

## **Noise Nuisance Diary Sheets** **Guidance Notes**

The completion of diary sheets is very important. It enables valuable information to be gathered about the time, frequency and duration of the noise, and may reveal a pattern to the noise which will help investigators verify your complaint. The information may also be used as evidence in any enforcement proceedings, (which may require your testimony in court), and therefore it is vital that they are **comprehensive, accurate and relevant**.

1. If you are complaining about noise from more than one premise, use a separate sheet for each.
2. **Ensure the date is correct**, and make sure that the day and date correspond.
3. If the noise occurs over two days (e.g. 11pm Saturday until 4am Sunday), indicate only the start date (i.e. the Saturday), or indicate both (i.e. Sat – Sun).
4. 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.
5. 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, indicating “dog barking, 8am – 6pm” 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.
6. Don't record every noise, only those that are excessive and unreasonable.
7. Keep the diary entries short, to the point, and restricted to **noise only**. If you have additional information to provide, please do so in a letter.

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. Even if enforcement action has been taken, problems can recur, and further action may require proof that the problem is continuing.

**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.**

If you require any further assistance or require any information about your noise problem, please contact the residential team on 020 8891 7737. Additional diary sheets are available at:

[www.richmond.gov.uk/noise\\_nuisance\\_diary\\_and\\_guidance\\_notes](http://www.richmond.gov.uk/noise_nuisance_diary_and_guidance_notes)