

Nuisance Diary



Use this diary to record when and how you are affected by each nuisance for a minimum of 14 days before submission

Case reference number (If known):		Investigating officer name (If applicable):	
Your full name:		Person responsible for the nuisance (If known):	
Your address:		Address where the nuisance is coming from: (If there is more than one address, please complete a separate dairy sheet for each premises)	
Your email address:		If known, is the address where the nuisance is coming from:	
Your telephone number:		<input type="checkbox"/> Privately Owned / Rented <input type="checkbox"/> Council Tenant <input type="checkbox"/> Housing Association	
Declaration	I have completed this diary truthfully and to the best of my knowledge. I understand that this diary may be shared with relevant partners e.g. housing tenancy, legal representatives and agree to provide a witness statement in support of any legal proceedings which Hillingdon Council may take in this matter.		
Your Signature:		Date:	

Upload this diary when you need to report a nuisance problem online at [Noise - Hillingdon Council](#), or E-mail to EPTeam@hillingsdon.gov.uk, or post your diary sheets to: **Environmental Protection Team, London Borough of Hillingdon, Civic Centre 3S/09, High Street, Uxbridge, Middlesex, UB8 1UW.**

Notes on Completing Nuisance Diary Sheets

Collecting evidence – filling in diary sheets

We recognise that every case of noise and nuisance is different, and we assess each case on an individual basis. We cannot take action against someone without evidence. As part of your complaint, you must complete diary sheets. These sheets are used to evidence the noise or nuisance you are experiencing. It is very important that you complete your diary sheets thoroughly and accurately to ensure that we can build a case to help resolve the alleged nuisance.

Completed diary sheets are used for a variety of purposes:

- They enable our staff to get a clear understanding of the type of nuisance(s) 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.
- They enable staff to raise specific incidents with the offenders 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.
- Should you be cross examined in court about the allegations you have made, they can enable you to provide accurate and detailed information to the Magistrate or Judge, and therefore they'll be more confident about the evidence you give.

Diary sheets are 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 were playing until 02:00'. They were arguing and shouting all night. At one point I could clearly hear a male voice shout 'Shut the **** up, I'll do what I ****in' like'*** (NB: Although you may find it distasteful, you should write out in full any foul or abusive language you can hear. Never use hearsay such as 'my neighbour said they were noisy last night whilst I was out shopping' – that would be hearsay as you haven't witnessed it personally. In these instances, you could encourage your neighbour who did hear the noise nuisance to provide a witness statement to support your case or ask them to lodge a complaint).
- Who is responsible for the nuisance / behaviour. If you don't know their name, provide the address and a brief description of them (if you have seen the offender and could recognise them).
- Give the contact details of any witnesses to the nuisance e.g. visiting friends / family, a contractor working on your premises at the time of the nuisance occurring, the postman / woman.
- If appropriate take photographs to support your evidence – but please remember to record the time & date, they were taken on your diary sheets. Upload evidence using the Noise App.
- 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 officer's name / number, as this may assist us when substantiating your allegation as the officer can be approached to provide corroborating evidence.
- 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 the next day. It is making me ill and I have been prescribed tablets by my doctor'***.

When you have finished the diary 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.

What happens next?

Please complete your diary sheets over a minimum period of **14 days** and then return them promptly to this department. We will then review your diary and contact you with our assessment of the evidence and whether we feel further investigations, including site visits, are required or if formal action can be taken.

Without detailed diary sheets or the continued support of the complainant(s) in a case, Hillingdon Council generally cannot act against alleged offenders as evidence is key in resolving issues.

Please record detailed information each time you are disturbed by the alleged nuisance.

Day & Date	Start Time (use 24hr clock)	End Time (use 24hr clock)	Describe the nuisance you are experiencing	How does the nuisance affect you?
<i>Example:</i> Sunday 22-10-2023	17:38	22:12	<i>Very loud music coming from my neighbour's garden, the bass beat is prominent in every room of my house. I can't recognise the song artists as its 'Dance' style music.</i>	<i>I can't hear my own TV over the music or escape from the noise anywhere in my house. My son is unable to get to sleep and has complained that the disturbance to his sleep is affecting his schoolwork as he's always tired.</i>
<i>Example:</i> Thursday 1 st July 2023	18:00	21:03	<i>My neighbour has lit a very smoky bonfire, smoke is coming into my house and has covered the washing on my line, I have taken photos.</i>	<i>It's a hot sunny day and I have had to close all my windows, my washing is ruined and will need to be rewashed, there's fly ash all over my patio furniture.</i>

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Please sign and date each and every page of this nuisance diary before your submission

If you require additional diary sheets, please download another set: www.hillingdon.gov.uk/loud-neighbours. Please do not photocopy blank diary sheets to add to these pages as the pages are numbered and could be produced as evidence in court, rather submit one set of diary sheets and start completing a new set.