

a witness statement. At this time you should refer to our leaflet – “Information for Witnesses”.

Where we cannot deal with the problem, we will tell you and confirm this to you in writing telling you why we are unable to deal with the situation.

If you would like further information or you have a question after reading this information leaflet please speak to your Estate Management Officer.

Useful contacts

Federation of Estuary Residents (FER)
01702 460270

Your local authority (Environmental Health and Dog Warden services) – your Estate Management Officer will provide you with this information

Victim Support
0845 30 30 900
www.victimsupport.org.uk

Essex Police
01245 491491

Citizens Advice Bureau
www.citizensadvice.org.uk

Commission for Racial Equality (CRE)
0207 939 0000
www.cre.gov.uk

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

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COMPLETING DIARIES



***Estuary is a housing association with
Charitable Status***

This leaflet provides you with information on how to complete diary sheets where you witness or suffer nuisance or anti-social behaviour.



Recording the problem

Your Estate Management Officer needs to consider the problem and the nuisance or harassment that you are experiencing.

The best way to do this is to complete diary sheets.

We need to know the frequency of when things happen and how much they affect your life.

Your Estate Management Officer will use this information to assess how to deal with the situation.

You should return the diary sheets regularly, at least each month, so that the information is up to date.

Where diary sheets are returned with old or irrelevant information it is difficult to consider the events or challenge the behaviour.

If you have difficulty completing the forms that we have sent you, please speak to your

Estate Management Officer. We will try and sort out a different method for collecting the information, for example, using a dictaphone.

Evidence

We need evidence to prove that someone is, or has been, guilty of anti-social behaviour or harassment.

This evidence might be provided by a number of people and might include neighbours, police, professional witnesses and housing staff. Most often the important evidence is that recorded by those experiencing the nuisance or anti social behaviour.

Filling out the diary sheets



We will issue you with diary sheets that need to be completed to record the anti-social behaviour or harassment.

These should be completed at the time you are suffering or witnessing the behaviour or harassment.

Please provide us with as much information as possible. If you need more space than the diary sheets allow, please feel free to write on

a separate sheet of paper. Where you do this please make reference on the diary sheet that you are using extra pages and make sure that you date and sign the separate sheet.

Where the anti-social behaviour or harassment is also witnessed by someone else, please ask them to record this too.

The information that you write down must be something that you have experienced and cannot be something that someone else has told you about.

What happens next?

Your Estate Management Officer will consider the diary sheets that you have submitted and then contact you.

We will agree action plans with you to try and stop the nuisance or anti-social behaviour. Where we draw up an action plan we will do it in partnership with you and ask you to sign to agree what the action is.

When drawing up the action plan we might ask you to agree to do things. For example, we may ask you to contact the Environmental Health Department or the local Dog Warden.

Where we have enough information to start compiling a case for court we will ask you for