notice it when we analyse our feedback. Everyone is a lot happier when the sun is out and the weather is nice. People become a bit more serious when the summer is over. But autumn has its qualities as well. Have you noticed the autumn feel of shorter days and mild weather mixed with the smell of falling leaves and a bit of rain, makes you want to snuggle somewhere warm and have a hot chocolate! The best place to feel the seasons changing is the forest (or a park of course)- an amazing array of colours reflecting the different stages of life.



Well, see you in Lincoln's Inn Fields maybe.

Estates Help Desk –We are here to help

- Contact us in an emergency on ext. 2444
- Place a Facility Management or Maintenance Service Request via the Service Requests Forms on the web
- Contact us to ask for information or submit an enquiry via email estates.follow-up-jobs@lse.ac.uk or on ext 7956
- Need further help—Contact the Customer Services Manager via email a.ahjem@lse.ac.uk or on ext. 7778
- Find the Contingency Procedure on the Help Desk web page (bottom)
- Visit Estates Division-Help Desk and Sercies—Help Desk to check previous editions of the newsletter (link to news); check SLA for jobs (link to Response Times) or answer to most common questions (link to Quick Reference)



Inside this issue:

Orientation week	P.2
Julian Robinson, DoE - back on the shop floor	P.2
Replacement of outside halogen lights with LED—entrance to the SSC	P.2
Tower 1 refurbishment—completed	P.2
Kalil Berzhang's "Art of reuse" at the Estates Division's Office	P.3
ReLove LSE Annual Fair 2011	P.4
Jeans for Genes!	p.4

Room for thought:

The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.

Vince Lombardi

Quality is not an act, it is a habit.

Aristotle

Quality means doing it right when no one is looking.

Henry Ford

There is one rule for the industrialist and that is: Make the best quality of goods possible at the lowest cost possible, paying the highest wages possible.

Henry Ford

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.

Orientation 2011



This month we marked the start of term and welcomed our new students and staff as part of the Orientation Street Fair designed to provide all useful information in one place. The Estates Division played its part and was promoting our services, the facilities on campus as well as the local amenities. There was also a promotion of our environmental services and a

competition for the fastest time to name the right method of recycling to win a bottle of wine (1st place), a bar of organic chocolate (2nd place) or a re-usable bag. Here is a picture of Allan Blair, Director of Facilities hard at work explaining the recycling arrangements and encouraging staff to do well in the game. Leading by example in action!



Replacement of outside halogen lights with LED—entrance to the Student Service Centre

We have installed as a test a new light fitting outside the Student Services Centre to replace the old inefficient halogen fitting. The new LED fitting is many times more energy efficient as well as it gives a powerful light to brighten this dark corner. This is particularly important during the autumn and winter months when the days are shorter. We will be monitoring the performance of the light as well as the customer feedback in order to decide if we will enrol those light fitting elsewhere on campus. Let us know what you think.



Julian Robinson, DoE - back on the shop floor



Julian Robinson, Director of Estates followed best practice and spent a day with our electricians to experience what a normal working day is like for our operational staff. This is one of a series of events of this nature. Previously he spent a day with our fitters and carpenters. This time he helped William Tappin with bending a conduit and

installing an emergency light fitting in the basement of Old

Building. When

asked, William said that Julian learned really quickly and the work he carried out was of an excellent standard to which Julian replied that this was an experience he really enjoyed and he will repeat again next year making it an annual event. Well this is what one may call a 'win-win' situation.



Tower 1 refurbishment—completed

We would like to pass our congratulations to Matt Gale, Project Manager and his team for a successful completion and handover of the Tower 1 Refurbishment project.

Tower 1 will become a home to the following departments:

Floors 8—11—Research Departments

Floor 7 - Research Division

Floor 6—Planning and Corporate Policy

Floors 4-5—Estates Division

Floors 1-3—Teaching Rooms

The relocation of departments will start in November with the Estates Division relocating there in December. The building is looking great and we are looking forward to moving in there.

Kalil Berzhang's "Art of reuse" at the Estates Division's Office



As you may recall, last year we introduced the art work done by our handy person, Kalil Berzhang. It was a popular feature and Kalil has been busy expanding his work in his spare time putting waste materials to creative use.

He recently displayed his work for us to see at the Estates Division office in New Court.

Here are some examples of his new work. He seems to spot and perfectly capture the distinctive hobbies, qualities and features our colleagues have. There is also a self study.



It's safe, honest!



Life wisdom!



One of life's mysteries is how a 2-pound box of chocolates can make a person gain 5 lbs.

My mind not only wanders, it sometimes leaves completely.

The best way to forget your troubles is to wear tight shoes.

The nice part about living in a small town is that when you don't know what you are doing, someone else does.

Amazing! You hang something in your closet for a while and it shrinks 2 sizes!



LSE Annual Fair 2011

On 29 & 30 September a ReLove Fair was organised on campus and at Bankside Hall of Residence where staff and students were encouraged to give unwanted items another life either by buying reused items at a fraction of retail prices or by donating unwanted items instead of throwing them away so that other people can give them a loving home.

The LSE's annual ReLove Fair was very popular particularly with students as they could reduce their environmental impact (and the impact on their wallet!) while finding books and household items they needed.

Here is some statistics that is certainly impressive: The ReLove Fair involved 125 volunteer hours; it gave new homes to around 1½ tonnes of items (saving approximately 14 tonnes CO₂e) and raised £2,000 for sustainability projects at LSE. As I hope you will all agree, this is an event worth doing!



Jeans for Genes! We raised £75.



Changing the world for children with genetic disorders

On Friday 7th October was Jeans for Genes Day. The Estates office took part and in return for a donation of £1 (or more!) everyone could come to work in their jeans. Francesca Harding is our Jeans for Genes Day Co-ordinator.

Genetic disorders affect 1 in 25 children born in the UK – that's more than 30,000 babies born each year. Jeans for Genes is the national charity raising money for children with genetic disorders, to fund the care and support they need now and the research which could change their futures. For more information on the charity, please visit their website at www.jeansforgenesday.com.



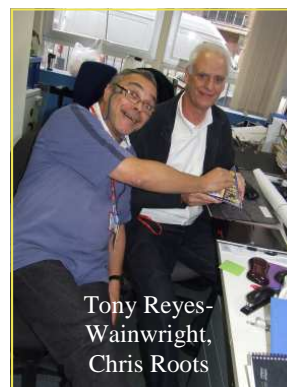
Ken Kinsella, Don Taylor,
Chantal Beaudoin



Patrick Liu



Francesca Harding,
Beni Ahjem



Tony Reyes-
Wainwright,
Chris Roots

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

Contact Help Desk: ext. 7956, ext.6415, estates-help-desk@lse.ac.uk

Customer Services Manager: ext. 7778, a.ahjem@lse.ac.uk

LSE

Estates Division
Facilities Management