

## I'M CALLING TO COMPLAIN!

### AudioScript

#### B

Listen to the telephone conversations. Complete the sentences.

#### Ben

*Operator:* City Complaints Office.

*Ben:* Yes. My name is Ben Miller, and I'm calling to complain about my apartment.

*Operator:* OK. Are there some repairs needed? Has the rent been raised too much?

*Ben:* No. The rent is great, and the building is beautiful, but it's too noisy.

*Operator:* In what way?

*Ben:* Well, if my neighbors have their TV or radio on, I can hear it very clearly. And they can hear mine.

*Operator:* I don't think I can help. Why don't you both just keep the volume lower?

*Ben:* I do, but they won't. It's not really their fault. The building is poorly constructed. It should have much thicker walls between the units so noise doesn't go through to the apartment next door. I asked the owners to have the place soundproofed, but they refused.

*Operator:* I'm afraid there's nothing the city can do. You'll probably have to take the developers to court.

#### Sue

*Operator:* City Complaints Office.

*Sue:* This is Sue Garcia, and I want to report that I had a very close call this morning.

*Operator:* What happened?

*Sue:* Well, I live in a new neighborhood where there are lots of people with cars. And some of them drive way too fast when they go down my street. I was coming out of my driveway when some idiot nearly ran into me. He was speeding and probably not watching where he was going. I managed to pull over to avoid being hit by him just in time.

*Operator:* It does sound like there's going to be a bad accident there one of these days.

*Sue:* I know. The residents want the city council to do something about it. We want them to put in a couple of speed bumps on the road to stop people from driving too fast.

*Operator:* Well, I'll just put your call through to the Roads Department.

#### C

Listen again. Check the correct answers.

### Answers

#### A

*Answers will vary.*

#### B

1. the noise in his apartment
2. people who drive too fast on her street

#### C

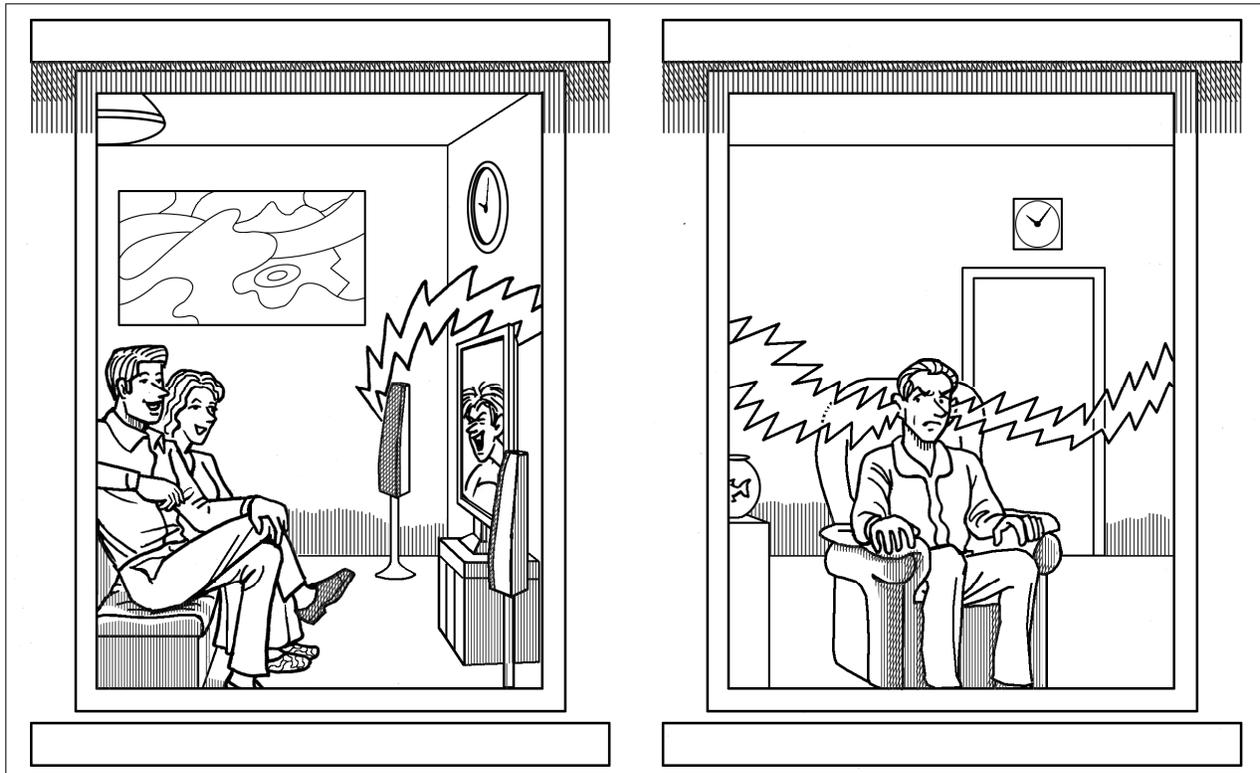
1. b
2. a

#### D

*Answers will vary.*

## I'M CALLING TO COMPLAIN!

**A PAIR WORK** Look at the picture. Do you think the man will complain? If so, who will he complain to? What will he say?



**B** Listen to the telephone conversations. Complete the sentences.

1. Ben is complaining about \_\_\_\_\_.
2. Sue is complaining about \_\_\_\_\_.

**C** Listen again. Check (✓) the correct answers.

1. Ben will probably have to
  - a. play his TV and radio more quietly.
  - b. take the developers to court.
  - c. soundproof the apartment himself.
2. Sue will probably have to
  - a. explain the problem again to someone in the Roads Department.
  - b. complain directly to the drivers.
  - c. put speed bumps on her driveway.

**D GROUP WORK** What problems exist near your home or school? Discuss possible solutions for each problem.