Transcription

Enfield Council. Just so you know, we record conversations so we can investigate and 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. With your Enfield Connected account, it's quick and easy to make a payment, request a service and so much more. To learn more, visit enfield.gov.uk. Otherwise, please choose from these six options so we can get you to the right team.

To make a payment, if you're calling about your council, thank you for holding.

Good morning, you're from Council, customer services.

Geri speaking, sorry by the way. How may I help you today?

Hello, may I get some assistance in being able to speak to a key worker called Kay Osborne please? I believe she's the...

What's the name of the officer, Kay?

Kay Osborne. I'll check for you, hold on a minute. She's the insurance manager. I'm Mr Cordell. - Bear with me a second. - Thank you. - Sorry, could you wait for Mr Cordell? I'm just getting a voice message on the extension. Okay. - Do you want me to put you back on there? - Is there any body that, can I speak to somebody in the legal team please? - What's in the garden? - Insurance, an insurance claim against the Enfield Council. - Is that a highway insurance for what? - Public liability. Public and employer's liability. Fidelity, for their fidelity guarantee as well. For their Fidelity Guarantee, Public Liability and Employers Liability policies. I'm concerned about the amount to which they're settled for. The council seem to be able to settle for £1 million at the maximum and when I'm getting insured in a park or something with a catering, I have to get £25 million policy otherwise I'm not allowed in the park. They make me get 25 or 10 million. They make everyone get 10 million. They're only insured for 1 million pounds. You've got Rob Leak and all that, who's the old directors. They was on 190,000 a year. Say I want to claim over seven years right now, which is what they roughly make. Most ethnical people wait for a claim sort of thing, about eight years when they know they're in the wrong or don't like them. Mine's seven years I want to claim off the council. If I split the 1 million pounds... No, no, no, I'm just a member of the public, I'm somebody, I'm a tenant to them, I'm a normal citizen, I'm a person. And basically, if I split the million pound up now, yeah, over the seven years, it's like 160,000 a year. These that are in there, Rob Leak and Ian Davis and all that, they're getting 190,000 a year. So they're getting paid more to do this to me, illegal stuff, than what I am allowed to claim out of their insurance policy. Thank you. Hello? Right, that's also on voice message to leave details. I can put you through to leave details because we can't give you direct line numbers from here.

You can only leave details?

No, we can't give out direct line numbers.

Can I speak to the legal department?

We can't put you directly either. It's all on voice message, sir.

What, the legal department is as well?

It's also on voice, yeah, to leave details for callbacks. I'm not interested. I'm mostly just going to end up coming. I've got a couple of friends from a newspaper that want to come down to Enfield Council with me. I think we're going to come down. I'm going to put this on. I've got a massive report on it now, yeah? And it's going to cause serious damage to the council, all of what they've been planning to kill me in a forum, in a Merlin forum. They're going to get me on medication. They falsified a load of paperwork. Put a possession order against me, then an injunction, then another injunction, another possession, I've won them all, they've used the same claims time and time over again, which is malicious process, it's a ten year sentence, yeah.

I understand sir, so the options are given you, I can't help you here, yeah.

Yeah, I appreciate that.

Can I put you through to leave you details for a call back, okay?

Yeah, I have one.

Okay, hold on then. For insurance. After the tone, please record your message. When you have finished recording, hang up or press the hash key for more options.

Are you still there? After the tone, please record your message. When you have finished recording, hang up or press the hash key for more options.

Hash is not valid.

Are you still there? After the tone, please record your message. When you have finished recording, hang up or press the hash key for more options. Are you still there? Hash is not valid. Are you still there? After the tone, please record your message. When you've finished recording, hang up or press the hash key for more options. To accept and set message options, press 1. To replay, press 2. To erase and re-record, press 3. To continue recording, press 4. To cancel, press the star key.

To repeat this menu, press zero.

To accept and set message options, press...

To send now, press the hash key. To mark as high importance, press one. To return to the previous menu, press the star key. To repeat this menu, press zero.

3 is not valid to send now. Press the hash. 4 is not valid to send now.

Sorry you are having trouble. Please try again later.