Transcription

Welcome to Enfield Council. Just so you know, we sometimes record calls to make sure you're getting the best service possible. With your Enfield connected account, it's quick and easy to contact us, request services directly, track the progress anytime, and so much more, either at home or out and about. To learn more, please visit enfield.gov.uk. Otherwise, please choose from these six options so that we can get you to the right team.

To make a payment, press 1. For enquiries regarding council tax, business rates and housing benefits, it's 2. If you need help with waste and recycling, choose 3. For enquiries regarding homelessness, housing advice or Enfield Council housing, please press 4. To ask about registrars, nationality and settlement checking and citizenship, it's 5. Or for help with anything else, choose 6. Good afternoon, you're free for customer service.

My name is Janaye, how may I help you?

Hello, can you transfer me to the ASB team please?

ASB? Yeah, Anti-Social Behaviour Team.

Yep, bear with me for a second. Thank you.

Yep, and can I speak to your name please? I'm Mr Cordell.

Is to speak to people in regards to their signatures being at the bottom of forged paperwork.

Ok then, alright then, I'll look at it. A member of the team will contact you. Please note this is a non-emergency reporting line. If you are in need of an immediate police response, please redial on 101 or 999. After the tone, please record your message. When you have finished recording...

They won't allow it to happen. They won't let me go through to them. They all know.