**From:** MEYER-GLEAVES Shona   
**Sent:** 18 December 2014 16:37  
**To:** DOCHERTY John; LOCKE Kenneth; HUNTER Ross; FLOCKHART Ray; CUMMING Craig; CHAVARO Jacob; GRAHAM Gary; MOORE Anne; HENDERSON Lewis; ORR Alan; CRAWFORD Stuart; HARRIS Leslie; BURNETT Derek; RUSSELL Scott; RAFFERTY Brian; WRIGHT Stuart; CHAVASSE David  
**Cc:** PRITCHARD Colin; SMITH Pauline; REID Melissa; LAURIE Janice; TURNBULL Geoffrey; MASSON Maureen; BOAG George; BROOK David; MATHISON Anne; ARMSTRONG Ben; STEWART Andrew  
**Subject:** Estates Helpdesk - Replacement of EBIS fault reporting

*Sent on Behalf of Maureen Masson*

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Dear all

Through my involvement in continuous improvement work I am aware of the discussions that have taken place with Janice Laurie, Melissa Reid and Rachel Clough about different aspects of work in the trades areas and, more specifically, about the need to think about the methods of communication within the trades group.  I realise this is a 'work-in-progress' and that it will be continuing into 2015.

However, in the meantime, one of the IS projects that has started is the new Estates Helpdesk which will replace the existing EBIS fault reporting line. Given that this project is something that will affect the trades group directly, and the ongoing discussion about communications, the Project Team felt that it would be useful to draw up a 'newsletter' style of communication to keep the teams informed of what’s happening.  The intention is to send by email (to those on email) and for hard copies to be displayed on noticeboards around the trades areas.  The style will stay the same throughout the project so the teams get to know the format and, hopefully, engage with the project.

We thought it might be helpful for those involved in the workshops to see this before it's launched to the trades areas in the new year and to give you an opportunity to comment.

I attach the newsletter so if you have any comments on this approach, let me know.  I appreciate the message in the newsletter is what's more likely to get a reaction, but the point of the newsletter is to address the gap that is thought to exist in communication.  The project will also be spoken about through trades team meeting structures and other options, such as open meetings about the project at each of the trades bases, will be explored.

If you have any comments please pass them on asap.  We hope to launch the newsletter in the early new year.

Many thanks

Maureen

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