

# Tackling Anti-Social Behaviour

# INCIDENT DIARY

Your full name .....

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Your address .....

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Home telephone .....

Work telephone .....

Mobile telephone .....

Email address .....

**For office use only**

First complaint (date).....

Review date.....

Diary issued (date).....

Diary number .....



# Tackling anti-social behaviour

Many neighbour disputes can be sorted out by talking calmly with the other person. However, if this approach fails or someone's behaviour is very anti-social, we can work with you to help resolve the problem.

We will carry out investigations into your complaint. Sometimes we will involve other agencies, including the police. We can solve most disputes without taking legal action, but we will use the law if the situation demands it. To do this we will need detailed descriptions of every incident.

You can help by keeping a diary. Please read the notes below which give you guidance on doing this.

## How to keep the diary

This diary is your own personal record of what you see or hear. You can't write down something that other people (including your wife, husband or partner) have witnessed. If other parties have been directly or indirectly affected by the incident(s) they may request their own diaries or, alternatively, complete a 'witness report' (also included within the diary).

We would encourage you to fill in the diary as soon as possible while the incident is still fresh in your mind, preferably on the same day. If you leave it much longer, a court might not accept it. Fill in one form for each separate incident. If there is a second incident on the same day or night please start a new form. Each form must be signed and dated.

Please write down everything you see and hear in as much detail as possible. A general summary isn't taken as seriously by the court as word-for-word evidence, so you will have to include swear words. You will see in the example sheet (which shows you how to complete the diary) that we have written swear words down in full. This is much more effective than "he used abusive language". We are sorry if this is upsetting, but there really is no alternative if we want to ensure the best possible chance of a favourable outcome at court.

## Returning the diary

Don't feel you have to complete all the forms before you return this booklet. We need to know that incidents are not just one-off, so several logs will be best. However, if the incidents are of a serious nature and you feel at risk, then you may return the forms one at a time if you so wish. If you require additional forms, you should contact your Housing Officer to discuss the ongoing problems.

# Tackling Neighbour Nuisance / Anti-Social Behaviour

## (Example) INCIDENT DIARY

This form is for information about one incident only. If there is a second incident on the same day or night, start a new form.

### When did the incident happen?

Date of incident (if overnight write both dates, e.g. 12/13 July 2007)

Day **12th / 13th** Month **July** Year **2007**

Time of incident Start **11.30 pm** Finish **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 **4** Road **Anywhere St** Inside/Outside **(delete as necessary)**

### Who did it, or who was involved?

Put the name and address and approximate age of the person or people responsible. If you don't know them write 'don't know'.

**Joe Bloggs** **4 Anywhere Street, Sometown** **Age approximately 30 years**

### What happened?

Write down exactly what **you** saw and heard. If someone else saw or heard things, they must fill in their own diary or Witness Report sheet from the back of this diary. Please put all words in full, including swear words.

*I heard banging and shouting outside. I looked out of my kitchen window and saw Joe Bloggs who lives at Number 4 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 dead". A woman inside kept screaming, "Go away you bastard". He picked up a brick and threw it at the window. The window smashed and he tried to get in. Kevin, my son, called the police who took Joe Bloggs away.*

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Continue on a separate sheet if you need to.

### Any witnesses?

Did anyone else see or hear the incident. Put their name(s) and address(es).

Have they filled in their own diary sheet? Yes  No

*Mrs White from 6 Tolpuddle Street and my son Kevin Smith.*

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### Have you reported it?

Have you told organisations like the police, environmental health, social services etc? If so, write down whom you spoke to and where and when you made the report. If you have reported it to the police, put the officer's number and the crime reference number down if there is one.

*My son phoned police. PC Jones (number 657) from Anywhere police station came. He wrote it all down.*

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### How has it affected you?

Write down the way the incident has made you feel. Include its effect on 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 Bloggs' behaviour. There have been things like this every weekend for the last 7 weeks (see previous diaries). My children who are 6 and 8 are woken up regularly. They are getting unsettled. I am on sleeping tablets because of the noise and upset.*

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### Your signature

I believe that the information I have given above is a true description of what I saw and/or heard.

Signed *Mary Smith* Date *20th July 2007*



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Continue on a separate sheet if you need to.

**Any witnesses?**

Did anyone else see or hear the incident. Put their name(s) and address(es).

Have they filled in their own diary sheet?    **Yes**     **No**

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**Your signature**

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**Signed** .....    **Date** .....

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**Time of incident** Start..... Finish .....

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House/Flat number ..... Road..... Inside/Outside **(delete as necessary)**

## Who did it, or who was involved?

Put the name and address and approximate age of the person or people responsible. If you don't know them write 'don't know'.

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## What happened?

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## WITNESS REPORT

Please fill in this form if you have seen or heard someone being anti-social.  
This form is for information about one incident only. If you witness another incident, please start a new form.

### Name and address of witness

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*The information contained in this pack relating to any individual is exempt under the Data Protection Act 1998 from being disclosed to them as it is likely to affect the way in which crime is detected or prevented, or the catching or prosecution of offenders. However, it should be noted that if this case proceeds to court, then an application may have to be considered for its release as part of any defence process.*



**Return completed forms to:**

**Redland Housing Association**  
Holly House, Corbet Close, Lawrence Weston,  
Bristol, BS11 0TA.