**Nuisance Diary Sheets**



**Guidance notes**

The completion of the diary sheets is very important. It enables valuable information to be gathered about the time, frequency and duration of the noise and it 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 and therefore it is vital that the diary sheets are comprehensive, accurate and relevant.

* Ensure the date and time is correct, make sure that the day and date correspond and clearly identify whether the time is AM or PM
* If the noise occurs over two days (i.e. 11pm Saturday until 4am Sunday), indicate only the start date (i.e. Saturday), or indicate both (i.e. Saturday-Sunday)
* If the noise begins in the early hours of the morning, make sure you put the date of the new day, not the day/date of the night before
* For intermittent noise like loud music, try to give as accurate an indication of the problem as possible. For example, if the loud music is for a few minutes on and off throughout the day, indicating “loud music, 8.00am – 6.00pm” will not give an accurate picture. It is not necessary to note each song, but try to give an indication of the pattern, frequency and duration of the noise
* Do not record every noise, keep the diary entries short, to the point, and restricted to noise which is excessive and unreasonable only

It may be necessary to keep diary sheets for a considerable period and 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 (**seven to ten days**) so that the situation can be monitored. If we do not hear from you, it will appear that there is no longer a problem, so if there is, please keep in contact. We will routinely close a case after 28 days of no contact.

**Once completed please return to**: Community Resilience Team, Wigan Council, PO Box 100, Wigan, WN1 3DS

Or email to [communityresilienceteam@wigan.gov.uk](mailto:communityresilienceteam@wigan.gov.uk)

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| **Your Name:** | Click or tap here to enter text. | **Your Telephone:** | | Click or tap here to enter text. |
| **Your Address:** |  | **Your email:** | |  |
| **Name of Person causing the problem (if known):** |  | **Address (where disturbance occurs)** |  | |

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| **Date** | **Time started** | **Time ceased** | **Nature of nuisance** | **Describe how you were disturbed by the nuisance and which part of the property was affected, including garden**  (Please continue on a separate sheet if necessary) |
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