Transcription

Anfield Council 1053 20th of the 7th 2020 1053 20th and the 7th 2020 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 your inquiry, 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 when the officer may not be available to take your call. If you need information regarding the coronavirus, please visit gov.uk or 111.nhs.uk if you're feeling unwell.

If your 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 9:30am to 4:30pm Monday to Friday. Please note, this service is closed on bank holidays. To make a payment, press 1. For enquiries regarding...

If you're calling about your council tax or housing benefit, please press 1. For anything else, it's 2. Thank you for holding. Just so you know, we're getting a lot more calls than normal at the moment. You may prefer to use our live chat service at enfield.gov.uk forward slash contact us page. Thank you for holding. Thank you for holding. An advisor will answer your call as soon as they are available. Or you can leave your telephone number and we will call you back. Please press 1 to leave a call back request. Otherwise, stay holding for an advisor.

Good morning customer services, my name is Justina and I help you. Can you put me through to complaints and information please?

Complaints? What's the complaint about?

In regards to treatment and Enfield Council.

Yeah, just in regards to Anfield Council.

Okay. And this is the first complaint? Pardon? Yeah, this will be a fresh complaint, yeah. First, okay. Alright, let me check if they are open, because they've got different opening times.

Yes, 2012, okay.

No, so if I can take your details, your postcode and your name.

EN3 7JQ and it's Mr. Simon Cordell. Okay. Okay, I've got your details. Okay, hold the line, please. Okay, thank you. Hello? Well, I'm so sorry I can't get through to them. Would you like to take the email address? I have the email address already. OK. So, shall I just try and call back in a little while and keep trying to call back till I can actually get hold of somebody?

You can. Also, I can send a message to that team and they will give you the message. I'm past the stage of messages. I actually would like to speak to somebody directly and I would like my complaint taken seriously. There is also a...

I can transfer you to the number, this is for urgent queries, and you can leave a voicemail, if that helps. A voicemail for... What?

To Complaints Team.

Wait, so have you got a direct number for Complaints Team, rather than just a voicemail?

No, this is an internal number, so I won't be able to give it to you.

OK. Okay. Where are they actually based, madam, sorry for being rude, can I ask a question, where are they actually based, in Civic Centre?

I really don't know, sir, because we are not at the Civic Centre.

You're not at the Civic Centre?

No, we are not at the Civic Centre.

Well, where are you based, may I ask?

Thomas Hardy has.

What is this? It all calls to 3791,000 to Thomas Hardy has, which is in Enfield, yeah, that's correct. Because I've got Thomas Hardy and a lot of the correspondents already and I was wondering why Thomas Hardy kept coming up and I think it's another building for Enfield Council but obviously that's the call centre. You've simplified a lot already.

Okay, well I appreciate that. So basically, complaints and accesses most of the Enfield Council itself and Civic Centre and it closes at 12 o'clock.

Is that due to the coronavirus?

Yes, 12, yes. I mean, no, they've changed the opening hours a while ago. They are open at the moment but they might be dealing with other customers at the moment. I'm not sure, I can't get through.

What are their opening hours?

Yes, so Monday, Tuesday and Friday. 10 to 12, okay. - And Wednesday and Thursday, till 2:00 p.m. Till 4:00 p.m. - 2:00 p.m. Till 4:00 p.m., okay.

There's no point in going into it any longer, but I've basically been held in my house for eight years because of a curfew that's been put onto me by the Enfield Civic Centre. Their staff have basically put that on me and they illegally done it, they falsified all the paperwork pretending I was in, like I'd done stuff that I hadn't done. I've been trying to prove that to them and they've just been showing me a lot of negligence and gross misconduct in trying to let me rectify the issues as they should be and that's caused me to suffer and now I've had to write a long duration sentence for something I've never even been arrested for and I don't feel safe being released back into the general public. To cover this over, they've created a To cover this over, because I was complaining a lot, they've put another possession order in and

then they lost that possession order and they've refiled the same claims that they lost even though they were struck out into an injunction order, lost that, refiled the same claims again into another injunction order, lost that and then refiled them again into another possession order. So to get away from the first ASBO they set me up. Now I've gone through all of the applications and I've put them all into like new PDF-y sort of things, Adobe InDesign books. And I've got access to the writing now and the text and that so I can actually go through everything that's been done. Now all of the dates that the Enfield Council accused me of for the processional order, the injunction order, the injunction order, not the ASBO basically, all the same and I found that I was on bail conditions not to be at my house on these dates so it would have been impossible for me to have committed these offences because the offences are accusing me of doing stuff to my neighbours when I wasn't even allowed to live in my house the council never realised this when they made the paperwork up and I can prove who made the...

From the housing team, I've been through all of the neighbourhood office team and I've been through pretty much all of complaints and access to information once before with Daniel Ellis and a list of them. I've been through executive directors up to Ian Davis and Dan to the rest of them. I've been pushed all through the ASB teams and I've got all of the evidence to prove that I'm in the right. They've took loads of statements. Unbelievable amounts of statements and tarnished my name, my name wasn't known on the Enfield Council's computers for any complaints. They allowed these people to maliciously make up these allegations so they can gain a malicious process against me and they tried to take my home off me. Basically at the end of the day I didn't deserve none of this, I shouldn't have had the ASBO on me which I can prove to council forged. And I shouldn't have had none of the other applications that they've tried to put onto me and plus to cancel why they've been knowing that I'm phoning them saying these applications are forged they keep referring me to the doctors and endangering my life even further and trying to get medication forced down my throat and saying that there's I'm saying that there's a conspiracy and I meant the ill because I'm explaining that I can prove my allegations with evidence what they have committed so I'm stuck in a bit of a loophole so I apologise if I kept calling up this call centre and what's not but obviously this is part of something that's attached to the Enfield Civic Centre and it's a gateway and it's one of the only gateways the public are given to access these people anyway well I mean, the best for you would be, because we don't have access to any information here, so I won't be able to check what's going on. So you have to speak to either of the housing team, so they can have a look into those things again for you, or the complaints team. I accept that. So they can take some action. I've been going through and saying it's the same people handling the same paperwork that are trying to avoid disciplinary. Pardon? Is it a Gateway property or is it a, are you a council tenant? I'm a council tenant at the present time. Council tenant, okay. I mean, I can, what I can do, I can transfer you to that team. To the housing team. Yeah. I'm, I'm. I'm writing a report anyway and I'm going to have to forward that over to them shortly. That's what they're asking me to do. Forward all documentation to the building. So I'm going to do that shortly. I've just been trying to address things in a less formal way and trying to get somewhere where all parties would be satisfied. But no one seems to want to negotiate with me and they just want to undermine me and belittle me. And basically at the end of it they're hoping that they can rob me of everything. And I'm not happy to allow for that to happen so I'm going to have to be forced to serve the paperwork to them and everyone's going to have to live with the decisions that they've made afterwards. I appreciate your time today madam and I hope you have a good day and good evening.

No problem at all sir, okay, so the same to you, okay?

Alright, thank you. I hope this will be the result for you. I hope so too. Alright, bye.