

Reference: 01647493

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

28 July 2023

### Freedom of Information request: Right to know request

Thank you for your request for information in relation to Communications Consumer Panel - Corporate Estate Managing Maintenance. We received this request on 13 July 2023. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

#### Your request

*Please can you provide me with information concerning the maintenance of your corporate estate i.e. operational buildings, land and any other property (e.g. investment) and schools, if they are within your jurisdiction. Not any social housing/dwellings.*

*Q1. What type of maintenance management model does your organisation use? E.g. Managed supply-chain, single hard-fm & soft-fm contractor, internal workforce, principal contractor etc.*

*Q2. Can you provide a list of the approved contractors used?*

*Q3. What are the total values of contracts granted?*

*Q4. When do these contracts expire?*

*Q5. What services are provided in each contract?*

*Q6. What procurement method was used? E.g. Open ITT, Framework if so, which one?*

#### Our response

Please note that the Communications Consumer Panel (CCP) does not have its own premises or systems, and uses those of Ofcom. Panel Members, particularly Nations' Members, will also sometimes use Ofcom's Nations' offices.

We have published the same Freedom of Information response for Ofcom here: [Corporate Estate Managing Maintenance.pdf](#)

I hope this information is helpful. If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

## Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF