Transcription

Hello? Odell please. Speaking. Who's calling? It's Kay Osborne from the insurance team at Enfield. How are you doing? Yeah, I'm okay. You've asked the Chief Exec's team to get me to call you. No, I actually spoke, I didn't ask them to get you to call me, I swear to God. I was speaking to them in regard, because I know that you deal with the insurance side of things, and I know that you said you had problems with your phone and I never even talked to them about none of that. I spoke to them in regards to if they can overview the case files that I've put up and arrange a housing transfer for me, as the judge had ordered already and they had undermined it and wobbled their way out of it. You've asked them to review the documents and also in relation to the housing transfer. With regards to the documents, it's not for them to review those. The matter has been passed to our solicitors now and it's for them to deal with any claim you may have against it. It's not for the Chief Exec to do that. Your housing transfer, Mr Cordell, bear with me if I can just finish. With regards to the housing transfer, you would need to talk to Housing about that. I understand that but because of what happened with the housing transfer already and me being able to prove it with the evidence that I put in the website I wanted them to transfer me as the judge ordered for them to do and because I'm getting attacked in my house every day like when I'm explaining to you down the phone in the recordings and that I'm still getting attacked in my house and I'm suffering every day in here so you need to yes you need to speak to housing Okay, I had the house and the neighbour office team, Michael and that, and I've already been through, Michael himself is one of the people that the paper works about as well. Michael's name, who's the team leader, remember Geoffrey O'Man was before him. I did try to call you as well. I did try to call you as well, but... When I phoned them it was in regards to the ongoings at present and to what they're set out to do, what they're paid to do in the beginning. And they're my landlords, you've got to remember. The council are my landlords. And on top of being my landlords, they're also my local council and they're the ones that have caused all this corruption. I did try to phone you and... Absolutely no sway over housing transfer. Yeah, I accept that. I accept that. I can't hinder it either. I accept that. I can't do anything with it. I accept that. Because when speaking to you in the previous recordings, you're saying, well, you can't do none of these things. The Civic Centre can do its own investigation into its own employees and what is going on and who they're letting touch personal details on that computer. They can suspend people until further notice while the investigation is ongoing. I've already spent hours on the phone with you with Any allegations you're making in relation to any claim, you need to discuss those with our solicitors. Who is it? You should have received a letter from them. I've not had no letter from those solicitors. Okay. If you haven't received a letter from them, I'll speak to them in a moment and ask them to email you the copy letter that was sent out.

Are you on about that Juliet Basil? Are you on about that Juliet Basil or are you on about Jeremy Chambers?

No. No, I'm talking about DHC Beechcroft.

Who's DHC Beechcroft?

The AC Beachcroft are our insurers solicitors and they have been appointed on behalf of us and our insurer to look into the claim. And they have written to you on the 22nd of December. I will ask them to email you that letter on the 22nd of December. But in relation to anything in relation to the claim, you need to discuss email or telephone. That's the company name. In relation to the housing transfer, if you want the chief execs team to assist you on

that, you will need to return to them and explain quite clearly that that's the issue. It's just about the housing transfer. The chief execs team can't really do anything with regards to a claim because it needs to go through. I understand that. I can understand that. I didn't know that... I had never received a letter off of the company that you're referring to. I thought you were still managing it until you actually received the document or could see the documents. I had been working non-stop tirelessly since our last conversation and I've managed to get quite a fair amount of it up into horrific corruption. I know the website's 100% working. It's all under my diary. If you go to my diary and click on it, you can...

Okay. From your understanding, what has the solicitor actually said to yourselves? How are they going to handle this? Have you had a copy of the letter yourself?

I'm waiting for a copy of the letter. I've asked for a copy of the letter and I'll ask them to email you a copy of the letter as well. But they have been appointed, I've spoken to our insurers, they have been appointed, they're one of our insurers panel solicitors. To deal with the claim and the first part of that is they need to have full allegations from you.

Okay. So you need to deal with, if it's anything to do with the claim and any of the allegations that you have made, you need to address those to DAC Beechcroft. There's a Like you explained to me, there was multiple insurance companies involved over the period of time. Which one does DHC Beechcroft represent? What insurance company?

All of the insurers are happy with DHC Beechcroft. So it represents all of them. So it represents all of them. And Gillian Basil isn't involved in it no more. Is that correct? I don't know. You said that QBE had a company in between them, Gilead, Basil or something?

Gallagher Bassett. Gallagher Bassett, yeah, that was it. Gallagher Bassett are QBE's claims handlers.

Yeah, okay. So QBE have their own specific claims handlers. We don't choose them, the insurer chooses them.

Okay. And so will you be able to speak to them and ask them to email me a copy of this letter over?

I already have. Pardon? I already have. I already have. I already have asked them to do that. When the chief exec team phoned me just now.

Okay. So you should receive that sometime today. I can't promise you exactly what time.

Okay. But they've said that they will send that to you by email. All right.

Transfer if you're unhappy with the actual housing team you need to then talk to the chief execs team and make it very very clear that it's just about the - Okay, I'm gonna wait for the insurance company for a moment because obviously I know that I'm entitled to have a housing transfer and before obviously, if I can get the transfer out of the way, then I'm out of the house, do you know? And then if I get my claim to go through, at least I've got the right to buy on a fresh house and I'm not stuck in the same property with the same problems and you know, and then it makes things a lot easier on everyone, myself and the, because the way that the top flat is, they've constantly got people moving in and out of it. - You mean Cordell?

Yeah, I understand. Again, this is all about the housing transfer.

Yeah, I understand that. I need to be really quite clear. I can't help with that. I understand that. I understand that.

Okay, well, thank you then. I'll be waiting for the email then. Yes, yes, I'll ensure that that gets to you. Okay. Okay. All right, well, thank you. Okay. All right, bye. Thanks, then. Bye-bye. That was Chaosborn and it's 10:40 on the 22nd of the 1st 2021.