



Ministry of Housing,
Communities &
Local Government

**Ministry of Housing, Communities and Local
Government**

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Mr Daniel Leonard

Date: **03 December 2019**

Dear Mr Leonard

Freedom of Information Act 2000 - 4833208

Thank you for your request for information which was received on 29 November 2019.

You requested: *"Dear Building Regulations Advisory Committee for England, Please confirm the manufacturer of your telephony system(s) that are currently in place?*

When was the installation date of your telephony equipment?

Who maintains your telephony system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

When is your contract renewal date?

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

Who maintains your contact centre system(s)?

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

How many contact centre employees/agents do you have?

When is your contract renewal date?

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

How many employees do you have overall within your organisation?

Who currently provides your calls and lines?

What is your current annual spend on calls and lines?

When is your contract renewal date?

Are you using SIP or ISDN?

Do you use a wide area network?"

This request has been considered under the Freedom of Information Act 2000.

I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held by the Ministry of Housing, Communities and Local Government. BRAC is a statutory

committee appointed by the Secretary of State under section 14 of the Building Act 1984 for the purpose of advising the Secretary of State on the exercise of the Secretary of State's power to make building regulations, and on other subjects connected with building regulations. BRAC does not have any employees, and therefore has no budget or policy for telephony services.

You can find out more about BRAC at this webpage:

<https://www.gov.uk/government/organisations/building-regulations-advisory-committee/about#composition>

I hope this information is helpful.

Complaints procedure

If you are unhappy with this response, we will review it and report back to you. (This is called an internal review.) If you want us to do this, let us know by return email within two months of receiving this response. You can also ask by letter addressed to:

Ministry of Housing, Communities and Local Government
Knowledge and Information Access Team
4th Floor SE, Fry Building
2 Marsham Street
London, SW1P 4DF

If you are unhappy with the outcome of this internal review, you can ask the independent Information Commissioner to investigate. The Information Commissioner can be contacted at email address casewoxx@xxx.xxx.xx or use their online form at ico.org.uk/concerns or call them on 0303 123 1113.

Yours sincerely

MHCLG FOI Team