

# LSE

Estates Division  
Facilities Management

LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

## Estates Maintenance and Help Desk Newsletter

### Introduction

Dear colleagues,

The recent holiday season (I vaguely remember it) was definitely making everyone extra positive and generous in their praise. I was aware that this was not going to last so I am determined to milk the moment and publish two of the best extracts of feedback we've received for our last newsletter:

"Best yet! Thanks and well done."

"Once again, a fantastic edition of a legendary publication"

Good innit? In our team we are trying to embrace the world regional dialects and where the locals are not trying hard enough, the foreigners are turning to

Cockney. "You no wot I mean?"

Continuing with the diversity theme, I would urge you to check out page 3 to see examples of the raw talent of Kalil Berzangi's art. Kal is from Kurdistan and is both gifted and generous giving his art to people he likes. We have a small gallery of his work

in our office that brightens our day.

The thought and detail are incredible. I would like to know where one gets small black plastic boards saying 'protect the human' only to use as a finishing touch to a sculpture!

Well done Kal and thank you!



### Update on workload!

WE ARE CURRENTLY VERY BUSY DEALING WITH REPAIR WORKS THAT NEED TO BE CARRIED OUT IN TEACHING ROOMS AND COMMON AREAS. These works must be completed, where possible, before start of term. AS A RESULT WE ARE SUFFERING A BACKLOG OF WORK AND ARE RUNNING WITH SOME DELAYS.

To get on top of the work, we are working overtime and have employed two temporary staff but anticipate that the backlog will last for two to three more weeks.

WE WOULD LIKE TO APOLOGISE TO OUR CUSTOMERS FOR ANY DELAYS THAT MAY BE EXPERIENCED IN THIS PERIOD.

If you have any urgent jobs that have passed their deadline please let Help Desk know at [estates.follow-up-jobs@lse.ac.uk](mailto:estates.follow-up-jobs@lse.ac.uk) and we will try to help as much as we can.

#### Inside this issue:

Analysis of job received by Maintenance	2
Sustainability / Heating	2
What kept Maintenance busy?	2
Art by Kalil Berzangi	3
Ambient Room Temperature	4

#### Room for Thought:

##### • Marian Wright Edelman

*We must not, in trying to think about how we can make a big difference, ignore the small daily differences we can make which, over time, add up to big differences that we often cannot foresee.*

##### • Ambrose Redmoon

*Courage is not the absence of fear, but rather the judgment that something else is more important than fear.*

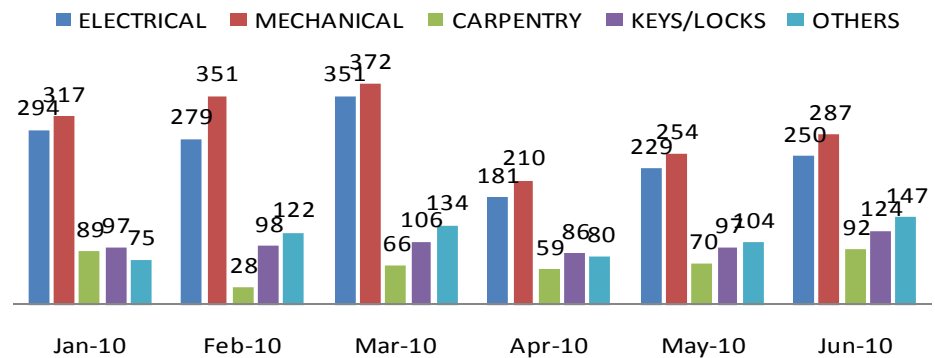
# Analysis of job received by Maintenance Jan-June 2010

Here is the analysis of the work we have done for the first six months of 2010.

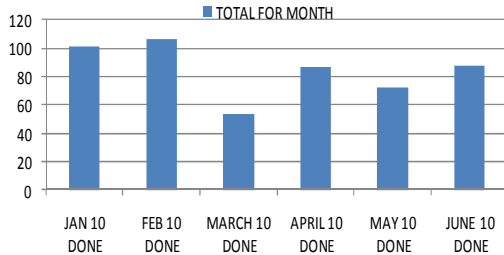
The summary shows that, on last count, for the period Jan-Jun 2010 Maintenance have received and carried out:

- 5056 Job instructions
- 1024 Emergency calls
- 509 Planned Preventative work

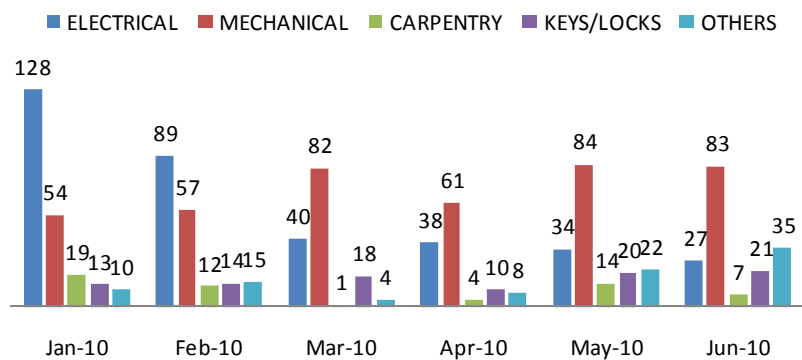
## Job Requests Jan - June 2010



## Planned Preventative Maintenance Jan - Jun 2010

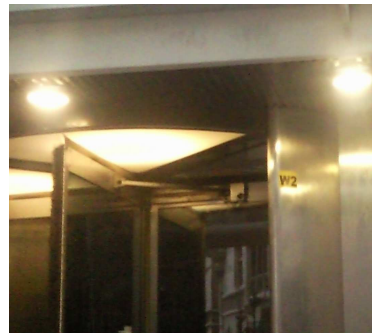


## Emergency Works Jan - Jun 2010



## Sustainability update

1. In Tower 3 there has been an on going problem with the lighting in the canopy area. Our electrical supervisor arranged for the in-house electricians to re-wire it and install some super efficient LED light fittings, the result was a success. The new lighting brightened up the area and the Tower security are over the moon.
2. We have also installed movement sensors to reduce energy wastage in the porters tea room and porters changing rooms.
3. **Advanced Notice**—Sensor taps in the NAB—we are about to undertake a scheduled replacement of the taps in the NAB toilets. The areas affected will be closed off for the period of the works. A further update and schedule of works will be circulated in due course.



The heating is going to be turned on soon in line with the LSE guidance. We are currently monitoring the temperature.

For full details of the Ambient Room Temperature Guidance please check the back page of this newsletter.

## What kept Maintenance busy?

**Old Building**—we were investigating a **water tank** that has been overflowing. The problem was the hot water storage. We undertook some temporary repair. The corrective works have been instructed and are soon to be completed.

**Electrical switch rooms / plant rooms** must not be used as storage for H&S reasons. We had to install Salto locks on some in order to prevent unauthorised access.

**Windows in the Library**—various win-

dows had issues with the opening and closing mechanisms.

**Disabled lift outside the Towers**—being used for heavy items. This is causing repeat faults please refrain from using for moving goods.

**Planned Preventative Maintenance**—as advertised in the previous newsletters.

**Minor refurbishment** of the electronic controls in various **lifts**, which can no longer be supported.

**Back Lift, Clement House**—we have encountered a major fault that despite of our constant corrective actions is yet to be resolved. Currently we are talking to the manufacturers in the hope to find a solution.

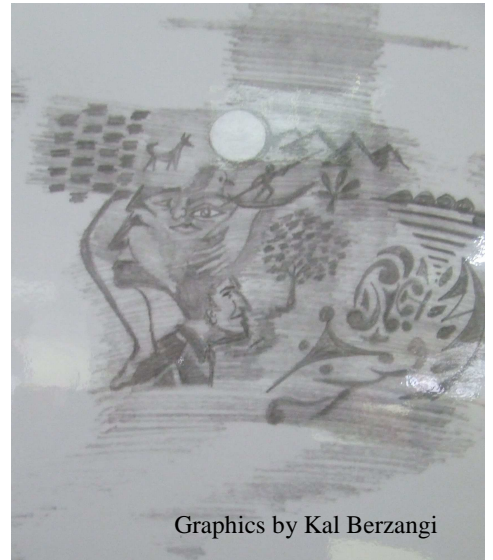
Hi Paul, Just a quick note to say thanks to you and your team for doing such a good job for us at the nursery. Much appreciated.

### Art by Kalil Berzangi— artist by hobby, handyperson by trade

You have probably seen the friendly and smiley face of Kalil Berzangi around campus. He is a handyperson that has been with us for two years. He joined us from ITV where he worked in the same position and before that he was with KPMG. He is originally from Kurdistan and misses the weather with distinct seasons, the green nature and snowy winters, but most of all he misses his family. He came to England in 1998 and loved it, he thought that the people were very nice and helpful. He has been a black belt kick boxer for 15 years and likes music, drawing, making things, all sport and travel. He has been to 25 countries, in many of them for competitions and has won lots of medals, including gold ones.



Faces by Kal Berzangi



Graphics by Kal Berzangi



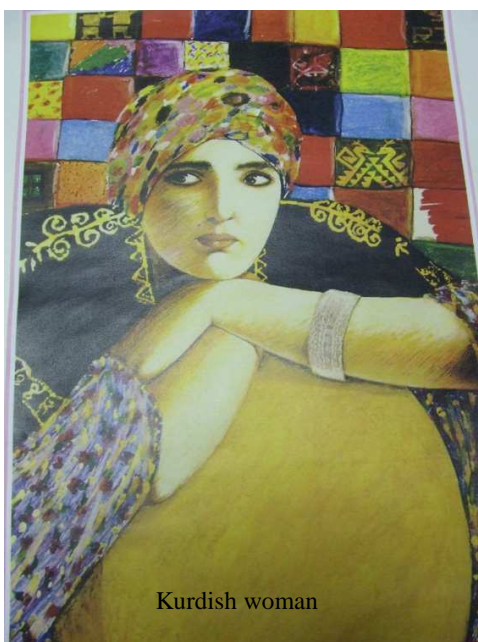
Peter the store manager



Andy France looking for mice



Malcolm the running man



Kurdish woman



1991-2-12  
Drawing by Kalil Berzangi

# 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



## Help Desk Contact Details

**To log a request:** LSE web page—Staff & Students—Services & Divisions Front Page—use icon for Service Request (bottom right) /

**To report an emergency:** call ext. 2444, from communal phones dial #2444

**To follow up progress on a job or log an enquiry:** email us—[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)