



Incident diary

If you are a Waltham Forest Council tenant or leaseholder this diary is for you. Use this diary to record any incidence of anti-social behaviour, harassment or domestic violence.

This is a personal diary about your experiences of anti-social behaviour, please keep this diary close to hand and in a safe place



Ensuring residents have an excellent housing experience by providing one of the best housing services in London

Diary completion notes

Well done for taking the first step. By completing this diary you are going to make a difference and help us to stop the anti-social behaviour!

The notes you keep in this diary could become an important piece of evidence in Court. Please try not to worry, we always aim to stop the anti-social behaviour long before then. But, if we do get to Court we will ask you if you want to be a witness.

You are not committing yourself to any proceedings at this stage, all you are doing is gathering information that may be used in the future. You may find that keeping a record of events goes some way to helping you deal with your difficult situation. All the notes you make in this diary will be treated in the strictest of confidence and will not be released without your permission. If you would like to speak with one of our Tenancy Services Officers (TSO) please call us on 020 8496 4197.

Useful telephone numbers

| | |
|--|----------------|
| Ascham Direct contact centre | 020 8496 4197 |
| Ascham Homes' Anti-Social Behaviour Hotline | 020 8496 4011 |
| Crime Stoppers | 0800 555 111 |
| Domestic Violence helpline freephone | 0808 2000 247 |
| ELOP (East London Out Project) | 020 8509 3898 |
| Friday Hill TMO | 020 8523 9433 |
| Gallop Homophobic and Transphobic hate crime | 020 7704 2040 |
| Police Emergency | 999 |
| SAMS TMO | 020 8926 8944 |
| Victim Support Helpline | 0845 30 30 900 |
| Victim Support | 020 8556 6006 |
| Waltham Forest Police Community Safety | 020 8556 8855 |
| Waltham Forest's Kiran - Asian Women's Aid | 020 8558 1986 |
| Waltham Forest Noise Nuisance Team | 020 8496 3000 |

This diary belongs to you

Keep it in a safe place. Please print your name, address and contact telephone details in the spaces below:

Name

Address

Address

Home telephone

Mobile

email address

Many neighbour disputes can be sorted out by talking calmly with the other person, we appreciate this isn't always possible. But we will take action quickly if this approach fails or if someone's behaviour is extremely anti-social. We can only act against culprits if we have evidence. You can help by keeping this diary up to date with notes of everything that happens. Make sure you keep to these six rules:

- 1 Write down exactly what you see or hear**
- 2 Write it down as soon as possible after an incident -**
while it is still fresh in your mind
- 3 Write down the day, date and time the incident happened**
for example; Monday 21 July 2008
- 4 If someone helped you write down your entry into your diary please include their name and relationship to you**
- 5 If the incident was witnessed by someone else, please ask them to sign the page that you made your entry on**
- 6 Return your diary on the agreed date with your TSO**

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Write down **everything** you see or hear in as much detail as possible. A general summary is not taken as seriously by a Court as detailed, 'word-for-word' evidence. Please include any swear words used by the person because this is much more effective than writing "*they used abusive language*". We are sorry if this is upsetting, but you will have to do the same if the case goes to Court. We will do everything we can to support you.

Other types of evidence you can collect

It's a good idea to collect other evidence to back up the diary. Please do not put yourself in any danger or risk of threat. Only collect these types of evidence if you feel safe to do so. Photographic or video evidence can help in some cases, for example: car damage, overgrown gardens, graffiti and so on. Please put the time and date the photograph was taken on the back and sign it.

You can obtain a free disposable camera (which uses film) from our Tenancy Services Team. We advise you not to use a digital camera in case it is tampered with.

You could make a tape-recording of very loud music or shouting, please remember to record the date and time of the incident. Speak to a Tenancy Services Officer (TSO) if you need cassette tapes or to borrow a tape recorder. If you prefer to use a Dictaphone, you can borrow one from our Tenancy Services Team on 020 8496 4197.

Please consider your personal safety at all times. Our Anti-Social Behaviour Hotline **020 8496 4011** will be answered between the hours of 9am and 5pm Monday to Friday. Outside these hours, messages can be left and an officer will return your call during the next working day.

Writing your diary

It is very important that the details of your entries are correct and accurate. Please do not worry about spelling mistakes or neatness. If you make a mistake just put a line through it and begin again. Please feel free to use as many pages as you need for each incident. Remember to return your diary on the date agreed with your TSO.

All council tenants and leaseholders have the right to quiet enjoyment in their home

Please do not add anything extra to enhance what happened. Please just write down what actually happened or what you heard, no matter how difficult. Any inaccuracies will be found out and may damage your case. Please do not make it up, just write down what actually happened or what you actually heard.

Names and addresses

Write down names and addresses (if possible) of anyone who is involved in an incident. You must be able to identify them by sight or recognise their voice. You can write down that you heard the incident but please do not assume that you know the person if you do not. It would be better if you just wrote down that you heard a person, but cannot identify them. Please do not guess that you know who the culprit is.

Identifying other witnesses

Please give the details of anyone else who saw or heard the incident. Other witnesses will improve the chance of a successful outcome. You do not need to have their permission. Do not worry about getting other people involved. Putting someone else's name in your diary does not involve them in any way. We will approach them and ask them if they would like to help. We will not mention that you pointed them out to us. Including witnesses will make your case stronger.

Remember - you are not alone

If you need any help or support whilst you are completing your diary you can call us on 020 8496 4197 and ask for your Tenancy Services Officer. If our report confirms the incidents you write down, the evidence is even better than just one account on its own. By working together we will put an end to the anti-social behaviour. Remember, you are not alone!

Write your Tenancy Services Officer's name here:

Telephone: 020 8496 XXXX

Today's date: for example - Monday 1 July 2008

Time of incident:

Tell us in the space below what happened:

Where was the incident happening? Who was involved? Did you report it to anyone, eg: the Police.

Name and address of perpetrator/s
(if known):

[Light grey shaded input area for perpetrator name and address]

[Lined area for describing the incident]

continuation page...

[Lined area for continuation of text]

Witness' name: (if you have one)

Witness' address:

Witness' signature:

If you had someone help you write this down, please write their name here:

Seen by Tenancy Services Officer:

Signature and date:

Today's date: for example - Monday 1 July 2008

Time of incident:

Tell us in the space below what happened:

Where was the incident happening? Who was involved? Did you report it to anyone, eg: the Police.

Name and address of perpetrator/s
(if known):

[Light grey shaded area for perpetrator name and address]

[Lined area for describing the incident]

continuation page...

[Lined area for continuation text]

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continuation page...

[Lined area for continuation text]

Witness' name: (if you have one)

Witness' address:

Witness' signature:

If you had someone help you write this down, please write their name here:

Seen by Tenancy Services Officer:

Signature and date:

Remember you can contact us at any time if you need help or advice on 020 8496 4197 or contact your Tenancy Services Officer directly who will support you with any aspect of using this diary and the anti-social behaviour you are experiencing. Useful contact telephone numbers are at the front of this diary.

Thank you for completing this diary.

Useful publications:

Ascham Homes' Anti-Social Behaviour Strategy
Ascham Homes' Anti-Social Behaviour Policy Guide
Ascham Homes' Resident Information Pack

To request an Ascham Homes publication please contact Ascham Direct on 020 8496 4197 or visit our website at www.aschamhomes.org.uk



Respect standard is about tackling anti-social behaviour together. For further information and resources please visit www.respect.gov.uk