

TRANSCRIPTION

Speaker 1 / Speaker 2 Added Only

Speaker 1: This one takes ages to start recording. It's the 19... It's the 1st of the 9th, 2026. It's 1944. And I am in need of calling the police because of what's happened to my mum's house and all the property being removed to get an investigation in the cabinet on my regards to it. It's a bit confusing, the whole situation is, and whether I call 101 or 999.

Speaker 1: Hello, can I get put through to police please?

Speaker 2: Hello, police, what's your emergency?

Speaker 1: Hello, I'm a bit confused whether to phone 101 or 999. I have an issue where the police refused me bail to my address, my home address, and in that time they allowed other people into the premises. I've been finally allowed back into the property and all of my belongings have gone missing out of the house, like the whole housework. I've done the investigation.

Speaker 2: Let me just get your name sir, sorry can I get your name?

Speaker 1: Simon Mr Cordell.

Speaker 2: Simon Cordell? Simon. Simon. Simon. Yeah Simon Mr Cordell. C-O-R-D-E. Cordell. C-O-R-D-E-L-L.

Speaker 1: Yeah that's correct.

Speaker 2: Oh Cordell, right okay. Right yeah it's not an affidavit emergency, this will go through to 101 but I'll transfer you.

Speaker 1: OK, but can I ask a question then? Can 101 give me a CAD number and stuff like that?

Speaker 2: Oh, yeah, they can, absolutely, all right.

Speaker 2: OK, thank you. Hold the line.

Speaker 2: Hello, Metro Point to the Police.

Speaker 2: Am I speaking to Simon?

Speaker 1: Yeah, speaking. How are you doing? Am I speaking to you?

Speaker 2: Hi, Simon, I'm... My name's John. How can I help you?

Speaker 1: I'm trying to... I'm in a confused situation, I think, where... I was bailed not to go back to my home address and my mother passed away and because my sister said that I grabbed her by the arm I was put in bail conditions. During that period I asked the police obviously if I could go back to my home and it's my primary home and I just wasn't given a reply. Now I've gone back to the address and because the bail conditions have changed months later I've been allowed back in since the 26th of the 8th and the whole house was emptied out. I've done checks on to why the house is actually empty because no windows were broken and according to my younger sister and my auntie, council officers advised them to move all of the stuff out of the house while I was the key holder and they've moved the stuff out of the house. Now it's basically all stolen. Who moved the stuff? I've been told that my sister and my auntie was advised because they have their own homes, they had access to the house They knew I was on bail... Bail... They moved... They moved the stuff from the house.

Speaker 2: Yeah, they moved...

Speaker 1: No, I don't know where it's all gone. Absolutely everything. Years and years worth of stuff. And I've got all the correspondence...

Speaker 2: What's the... What's the code of the house that we're talking about?

Speaker 1: The address is 23 Byron Terrace. N9... N9, November 9, 7 Delta Golf.

Speaker 2: 7 Delta Golf.

Speaker 1: Yes, that's correct.

Speaker 2: Yeah, and you sent them a 9?

Speaker 1: I'm 23 Byron Terrace.

Speaker 2: Sorry, 23. 23 Byron Terrace. I've got that. Okay. And where are you at the moment? Are you there?

Speaker 1: No, I'm just up the road. I can go to the address at any time.

Speaker 2: No, it's okay. You're outside. Okay. They've took the cooker and everything.

Speaker 2: Have you spoke to your sister?

Speaker 1: I'm not allowed to speak to her because of bowel conditions. But I've been allowed back into the house. I've spoke to the council officer. And the council officer has maliciously—

Speaker 2: When did you speak to the council?

Speaker 1: I spoke to the council a couple of days ago and she openly admitted on the phone that she misled me and she never put my succession form through and that she sent them, my sister and all the family correspondents saying that they've got to move everything out of the house knowing that it was all mine and that I was asking her for access to the house.

Speaker 2: Alright, okay, fine. I understand. I've got a clear picture now. Thank you, Simon. Okay. You're waiting on your succession for the house.

Speaker 1: Yeah, that's correct.

Speaker 2: In the meantime, the council forgot to do that properly and they've requested your sister and auntie move the stuff out of the house.

Speaker 1: Yeah, and they're incommunicado with me on e-mail.

Speaker 2: And you can't speak to them because of the bail condition.

Speaker 1: Yeah, I can't speak to them. I'm incommunicado with the council officer and she hasn't informed me of anything of the kind. She's misled me completely.

Speaker 2: To the Citizens Advice Bureau and get your civil rights about what's happened to your stuff and how you go about reclaiming it. Those are the two things you need to do tomorrow Simon. I understand that fully. Where do you expect from your experience from previous cases or similar of a client, where would you expect that to lead you to?

Speaker 2: In the house but that's what the Citizens Advice Bureau will be able to give you the full details. I'm not a civil law expert, I wouldn't be able to tell you exactly what's going to happen but that's the way forward.

Speaker 2: Do you know where your nearest civil Citizens Advice Bureau is by the way?

Speaker 1: Yeah there's two, I think there's one I can go to just opposite Ponder's End is it not correct?

Speaker 2: I think they open at nine in the morning okay so I'll go down I go to the—

Speaker 1: But does it not become a criminal matter if my sister refuses to give the stuff back?

Speaker 1: Knowing they've removed stuff that's not of their own and it's of mine?

Speaker 2: It might be, but because they've been requested by the council to move it, they're probably acting in good faith at the moment, yeah.

Speaker 2: At the moment it's not, but it might turn into that, yes.

Speaker 1: Yeah, it might turn into that if they refuse to give me it back. Because they've left personal belongings of mine there and actually then gone to the beach. Just a cook. The Citizens Advice ain't going to be able to give me much advice in the circle, so they're going to say that...

Speaker 2: They will. They'll tell you what your legal position is with the civil law.

Speaker 2: They will.

Speaker 1: Okay. All right. Well, thank you for your advice.

Speaker 2: You're welcome.

Speaker 1: Can I get a CAD number? Can I get a CAD number in regards to what's actually happened?

Speaker 2: Okay. I'm going to give you a CHS number because it's a civil dispute.

Speaker 2: Yeah. But CHS is 33946.

Speaker 1:

1. Retax it to me, please.

Speaker 2:

1. Will you write down what you've advised me about and what it's actually about?

Speaker 2: I'll put in there that you just...

Speaker 2: There'll be a text which will say contact... Assist with advice, yes. In regards to the housing issue at 23?

Speaker 1: OK. Thank you. I can't give you legal advice because I am not a lawyer. I can't give you advice. I'd like to go and speak to the advice, OK?

Speaker 2: OK, thank you. All right. Thanks, Simon. Take care. Bye-bye.

Speaker 1: 1752 the first of my 26 in advice to go six advice from 999 and then transfer from 3 to 101