

Why do I need to complete a noise diary?

These are **an essential part** of our investigation as they document the detail of each incident and allow you to say how it affects you or your family. With the best will in the world if you don't make a record then vital information may be lost.

Your diary sheets will:

- Help us fully understand your complaint and enable us to judge whether the noise is likely to constitute a **statutory nuisance**.
- Help us if we need to visit, by identifying any patterns of when the noise is likely to occur.
- Possibly be used as evidence (which may require your testimony in court), and therefore it is vital that they are **comprehensive, accurate** and **relevant**.

If a diary is not received within 28 days of this letter the case will be closed and no further action will be taken.

Instructions for completing the diary

- For complaints about more than one address, use a separate diary sheet for each.
- Ensure the **date and time is correct** (clearly identify whether the time is am or pm).
- If the noise occurs over two days (i.e. 11.00pm Saturday until 4.00am Sunday), indicate only the start date (i.e. the Saturday),
- If the noise begins in the early hours of the morning, make sure you put the date of the new day, not the day and date of the night before.
- For intermittent noise like dog barking, try to give as accurate an indication of the problem as possible. For example, if a dog barks for a few minutes on and off throughout the day, writing "dog barking, 8.00am–6.00pm" will not give an accurate picture. It is not necessary to note each noise/bark, but try to give an indication of the pattern, frequency and duration of the noise.
- Do not record every noise, only those that are excessive and unreasonable.
- Keep diary entries short and to the point.
- Please complete the page number for each sheet (top left of page)

It may be necessary to keep diary sheets for a considerable period of time. In many cases, it may be necessary for you to keep ongoing diary sheets until the problem is solved.

If your complaint is being investigated, you should send your diary sheets to the investigating officer on a regular basis so that the situation can be monitored. If we don't hear from you, it will appear that there is no longer a problem, so if there is, please keep in touch.

Page no:

Case reference number:

Date of Issue:

Person making the complaint (note: anonymous complaints are not investigated)					Alleged Noise / Nuisance Maker	
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Date	Time started	Time stopped	Where were you being disturbed?	What sort of noise or nuisance was it?	Describe how you were disturbed?	Witness details (if any)

This information is true to the best of my knowledge and belief and I understand that if it is used as evidence, I may be prosecuted if I know it to be false or do not believe it to be true.

Name:..... Signature:.....
(BLOCK CAPITALS)

Data Protection

We will store and may further process the information you provide. Our lawful basis for doing this is enable us to carry out our public duties of taking such steps as are reasonably practicable to investigate complaints of statutory nuisances and, where we are satisfied that a statutory nuisance exists, or is likely to occur or recur to take action requiring the abatement of a nuisance or prohibiting or restricting its occurrence or recurrence. The purpose of processing the information is to enable us to effectively carry out those duties. Our privacy policy is published on our web site www.runnymede.gov.uk

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Date	Time started	Time stopped	Where were you being disturbed?	What sort of noise or nuisance was it?	Describe how you were disturbed?	Witness details (if any)
<p>This information is true to the best of my knowledge and belief and I understand that if it is used as evidence, I may be prosecuted if I know it to be false or do not believe it to be true.</p> <p>Name:..... Signature:.....</p> <p>(BLOCK CAPITALS)</p> <p>Once you have completed the diary for around two weeks please send to us:</p> <p>By post: Environmental Health, Runnymede Borough Council, Runnymede Civic Centre, Station Road, Addlestone, Surrey KT15 2AH; or, By email: environmentalhealth@runnymede.gov.uk</p>						

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