Speaker 1 (00:01):

13:29 - 01/07/2020. I am going to try and call the Enfield Civic Centre and get Karen Hills number

Speaker 2 (00:17):

Just to let you know, we recording calls in order to investigate and resolve customer complaints, resolve issues raised by customers and monitor the quality of our services for more information about your rights and how we use your data. 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. If you're calling about a Council service and we're unable to deal with you require, we'll pass on your details to the relevant team. We'll let you know about the expected response times. If you're calling to speak to a named officer, we'll do our best to connect you. However, there will be times where the officer may not be available to take your call. If this is the case, we'll give you the option to leave a voicemail.

Speaker 2 (01:10):

Please choose from these six options so we can get you to the right team. If you need information regarding the coronavirus, please visit gov.uk or one, one, one.nhs.uk. If you're feeling unwell, if you'll call is regarding our offer to support you with food medicine collection or COVID-19 hardship, please dial the following number. 0203-821-1966 between the hours of 9:30 AM to 4:30 PM. Monday to Friday. Please note this service is closed on bank holidays to make a payment, press one for inquiries regarding council tax and benefits inquiries. It's two, please note with immediate effect. This is the only option that can now deal with these inquiries for help with waste and recycling. Choose three for inquiries regarding homelessness, housing advice, tenancy, rent, or repairs, press four for registrars. Choose five for help with anything else. It's six.

New Speaker (02:16):

We need six.

New Speaker (02:16):

If you're calling about your council tax or housing benefit, please press one for anything else. It's two.

New Speaker (02:21):

Good afternoon. Thank you for calling the Enfield council customer services you are speaking with Simone; how can I help you.

Speaker 1 (02:31):

How you doing? Is it possible to get put through to an employee called Karen Hale please? Who's in complaints and information and is the service manager.

Speaker 2 (02:42):

Um, have you, have you had dealings with her already?

Speaker 1 (02:46):

Um, yeah, I've been told that she's my one point of access that I have got to contact and through and for Enfield council and I don't have a telephone number for her.

New Speaker (02:58):
So, is it a Karen Hale.

New Speaker (02:58):
Hale Karen.

Speaker 2 (03:02):
H.A.L.E.

New Speaker (03:03):
Yes, correct.

New Speaker (03:04):
There in shit.

New Speaker (03:04):
And, um, what's your, what's your postcode please?

New Speaker (03:11):
EN3 7JQ.

Speaker 1 (03:27):
I haven't spoke to her as of yet, but I've had emails, correspondence from her and I've had direct emails off Jeremy Chambers and Jeremy director of governance law. Who's told me that she's the only person that I'm now allowed to contact in the Enfield council. I've got a letter here, three letters here dated here that he's wrote about fictitious complaints and so forth for victimizing me and trying to Err, err its um, after I won aloud of cases a possession order, he decided to imply the conditions himself like he's his own law, and he said, I'm not allowed to make contact to them, or he's going to follow her another possession order. If I complain about anything again, or show them where they've fraudulently done these things to conspire against me, basically he's told me Karen Hale is the only point of access I'm allowed to call and so forth. So I'm just trying to contact her right now.

Speaker 2 (04:19):
Okay. Um,

New Speaker (04:22):
and I would like to arrange a meeting?

New Speaker (04:24):
ok, She's not currently available. Um, I'm not sure she's she could have possibly gone on her lunch break. Um,

New Speaker (04:35):
would it be okay to try and contact her latter on and try and see if she is available?

New Speaker (04:35):
I can send her, I can send her, um, I mean you could try again, try again in an hour

Speaker 1 (04:48):
Hm, is it possible that you can send her an email also

Speaker 2 (04:51):
I can send her an email and ask her to contact you

Speaker 1 (04:53):
Ask her if she couldn't contact me through Re Capital R

Speaker 2 (05:00):
Sorry is this an email address that you are giving to me.

New Speaker (05:00):
This is an email address and also can you ask her if she can give me a point of contact through the email, just a telephone number to contact her.

Speaker 2 (05:10):
I see so you want her to contact you on the email address Re.

New Speaker (05:10):
underscore W.I.R.E.D

Speaker 1 (05:23):
And then the @ sign.

New Speaker (05:23):
Yeah.

New Speaker (05:23):
and then a ymail - ymail.com

Speaker 2 (05:31):
And then

Speaker 1 (05:31):
AR, ok.

New Speaker (05:31):
And if she can just leave a telephone number so I can contact her at least because she's writing these correspondence and I'm being told that she's the only person that I can make contact through. I'm not

supposed to phone, um, none of the solicitors that would normally oversee this sort of thing or the staff above her. So I'm just trying to make first contact with her. And I, and I have a bit of difficulties using computers, like writing emails, correspondence and stuff. I find it a bit hard. I find it a lot harder to do that than just to actually talk to somebody. So I'd prefer for her to leave a point of contact for a telephone number to at least be left so I can phone her and I can deal with my complaint efficiently with her.

Speaker 2 (06:22):

Okay. Um, this is the number I've got to call you. Is 0208-245, um?

Speaker 1 (06:30):

Can you see the mobile?

New Speaker (06:30):

You can't see the number I'm calling from can you.

New Speaker (06:34):

No.

New Speaker (06:35):

Ha, ha, ha, um, if you give me one second, I might just be able to get it. It'd be better for her. Maybe just to contact me through the email and then I can, I think Michael number is on the, on the computer. She can contact me through email, give me her details or so forth. I'll be waiting, watching my emails for the rest of the day my number is (07864) 217-519

Speaker 2 (07:09):

Okay.

Speaker 1 (07:12):

And as I said, it's best to contact me back so that we can do things more informatively

Speaker 2 (07:17):

Okay. Well, that's fine, ok I can send that email,

Speaker 1 (07:23):

I appreciate your time today and I hope you have a good evening.

Speaker 2 (07:29):

and yourself.

New Speaker (07:29):

Bye, bye.

New Speaker (07:29):

Fuck your baby.