

PLEASE READ THE FOLLOWING GUIDANCE CAREFULLY

Guidance on Completion of Landfill Issues Diary

1. These notes will be used to assess your complaint and should therefore contain as much detail as possible.
2. Each incident that troubles you should be recorded on a separate line
3. You should specify the start and finish times and whether they are, am or pm.
4. If the incident is an odour, please include details of the “Intensity”, “Offensiveness” and “Character” of the odour using the charts on page 2 of the instructions
5. You should identify the way in which the incident affects your normal activities and cause inconvenience. It is better if this is related to an easily recognisable activity in which you are trying to engage at the time of each incidence (see example sheet).
6. You should sign each page.
7. You should note that the record sheet carries a declaration of the accuracy of the records kept, which must be signed and that such records may be presented as evidence if legal action is taken against the person causing the nuisance.
8. If you have any queries about how to fill in the record sheets, contact your case officer. If the sheets were posted to you then contact the Officer named at the top of the accompanying letter.

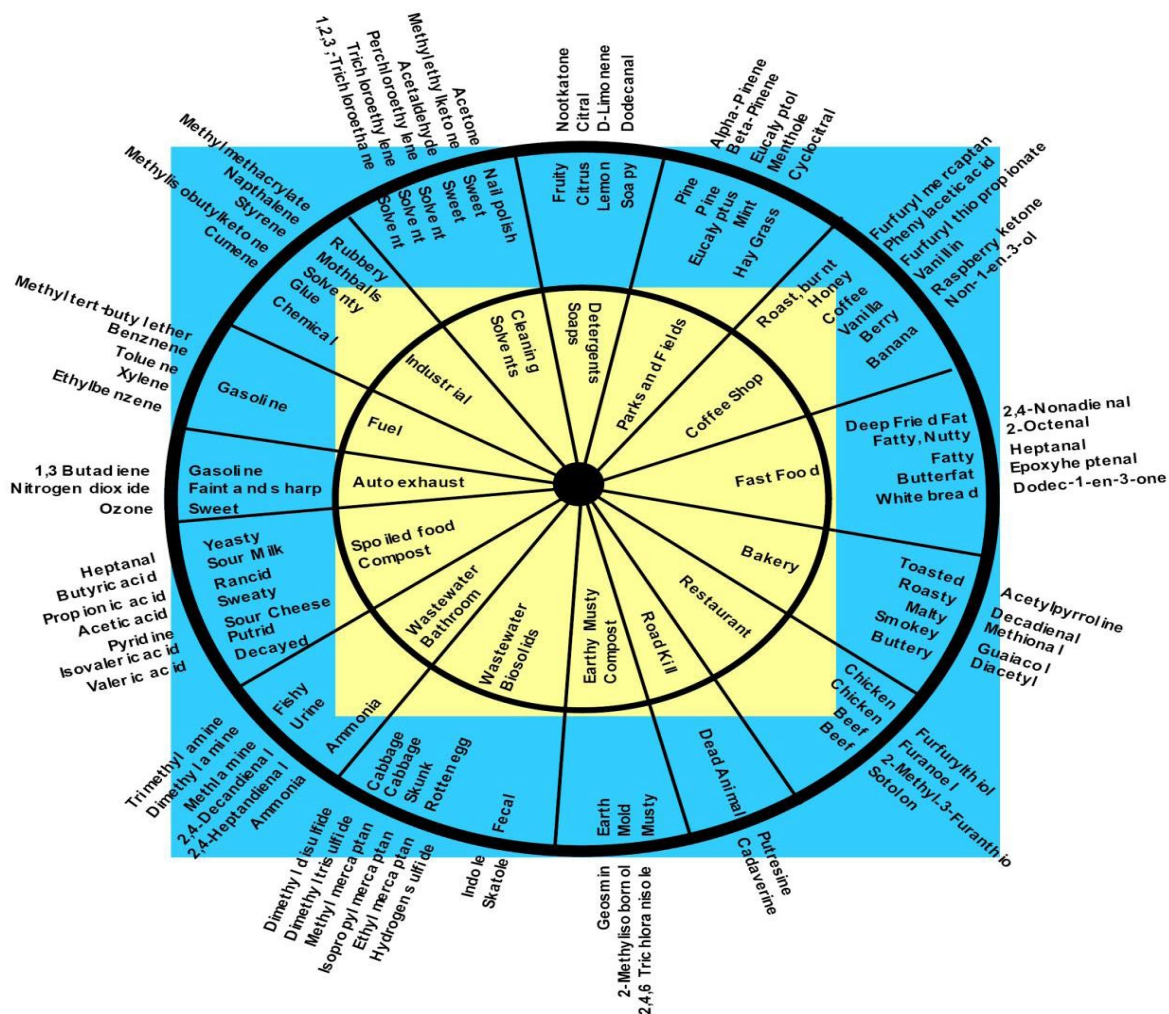
* Intensity Scale

Score	Intensity
0	No odour
1	Very faint odour
2	Faint odour
3	Distinct odour
4	Strong odour
5	Very strong odour
6	Extremely strong odour

** Offensiveness

Score	Perceived Hedonic Tone
+ 4	Very pleasant
+ 3	Pleasant
+ 2	Moderately pleasant
+ 1	Mildly pleasant
0	Neutral / No odour
- 1	Mildly unpleasant
- 2	Moderately unpleasant
- 3	Unpleasant
- 4	Very unpleasant

*** Odour character wheel



Source : Odour Descriptor Wheel UCLA School of Public Health

Statement of (full name) (Must be filled before submission) _____ X Age if under 21 _____ X (if over 21 insert "over 21")

This statement (consisting of _____ X pages, signed by me, is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated the _____ X day of _____ x 20 _____ X (Signature) _____ X

If you are experiencing disturbance between 9am and 5.00pm Monday to Friday
Call the Council on 01782 717717 Where possible an Officer will visit to assess the matter

Landfill Issues Diary

Date of Issue	Please Return Your Diary To: ✉ Environmental Protection Team Castle House, Newcastle under Lyme, ST5SL Tel No: 01782 717717 📧 Customerservices@newcastle-staffs.gov.uk	Your Unique Complaint Number	Red Industries, Walleys Landfill, Cemetery Road Silverdale, Newcastle under Lyme
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						ODOURS ONLY		
ISSUE (odour/ dust/ gulls/ other - describe)	DATE	TIME Start & finish	WHERE ARE YOU BEING AFFECTED (in garden/ in home/ on the road – specify)	HOW DOES THIS AFFECT YOU (unable to use garden/ can't open windows)	WEATHER CONDITIONS	HOW INTENSE? (use scale on page 2)	HOW OFFENSIVE? (use scale on page 2)	WHAT DOES IT SMELL LIKE? (use wheel on page 2)
Odour	01.03.2019	Start @ 12:00 Finish @ 14:00	Garden	Unable to sit out	Sunny, still (no wind), cold	5 = Very strong Odour	-4 = Very unpleasant	Cabbage & rotten egg

Statement of (full name) (Must be filled before submission) Continued. Page: _____ Your Unique Complaint Number: _____

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Statement of (full name)_____Continued. Page: _____ Your Unique Complaint Number: _____

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PERSON KEEPING THE DIARY

Name_____

Address _ _____

Email _____

Tel No Home _____ Mobile _____

NEIGHBOUR / WITNESS VERIFYING DISTURBANCE

Name:_____

Address _ _____

Email _____

Tel No Home _____ Mobile _____

IMPORTANT

Any neighbour/witness, if relevant, should sign their initials against the particular disturbances verified. This form may be used as an exhibit appended to a section 9 witness statement. A witness may be required to attend court and give evidence under oath.

PLEASE RETURN YOUR DIARY.**WE ARE UNABLE TO INVESTIGATE WITHOUT IT****SAVE THIS FORM AND SUBMIT BY E-MAIL BY CLICKING HERE****customerservices@newcastle-staffs.gov.uk**