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CORRIGENDUM

Offers of assistance in politician-constituent interaction

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1) Extract 3 should read:

Extract 3 – MP01.Phone-13KK_08: 107-116

1 C: Now there w- whil- whilst you’re on there, There wa-
there was something that my wife has- has actually
mentioned the other day, (0.6) She spoke to you before
about (0.8) getting Roger another place perhaps,
5 CW: ...well yes. But the- um, I mean:, (. ) D- oo- I can
6 approach the council about that most defi
7 nitey if you’d
8 like me to, hh[the- the-]
9 C: [Well be]fore you have actua(h)lly(eeh,
10 ) (0.4)
10 CW: I- I may have done in the past,=f[orgi]ve me,

In the text following Extract 3, the phrase “Note that it is CW’s belief that the offer has not already been made – which is corrected by C at Lines 8–9” should read “Note that is CW’s belief that the offer has not already been made – which is corrected by C at Line 8”.

2) Extract 7

In the text following Extract 7, the phrase “Curl argues that Nancy’s repair from ‘dih you wanna me tih’ to ‘c’n I getchu somethin:g’ (Lines 12–15)” should read “Curl argues that Nancy’s repair from ‘dih you wanna me tih’ to ‘c’n I getchu somethin:g’ (Lines 12–16)”.

3) Extract 9

In the text following Extract 9, the phrase “and the phrase ‘sorts of problems/things’ (such as in Lines 10 and 16)” should read “and the phrase ‘sorts of problems/things’ (such as in Lines 10-11 and 16)”.

4) Extract 10

In the text following Extract 10, the phrase “As such, it does not make relevant a response from C and, indeed, none is forthcoming (Line 16)” should read “As such, it does not make relevant a response from C and, indeed, none is forthcoming (Line 15)”.

5) Extract 11 should read:

Extract 11 – MP01.Phone-13KZ2_02: 5-16

1 C: =[It’s] Mrs. Gray’s daily cal[.]]
2 CW: [0 h]: hi Mrs. Gra[y, I erhh]
3 C: [†’s a bit]
4 different from the last time when I rang,=this is really< good
5 ne[ws.
6 CW: [.hh ↑OH: >brilliant oh he< will be sad cause he’s not here:,
7 hh(h)e(h)e
8 C: [↑AOH:: what a shame:]
9 CW: [.hhh He’s on a train]ing course in London:, but I’ll take a
10 message for [him:;]
11 C: [All r]ight. Will you Tell ‘im I’ve just had a letter
12 this mor::ning,

6) Extract 13 should read:

Extract 13 – MP01.Phone-13LB_06: 28-66

1 C: Hi;, you’al’right?=
2 CW: =Yes not too bad.=n’you,
3 C: Yes fine thank you, .hh um: s’j’s wondering if you’d heard
anything cause you’d- uh:mm I think you spoke to my husband you
said (.) hopefully to be able to tell ’im something within ten
day[s].
CW: [Ee:yeahs le’s [just have-
C: [pas’ that nowhh Heh
CW: R::right, Okay. le’s just have a 1:00:k UH:mm .hhHH alright lemme
just’ see when I sent it o:ff, te te te Tehhh((singing)) on’
one secon::d (.). .hhH I don’t think I have is the short answer
to that,--
C: Mmm--
(1.3)
CW: uhhum: but let me just checkhh (2.1) .hhHH erm:::righthhh
"ri::ght so that was sent on the eighteenth" hh an::d t- ten
working days .hHHHHH OKAY no I-I’ve not hh’um: so um what I’ll-
what I can do: is I’ll- I’ll chase ‘em up again an’::: just to
see if I can get a date for you,
C: Oh all right [ okay °°( )°°]
CW: [Erm: So sorry] I’ve not- (.).
C: [No tha- ]
CW: [Not um::]
(.)
C: fi:ne (er wh-) say we’ been ‘aving the problem with ‘em all the-
allI the way along at [least it’s bin]=
CW: [ih’ y:ea h :: ]
C: =about sixty two: weeks now so, .hhh=
CW: =so: (.) ih’yeah [w!! they- they’re just in]CREdibly=
C: =ah hh:: hh hhhh hih]
CW: =busy but I- I will: le- you need a date so I’ll um:: I’ll um::
get them tuh .hh tuh find one for you and- and hope>f’lly get
th’m< (..) >to come back to you with a< (..) proper answer
C: O:kay well that’s lovely

And the text following Extract 13 should read, in order to have the correct Line Number references:
“On Lines 17-19, the caseworker (CW2) goes through several self-repairs to arrive at an
announcement offer, “I’ll chase ‘em up again”. The self-repairs demonstrate that while CW2
considered phrasing the offer using a ‘what I can do’ (as well as a separate ‘I will’ statement),
he chose ‘I will’ as the optimal formulation in this context (and it is repeated in “I’ll um:: get
them tuh .hh tuh find one for you” on Lines 31-32).”

7) Extract 15 should read:
Extract 15: MP01.Phone-14AE_01: 215-226

In the text following Extract 15, the phrase “CW mitigates any potential interpretation of
burden on Lines 10–11” should read “CW mitigates any potential interpretation of burden on
8) Extract 16 should read:

Extract 16 - MP01.Phone-14AJ_01: 135-176

1  CW: But - I will also raise it again with the council on your behalf, (0.9)
2  . But but I know they’re actually dealing with it, It’s just a case
3  of me telling them look Mr. Humber’s been on the phone ag\n
4  again:
5  (0.9)
6  C: Yeah. (0.2) That ol’ man:’s still: pest[‘ring me
7  ([kHaha]hahah<haha.
8  .hh[y- that’s a]llow:ed, (.).hh [That’s al\top:ed.] hh[\n9  [Hehhehoooh ] ([ee] [I’m s-
10  I’m: seventy eight years of \Ag[e.
11  ([tr]:ght
12  C: [Yeah an’]
13  CW: =An’ I pay: ↑hundred and ↑thirty six pound a month,
14  CW: [Yeah, ]
15  C: [for my] rates, (0.3) An’ I: .hhh [have ]n’t (.) gone to the-
16  CW: ([ee])
17  (0.3)
18  C: sstep that I considered, (1.0) <I considered writing> to ‘im an’
19  saying “until you do that” to put it right, (0.5) I’m not going
20  to pay me rates.
21  CW: Yea-uh-well? .hhh uh:m: [I wouldn’t necessarily ad\n
22  C: [I know:: (*  *)]
23  CW: that,=I un- you un:- must understand, [but]=
24  C: ([ ])  
25  (0.3)
26  CW: =Uh:m .hh But let me get back onto it again.=because, I know
27  they’re in the process of working on it,=I know they are.=Because
28  .hhh I raise it practically every month at the housing meeting
29  with -them:, .hh[H ]=
30  C: [Aoh↓]
31  CW: =So: it’s not that they’re Not doing thing:s Erm it’s just
32  unfortunate[iy it takes time. ]
33  C: (it’s just that (.).they’re u]nsuccessful.
34  CW: .hhHe Well, #ah-ei:iuh I# wouldn’t say u]nsuccessful ye:t.
35  (0.3)
36  C: Mm.