

## DIARY OF DISTURBANCE

PLEASE READ THE FOLLOWING GUIDANCE CAREFULLY

There is a possibility that the information you detail could be used in legal action by the Council. Your diary may also be used as evidence in any resulting court proceedings. In such circumstances, the details you provide may be disclosed to a third party including the person(s) you have complained about. However, in such cases signatures and telephone numbers would not be disclosed. You should also note that the Council may be required to disclose your diary to other statutory agencies (e.g. Police, Social Services and H.M. Revenue & Customs) for the prevention of crime and disorder.

1. Your diary will be used to assess your complaint and should therefore contain as much detail as possible. Each incident that troubles you should be recorded on a separate line
2. You should specify the start and finish times and whether they are, am or pm.
3. You should identify the way in which the Nuisance 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 on attached sheet).
4. You should sign each page.
5. 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 noise.
6. If you have any queries about how to fill in the record sheets, contact the Officer who gave the sheets to you. If the sheets were posted to you then contact the Officer named at the top of this page.

### **General Data Protection Regulations 2018**

Newcastle under Lyme Borough Council is registered as a Data Controller under the General Data Protection Regulation 2018. Further details can be found at <https://www.newcastle-staffs.gov.uk/all-services/advice/data-protection>

Where necessary for the Council's Regulatory, Public Health and Community Safety functions, e.g. Building Control, Environmental Health, Licensing, Planning, Anti-Social Behaviour, Crime Prevention and Reduction, Safeguarding; information obtained about you and persons connected with you may be held and processed by the Council. This may also be shared with others under information sharing protocols or where required or allowed by law. Such information will only be held by the Council for as long as necessary and in line with our published Retention Policy.

# Register your alarm key holders

**The Key Holder Registration Scheme form is simple to complete online at our website.**

**The information is encrypted and held securely.**

**In addition to registering, key holders are being reminded to:**


- **ensure the alarm is fitted by a reputable company**
- **check that your alarm sounds for no longer than 20 minutes before resetting**
- **have the alarm serviced regularly by a specialist**
- **tell neighbours how they can contact key holders**

**Register at:  
[www.newcastle-staffs.gov.uk/noisealarms](http://www.newcastle-staffs.gov.uk/noisealarms)**



***Bothered by noise?***

Download the noise app to your smartphone and let us hear all about it.

 the noise app

Transforming Noise Nuisance  
Reporting and Investigation  
[www.thenoiseapp.com](http://www.thenoiseapp.com)

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**If you are experiencing disturbance between 9am and 5.00pm Monday to Friday  
Call the Environmental Protection Team on 01782 717717, quoting APP«refno» CRM«laref»**  
Where possible an Officer will visit to assess the matter to identify if it the Council is able to take formal action.

**\*\*RESTRICTED – ONCE COMPLETE\*\***


**Criminal Justice Act 1967 s9; Magistrates Court Act 1980 s.5A(3)(a) and 5B Criminal Procedure Rules 2005 p27**

Statement of (full name) \_\_\_\_\_ 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

**DIARY OF DISTURBANCES**

<b>WEB DOWNLOAD</b>	Please Return Your Diary To:  By Post: <b>Environmental Protection Section</b> Newcastle under Lyme Borough Council Castle House, Barracks Road Newcastle under Lyme. ST52BL  By email to environmental_health@newcastle-staffs.gov.uk	Your Unique Complaint Number  Your Case Officer  Tel No. <b>Customer Services: 01782 717717</b>	Complaint Summary:  Complaint address	 <p style="font-size: small;"> <i>Bothered by noise?</i>            Download the noise app to your smartphone and let us hear all about it.   <b>the noise app</b>  <small>Transforming Noise Nuisance Reporting and Investigation www.thenoiseapp.com</small>             Download on the <b>App Store</b>    GET IT ON <b>Google play</b> </p>
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Date	Time Started	Time Ceased	Duration Hours/Minutes	Rooms / Area Affected	Nature of Nuisance	Describe How You Were Disturbed and How This Made You Feel

Please return your diary. We are unable to take any action without it

**Person Keeping The Diary**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel No: \_\_\_\_\_

Email: \_\_\_\_\_

**Neighbour / Witness Verifying Disturbance**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel No: \_\_\_\_\_

Email: \_\_\_\_\_

**Note:**  
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.

Date	Time Started	Time Ceased	Duration Hours/Minutes	Rooms Affected	Nature of Noise	Describe How You Were Disturbed and How This Made You Feel

Please return your diary. We are unable to take any action without it

Signature: \_\_\_\_\_ (Person keeping the diary)

Need another diary? Download one today from our website [www.newcastle-staffs.gov.uk/noise](http://www.newcastle-staffs.gov.uk/noise)