



# ANTISOCIAL BEHAVIOUR (ASB) DIARY

NAME: .....

ADDRESS: .....

.....

.....

POST CODE: .....

Please return your completed diary to you Antisocial Behaviour team at your local authority. If you live in private accommodation, or if you live in a local authority or housing association property, please return to your housing officer.

Please be aware that they may ask you to start a new diary to build up a picture of what is going on and how it is affecting you and your family.



## Guidance notes for completing an ASB diary

### General Notes

Consider discussing the problem with the person causing the nuisance. Many noise problems are simply caused by a misunderstanding. For example, the person with their radio on loud may not realise that you can hear it or that it keeps you awake. Complaining to the Housing Association may just cause bad feeling. However, if you are at all concerned about how the person will react, or would feel vulnerable or afraid, do not approach them, especially on your own.

This diary **MUST** be completed over a period of **14 continuous days**. If on some days no noise or nuisance occurs this **MUST** be recorded also.

The diary **MUST** be truthful and accurate. If someone else (a neighbour or visitor) witnesses the nuisance, ask them to sign the entry in the "names & addresses of any witnesses" column.

The diary could be used in any court action that may result, so it is vital that it is accurate and honest.

The notes you make should only relate to times when there is an 'unreasonable and substantial interference with your property, or its use, or your enjoyment of the property'. Consider whether the nuisance really is affecting **you**. (i.e. does it go on for a long time, or only very shortly? Is it late at night when you are trying to sleep or during the day?) In the "how has it affected you?" column record how the nuisance did affect you (i.e. "I couldn't sleep, it woke the baby" or "I was scared for my safety" etc.)

Any entries in the diary must be recorded immediately, whilst it is still fresh in your mind. Record the exact time it started and when it finished. Write down exactly what happened.

The identity of the complainant will not be disclosed to the person making the nuisance in the initial stages of the Housing Officer's enquiries. However, remember it may be obvious to the person that you are the one making the complaint.



## Other useful information

Incidents of anti-social behaviour should be reported to the '101' phone line. '101' is a 24-hour number provided by your police and local council to deal with community safety issues, including certain non-emergency crime, policing, and anti-social behaviour. If you get any 101 reference numbers, please note them on the diary.

The Environmental Health Department can act on noise nuisance under the Environment Protection Act 1990. If a person is creating excessive noise, an Environmental Health Officer can investigate and act. This could involve the serving of a Noise Abatement Notice, which instructs the person making the nuisance to stop. If they don't, then the person could be prosecuted in the Magistrates' Court.

If you ever feel in danger from nuisance or are concerned about the activities of the person making a nuisance **RING THE POLICE** by dialling 999. The local police station can be telephoned on 101.

You can also report incidents online under your local police force website, or on crime stoppers 0800 555 111.



## DAY ONE – EXAMPLE 1

<b>Date of incident:</b> 19 <sup>th</sup> November 2008	<b>'101' ref. (if applicable):</b> 1234567
<b>Time of incident:</b> 09:00 – 09:25	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?:</b> In the street outside 33 East Street
<b>Who was involved in the incident?:</b> Mrs Smith from number 34 and Mrs Jones from number 32
<b>Names &amp; addresses of any other witnesses:</b>  My friend Miss Johnson was visiting me at the time and saw the argument as well. Her contact details are 07777 777 777 and she is happy for you to contact her.
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b> Called 101 and reported the argument and they sent a PCSO round. 101 log number 1234567

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>  I was sitting in my front room with my 4-year-old when I heard loud shouting in the street outside my house. I looked out of the window and saw Mrs Jones from number 32 shouting at Mrs Smith from number 34. I had my window open so I could hear Mrs Jones say, "Just move out of my way or I'll make you move you old cow". Mrs Smith then pushed Mrs Jones and told her to mind her own business and that she will park wherever she f** ing wants to. Both were shouting at each other so I called 101 and reported it. They carried on shouting and swearing for about 20 minutes until the police turned up.
How did the incident affect you? (e.g. "kept me awake all night"):  This is not the first time I have had to witness my neighbours arguing in the street and shouting at each other and I am fed up with having to listen to it. My daughter is seeing all of this, and it is making our lives unbearable.



## DAY ONE – EXAMPLE 2

<b>Date of incident:</b> 20 <sup>th</sup> November 2008	<b>'101' ref. (if applicable):</b> 123456
<b>Time of incident:</b> 21:30 – approx 03:45am	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b> Noise came from Number 42 West Street
<b>Who was involved in the incident?</b> Lots of visitors and the residents at 42 West Street
<b>Names &amp; addresses of any other witnesses:</b> unknown
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b> Called environmental health and reported it to 101 as well.

<b>Please give us details of what happened (continue a separate sheet if necessary):</b> Loud music and lots of visitors coming in and out of the property all night. Some of their friends were turning up on scooters and revving them up outside my bedroom window on and off throughout the evening. The music was being turned up and down all night and was so loud that I could hear it clearly even with all my windows closed and ear plugs in. At 23:30 I finally had enough and called 101 to report them. I also called the out of hours number for Environmental Health as advised to by my housing officer.
How did the incident affect you? (e.g. “kept me awake all night”):  I could not get any sleep and my son was kept awake as well. I am feeling very stress by the lack of sleep and my doctor has now put me on anti-depressants because of this. I have been missing work because I can't get up in the mornings and my son's schoolwork is suffering because he is so tired all the time.



## DAY ONE

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY TWO

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY THREE

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>





## DAY FOUR

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY FIVE

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY SIX

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY SEVEN

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY EIGHT

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY NINE

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY TEN

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY ELEVEN

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>





## DAY TWELVE

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY THIRTEEN

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>



## DAY FOURTEEN

<b>Date of incident:</b>	<b>'101' ref. (if applicable):</b>
<b>Time of incident:</b>	<b>Crime ref. (if applicable):</b>

<b>Where did the incident occur?</b>
<b>Who was involved in the incident?</b>
<b>Names &amp; addresses of any other witnesses:</b>
<b>If this incident has been reported to anyone else, please tell us who (e.g. the police; the local Council):</b>

<b>Please give us details of what happened (continue a separate sheet if necessary):</b>
<b>How did the incident affect you? (e.g. "kept me awake all night"):</b>