

## Anti-social behaviour: incident diary guidance notes

Many neighbour disputes can be sorted out by talking calmly with the other person. But multi-agencies (eg. your landlord, police, environmental health, social services and local authority) will take action quickly if this approach fails, or if someone's behaviour is very anti-social. We can only act against culprits if we have evidence. You can help by keeping an incident diary of everything that happens.

### How to keep an incident diary

We can solve most disputes without taking serious action. But if the situation is bad enough, we will use the law to force the culprits to stop, or even to evict them. To take legal action we need a carefully written-down description of every incident.

Use our incident diary to record the problems you are experiencing for as long as your Neighbourhood Housing Officer requests.

### **IMPORTANT! Please read and follow the instructions below.**

- The incident diary is **your own** personal record of what you see or hear. The person observing the event must be the one who logs the incident(s) and signs each sheet. You can't write down something that other people (including your wife, husband or partner) have witnessed. They must complete their own separate diary, even if they saw or heard the same event.
- You must fill in the diary **as soon as possible** while the incident is still fresh in your mind – do it on the same day if you can.
- Please log each incident separately. If there is a second incident on the same day or night, start a new log. Put your signature and the date at the bottom of each page.
- Be as specific as possible with precise and accurate information.
- Do not exaggerate or overstate the facts or effects of the nuisance. For example, when writing how the noise affects you, it is useful to give an indication of how loud the noise is. Could it be heard over your television's volume or you could hear words to the song/bass beat?
- Be clear as to how the nuisance was affecting your use or enjoyment of your home.
- You must give the following details when you are recording incidents:
 

<ul style="list-style-type: none"> <li>✓ Date</li> <li>✓ Time</li> <li>✓ Duration of incident</li> <li>✓ Location</li> <li>✓ Who is involved</li> <li>✓ Who is the perpetrator (the person/s causing the issue)</li> <li>✓ What exact words are used (include swear words if used)</li> </ul>	<ul style="list-style-type: none"> <li>✓ What actions are taken</li> <li>✓ Record any details such as car registrations, etc</li> <li>✓ Any retaliations made</li> <li>✓ The effect it had on you</li> <li>✓ Any details of police involvement and the actions they took, which police officers attended and their name and number. Please include reference or report number if you are issued one.</li> </ul>
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### To return your completed diary

- Visit: Report anti-social behaviour online and attach your diary at: [www.cottsway.co.uk/reportasb](http://www.cottsway.co.uk/reportasb)
- Email: [contact@cottsway.co.uk](mailto:contact@cottsway.co.uk)
- Post to: Cottsway Housing, Cottsway House, Heynes Place, Avenue Two, Witney OX28 4YG