Transcription

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Please choose from the following two options. If you are a council tenant or for all repair inquiries, including if you are a leaseholder, press option one. Or if you own your council property or are thinking of buying it, choose two.

Hello, is it possible to speak to Michael, please, the neighbour team officer? I'm not too sure, I just know that he's been, he's supposed to be quite new in the department and supposed to be a team leader. What's your address? 109 Bairncroft Avenue. And what's your door number? 109. Okay. So, is it your neighbour's officer? He's offline at the moment. He's offline at the moment. I keep leaving messages in regards to him contacting me. I've only left one so far, but he hasn't called me back.

Is there somebody else that I can speak to? Is there somebody else that I can speak to? Yeah, I can put you through to his department. Just hold the line.

Alright, thank you. What is his department? May I ask who I'm speaking to please?

You're speaking to John O'Cando from Enfield Council, how is it?

Hello John, you're speaking to Mr Cordell, Simon Cordell from 109 Bowncroft Avenue. I'm a secure tenant and I'm phoning in regards to the agenda at the moment with my caseload. I believe Michael is supposed to be case manager and I'm supposed to have had a housing transfer already put into place, an emergency housing transfer. I can just give you a couple of dates just for the latest update to what's happened. On the 8th of this month, on the 15th of the 8th of this year, a court order was made that I must be transferred for a two-bedroom like-to-like house as an emergency case on the 15th of the 8th. 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 taking place. The first annual meeting, AGM meeting, held by the Enfield Council and yourselves was obviously on the 28th of the 8th, 2018. And no person... Yes? I have already asked him to contact me and he seems to fail in doing so and he hasn't managed to do that. He's also got contact official paperwork that he's being paid a salary to deal with and he's got times 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 his 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 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 no way that you can deal with this case for me and we can go through the process? I'm afraid not because we all have our own patches I have my own area to manage I can appreciate that. What I could do is you said that you're 109... Burncroft Avenue. Burncroft Avenue. Yeah, that's correct. And you're Mr. Cordell.

Yeah, that's correct. If I had a contact number, then I'm going to send him an email saying he must contact you as a matter of urgency to update you. Okay. Okay? Can I have a contact number, please? I'll give you a fresh one now. I'll just get this new number. Take me two seconds to get out the phone, if that's okay.

Um... The correct number to get me on is 077 292 43063. So that's 07729 243063. That's correct. And the time is 16:09 at 4 o'clock. Do you reckon that I'll be contacted back today by any chance? It's likely to be tomorrow.

Okay. I'd appreciate that.

Okay. I'm going to send my email now, okay?

Okay. Do you actually have it?

Oh, all right. Thank you. You have a good day, sir. I'll contact you tomorrow if I don't.

Okay, bye. Bye-bye now. Bye. Bye.