

For you to fill in

Your full name

Your address

Your telephone number

For official use only

First complaint (date)

Review date

Diary issued (date)

Diary number

“Everyone has the right to enjoy life in their own way as long as they don’t upset people living near them.”

Many neighbour problems can be sorted out by talking calmly with the other person. But action can be taken quickly to assist you if this approach fails or if someone’s behaviour is very anti-social. **We can only help you if we know in detail what is going on. You can make this possible by keeping a diary of everything that happens.** We can then work out together the best way to sort out your problems. Make sure you keep to these five simple rules:

- 1 This diary is **your own** personal record of what you see and hear. You should not write down something that anyone else (including your wife, husband or partner) has witnessed. They should keep their own diary or you can give them one of the tear-off sheets at the back of this diary (called Witness Reports).
- 2 You must fill in the diary sheet **as soon as possible** while the incident is still fresh in your mind. If you do it right away you’ll remember more details.
- 3 Fill in **one sheet** for each separate incident. If there is a second incident on the same day or night, start a new sheet. Put your name and signature and the date at the bottom of each sheet.
- 4 Write down **everything** you see and hear in as much detail as possible. A general summary isn’t as useful as a word-for-word account. So you should include any swear words. You’ll see in the example sheet (which shows you how to fill in the diary) that we have written swear words down in full. This is much more effective than “he used abusive language”. Writing such words can be upsetting, but it gives a better understanding of what happened and how it has affected you.
- 5 Try to identify people involved on each occasion. If you don’t know the full name(s) of the people you are making a report about, but you know their nickname(s), or they have any identifying characteristics (clothing, hairstyle etc), or you have any other way of identifying them, please put this down.

Other Evidence

If you can, it’s a good idea to collect other evidence to back up the diary. Photographs can help in some cases – such as when you are being bothered by car repairs, overgrown gardens, graffiti and so on. Put the time and date the photo was taken on the back and sign it. You could make a tape-recording if the problem is very loud music or shouting.

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When did the incident happen? Date of incident
(if overnight write both dates – eg 12/13 March 2000) Time of incident – please put am or pm
day *7/8* month *January* year *2006* time it started *11.30 pm* time it finished *1.00 am*

Where did it happen? Put the address where the incident happened – not your own address, unless it's the same.
house/flat number *25* road *Chipstead Walk* outside/inside *Outside*

Who did it, or who was involved? Put the name and address of the person or people responsible. If you know any way of identifying them such as nicknames write it here.
Mark Glover, 25 Chipstead Walk

What happened? Write down exactly what you saw and heard. If someone else saw or heard other things, they must fill in their own diary or use a tear-off Witness Report sheet from the back of this diary. Put all words in full, including swear words. *I heard banging and shouting outside. I looked out of my kitchen window and saw Mark Glover who lives at number 25 banging and kicking at his front door. He was shouting to the person inside to open the door. ~~Then~~ At one point he shouted very loudly "open the door or you're fucking dead". A woman inside kept screaming "go away you bastard". He picked up a brick and threw it at the window. The ^{hall} window smashed and he tried to get in. Kevin ^{my son} called the Police who arrived and took him, Mark Glover away.* continue on the other side of the sheet if you need to.

Any witnesses? Did anyone else see or hear the incident. Yes No
Put their name(s) and address(es). Have they filled in their own diary sheet? Yes No
Mrs Mason from 10 Chipstead Walk and my son Kevin Smith 123 Chipstead

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My son phoned the Police. PC Jones (number 6758) from Woodley Police station came. He wrote it all down.

How has it affected you? Write down the way the incident has made you feel. Include its affect on the people who live with you. For instance, has it stopped you sleeping, frightened your children and so on. Are you more affected because of age or ill health? *The incident is typical of Mr Glovers behaviour. There have been things like this every weekend for the last 7 or 8 weeks (see previous dairies). My children who are 6 are woken up regularly. They are getting very unsettled. I am on sleeping tablets because of the noise and upset.*

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