

Getting evidence and completing your diary sheets



We are sending you these diary sheets because of the anti-social behaviour you reported to us. This is the first step in the case we have opened following your report of ASB. Follow the guidelines below on completing these sheets. This will help us decide how best to proceed further with this case.

It is really important that you complete this diary with **accurate** and **objective** information. This fact sheet helps you to do that. If you consider yourself, your family or your property to be at risk of harm, you must immediately contact the police by dialling 999.

Why do I need to complete these diary sheets?

- We cannot deal with anti-social behaviour alone: we need you and other witnesses to help and support our investigations.
- We may not be able to continue our investigations without your diary sheets being completed properly and returned to us. If this happens, we may have to close your case through lack of evidence, especially if we are unable to gather evidence from any other source.

What do I need to do?

Complete the diary with your name, address, and telephone number(s) and follow the guidelines below:

- Write clearly and concisely. It often helps to write in block capitals - it will help us. If we can't read or understand your diary sheets they will be of no use to us.
- Write your diary as soon as you can after the event, as everything will still be clear to you.
- When: include the date and exact time the incident began and ended. If it ended and then started again, make sure you tell us that.
- Where: give us the location of the incident. It may be different from your home address. If the location is not an actual address, please describe where the incident took place as accurately as you can.
- What: Give us full details of what happened. Be specific, write down exactly what you saw and heard. If for example the anti-social behaviour is related to noise, put down what sort of noise it was e.g. washing machine, music. Record how loud it was and how long it went on for. If

a conversation is involved it should be recorded word for word including any swear words.

Example: 'From the flat above I could hear continuous thumping about once every second. This was followed by a high-pitched grinding, which sounded like an electric drill or something similar. This went on for about 45 minutes and could be heard in all parts of my house, even with the doors closed. It was loud enough to wake my son James and could be heard over the normal volume of our television.'

- **Who:** give us full details of who started or was involved in the incident. We need to know where they live (if you know), if there was more than one person and who else with you was affected – that includes anyone else in your family or someone visiting at the time. If you can't name the offender(s), tell us what they looked like – age, height, build, distinguishing features etc. Any information you remember will help us investigate your case.
- **How did the incident affect you?** Include damage to property, any injuries sustained, loss of sleep, increased fear of going out or any prescribed medication your doctor gave you. Remember to tell us how it affected any other members of your family, too.
- **Who witnessed the incident?** Provide their names and addresses and if you can, get them to fill in their own diary sheet.
- **Reporting:** Have you told organisations like the police, environmental health or social services? If so write down whom you spoke to and where and when you made the report. If you have reported the incident to police, write the officer's contact details and the crime reference number if there is one.
- **Stick to clear facts at all times.** Don't exaggerate what happened and only record what you yourself heard and saw. If other people (including your wife, husband or partner) witnessed or heard further activity relating to the incident, they should fill out their own diary sheet. You can give them one of the tear-off sheets at the back of your own diary (Witness reports).

What next?

- When the incident diary is full you should return it to your area housing office and they will issue you with another one if necessary.
- Your anti-social behaviour officer will examine the returned diaries to decide what action to take next.
- We will keep you informed of the progress of the case. This will include any action we take against the offender(s).
- In some cases we may offer the use of an independent mediation service between you and the offender. This is often a very good way of settling disputes before they get out of hand. Some more serious cases will require possible legal action.
- We reserve the right to give copies of the diary sheets to any partner agencies (such as the police) that are involved in the case.

- Remember that the sheets may be used as evidence in court at a later date. You can object to this but doing so will limit what we can do to help you.
- We will not promise anything that we cannot deliver. If there is little or nothing we can do, we will tell you and explain why.
- We will let you know when and why we have closed your case. If you have any objections to our decision, we will give you an opportunity to state why you think your case should stay open.
- After we've closed your case, we will ask you how you felt we handled your case. This helps us to improve our services.

What if I am still suffering acts of anti-social behaviour?

- Keep your diary sheets up-to-date.
- If you run out of diary sheets and something else happens, write on blank sheets of paper until we send you new supplies.
- Don't wait for us to contact you - if something else has happened, contact your area housing office or the anti-social behaviour hotline if the incident occurs out of hours – especially if the incident is different from or worse than the original incident.
- If we have closed your case and the anti-social behaviour starts again, let us know and we can reopen your case.

Where to report anti-social behaviour

Anti-social behaviour out of office hours hotline
020 7527 7272 (24 hours)

Central Street Area Housing Office

85 Central Street
London EC1V 8DT
Tel: 020 7527 6524
Fax: 020 7527 6207
Email: csha@homesforislington.org.uk
Minicom: 020 7527 6202

Holland Walk Area Housing Office

85-88 Holland Walk
London N19 3XS
Tel: 020 7527 7497
Fax: 020 7527 7407
Email: holland.walk@homesforislington.org.uk
Minicom: 020 7527 7405

(continued overleaf)

Lyon Street Area Housing Office

1 Lyon Street

London N1 1DQ

Tel: 020 7527 6834

Fax: 020 7527 6827

Email: lyon.street@homesforislington.org.uk

Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House

257 Upper Street

London N1 1RU

Tel: 020 7527 5323

Fax: 020 7527 5301

Minicom: 020 7527 5440

Email: upperstreetAHO@homesforislington.org.uk

Visit our website at
www.homesforislington.org.uk

