



**Case Reference:232800**  
Community Safety tel 01803 208025  
Town Hall , Castle Circus.Torquay.TQ1 3DR

## ASB / Noise Nuisance Diary Sheet

**NOTE: PLEASE READ THE ATTACHED GUIDANCE BEFORE MAKING DIARY ENTRIES.**

<b>Your name and address</b>				
<b>Name and address of person / address being complained about</b>				
<b>Date</b>	<b>Start time</b>	<b>Finish time</b>	<b>Description of incident / noise nuisance</b>	<b>How did the incident / noise affect you?</b>

<b>Date</b>	<b>Start time</b>	<b>Finish time</b>	<b>Description of incident / noise nuisance</b>	<b>How did the incident / noise affect you?</b>

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# Notes on Completing Anti-Social Behaviour/Noise Nuisance Diary Sheets

## Collecting evidence – filling in diary sheets

We recognise that every case of Anti-Social Behaviour (ASB) and noise nuisance is different and we assess each case on an individual basis. We have a variety of legal powers to help us tackle ASB and noise nuisance which we are happy to discuss with you.

We cannot take action against someone without evidence. As part of your complaint, you have been asked to complete a diary sheet. Diary sheets are used to evidence the ASB and / or noise nuisance you are experiencing. It is very important that you complete your diary sheets thoroughly to ensure that we know exactly what has been happening.

## Completed diary sheets are used for a variety of purposes:

- They enable our staff to get a clear understanding of the type of nuisance you are experiencing.
- They give an indication of the frequency and severity of the nuisance.
- They enable our staff to see if there are any patterns to the behaviour - it may be that someone always goes out on Tuesday and Friday nights and comes home drunk and noisy. Noise monitoring equipment could then be installed at the most appropriate time to catch the nuisance on tape.
- They enable staff to raise specific incidents with the perpetrators when they are visited / interviewed.
- In due course they can form the basis of, or be attached to, a witness statement should the nuisance be serious enough to warrant legal action, and
- Should you be cross examined in court about the allegations you have made, they can enable you to provide accurate and detailed information, and therefore be more confident about the evidence you give.

**Diary sheets are fairly straightforward to complete and require some very basic information.**

## **This includes:**

- The date, time and location of an incident.
- Details of what happened. Please record everything you see and hear in as much detail as possible while the incident is still fresh in your mind. If for instance your complaint is of noise nuisance, don't just put 'noise', describe the type of noise for example:

***'It was exceptionally loud music. The Kaiser Chiefs CD was playing until 02.00am.' They were arguing and shouting all night. At one point I could clearly hear him shout 'Shut the \*\*\*\* up. I'll \*\*\*\*in' kill you.'***

(NB Although you may find it distasteful, you should write out in full any foul or abusive language you can hear).

- Who is responsible for the nuisance/behaviour. If you don't know their name, provide the address and a brief description of them.
- Give the contact details of any witnesses to the nuisance.
- If appropriate take photographs to support your evidence – but please remember to record the time & date they were taken.
- If you've contacted the police, make sure you ask for an incident number which you should then include on your diary sheet. If the Police visit ask for the officers name and shoulder number, as this may assist us when substantiating your allegation.
- State how the behaviour you are experiencing affects you and makes you feel. You should state how the behaviour affects your life for example:

***'I couldn't get to sleep and I was tired at work all day. It is making me ill and I have been prescribed tablets by my doctor. I don't enjoy living here any more'.***

**When you have finished the sheets always remember to sign and date the entry.**

If you are unable to complete diary sheets for any reason, you should contact us. We may be able to assist you in a number of ways. For example:

- Some people worry about their spelling, and that puts them off filling in the sheets. Don't worry about that - as long as your entries can be understood there isn't a problem.
- If you are unable to write, we can supply you with a dicta-phone on which you can record your complaints; and
- Under certain circumstances, we may be able to complete the sheets on your behalf. You will just be required to sign them.

### **What happens next?**

Please complete your diary sheets over a period of two weeks and then return them promptly to this department using the pre-paid envelope provided. We will then review your diary and contact you again within 5 days with our assessment of the evidence and whether we feel further formal action can be taken.

Without diary sheets, Torbay Council generally cannot take action against perpetrators.