Speaker 1:	00:04	Thank you for calling council housing. Just so you know, we record conversation so we can investigate to resolve customer complaints resolve issues raised by customers and monitor the quality of our services. For further details about data use and your rights, please refer to our privacy statement online. Please choose from the following two options if you are a council tenant or for all repair inquiries including if you are a lease Holder press option one or if you own your council property or are thinking of buying it choose two.
New Speaker:	00:39	I am pressing one
Speaker 2:	00:50	Hello Enfield Council Christin speaking how may i help.
New Speaker:	00:50	Hello, Is it possible to speak to Michael please? The neighbourhood team officer?
Speaker 1:	01:07	Er, one moment.
New Speaker:	01:07	Er, what was his last name because we have two
Speaker 2:	01:08	I'm not too sure I just know that he has been, he is supposed to be quite new in the department and it's supposed to be a team leader.
New Speaker:	01:14	What is your address.
New Speaker:	01:14	109 Burncroft Avenue.
Speaker 1:	01:29	And what is your door number
Speaker 2:	01:30	109
Speaker 1:	01:38	ok, so, let me, is it your neighbourhood officer, he is of line at the moment
Speaker 2:	01:41	He's offline at the moment. I keep leaving messages in regards to him contacting mw, well i have only left one so far, but he hasn't called me back. Is there somebody else that I can speak to that can take it?
New Speaker:	01:51	Take the Email.
New Speaker:	01:51	Is there somebody else that I can take, that i can speak to?
Speaker 1:	01:55	Yeah, I can put you though to his department just hold the line

Speaker 2:	01:57	all right, thank you. What is his department?
Speaker 1:	02:16	Your throw to the neighbourhood team how can i help you?
Speaker 2:	02:19	May I ask who I'm speaking to please
Speaker 1:	02:23	You speaking to John Ogander from Enfield Council housing
Speaker 2:	02:26	Hello John, you're speaking to Mr Cordell. Simon Cordell from 109 Burncroft Avenue. I'm a secure tenant and I'm phoning in regards to the agenda at the moment with my caseload. I believe a Michael is supposed to be the case manager and I was supposed to have had a housing transfer already put into place in the emergency house in transfer, um, if I can just give you a couple of dates for just for the latest updates of what's happened on the eighth, on the eighth of this month from two facts on the 15th of the eighth of this year. Um, a court order was made that I must be transferred four two bedroom like to like house as an emergency case on the 15th of the 08th. The Enfield Council wrote to my solicitor and all the paperwork was agreed and a copy of that letter was sent to yourselves in agreement to that transfer that should be taken place. Um, within the first annual meeting AGM meeting held by the Enfield Council and yourselves was obviously on the 28, 08, 2018 and no person and
Speaker 1:	03:35	[inaudible] mad.
New Speaker:	03:35	yeah,
New Speaker:	03:37	Can I get Michael to contact you because he's not here. He is not in the office I can take your details and ask him to contact you
Speaker 2:	03:43	I have already asked him to contact me and he seems to foul in doing so and he hasn't managed to do that. He's also in, in it, he's also got contact of official paperwork that is being paid a salary to deal with and he's got time and measurements that he should be meeting and level of grades to which the emergency application should be treated to and he's failing in all of these obligations towards me and towards his job title. So if anybody else can actually deal with his job and do it more efficiently, I'd be, I'd be a lot happier because I wouldn't be living in the same house for the last few months when a judge has ordered something. Is there any way that you can deal with this case for me and, we can go through the process,

Speaker 1:	04:24	I'm afraid not because we all have our own patches. I have my own area to manage. Michael has got his own area.
New Speaker:	04:32	I can appreciate that.
New Speaker:	04:33	what I'm going to do. You see, you say that you are 109.
New Speaker:	04:37	Burncroft Avenue.
New Speaker:	04:37	Burncroft Avenue.
New Speaker:	04:37	and you are Mr. Cordell.
New Speaker:	04:39	Yeah, that's correct.
New Speaker:	04:42	If I had the contact number then I'm good to send you my email. Say he must contact you as a matter of urgency. Talk with you.
New Speaker:	04:52	Okay.
New Speaker:	04:53	Okay.
New Speaker:	04:54	Okay, Can I have a contact number for you.
New Speaker:	04:56	I will give you a fresh one now? I'll just get this new number. It may take me two seconds just to get it out of the phone if that is ok, Um
Speaker 2:	05:05	A fresh number to get me on is 077
Speaker 1:	05:08	077?
Speaker 2:	05:09	292
Speaker 1:	05:12	yes.
Speaker 2:	05:13	43063.
New Speaker:	05:24	077-29243063
Speaker 2:	05:25	That's correct. And the time is 16:09 four o'clock is there, do you reckon that I will be contacted back today by any chance
Speaker 1:	05:35	Well he is not in the office he is not likely to return today. Likely to be tomorrow.
New Speaker:	05:38	Okay. I will appreciate that.

New Speaker:	05:40	Okay.
New Speaker:	05:42	I am going to send him an email now. Okay.
Speaker 2:	05:44	Okay, do you actually have, Oh, all right. Thank you. You have a good day. So I'll contact you. Use lot tomorrow if I don't.
New Speaker:	05:48	Ok.
New Speaker:	05:48	Bye.
New Speaker:	05:48	Bye
Speaker 1:	05:49	Okay. Bye. Bye now. Bye.