

**Stevenage Homes Ltd**  
**INCIDENT LOG - Anti-Social Behaviour**

Case Officer \_\_\_\_\_ Service Delivery Unit \_\_\_\_\_

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Address:

Address complained of: (if known)

Would you be willing to give evidence in court? YES/NO – Please delete as appropriate

**It is important that you keep accurate records of each incident. Without this information, we may be unable to proceed with your complaint.**

Date	Time		Brief Description of incident- including names (if known), actual words used, police log no. etc How did this affect you? e.g. prevented sleep, interfered with watching TV etc	Location of incident.
	Start	End		

**I confirm this is a true and accurate record and I am aware that, if it is tendered in evidence, I shall be liable for prosecution if I have wilfully stated in it, anything that I know to be false or do not believe to be true.**

Signed: ..... Date .....

# Incident Log Sheet

## Guidance notes to help you fill in the Incident Log sheet

Stevenage Homes will work closely with residents and other agencies, including the Police, to try and resolve complaints regarding anti-social behavior and nuisance, (including noise nuisance).

We have designed this incident sheet to help you keep a record of when an incident of anti-social behavior happens.

It is important that you keep an accurate record of the incident/s. This will help us decide what action to take. The information on these sheets may be used as evidence in a court of law. We would use them only with your permission and all information will be treated as confidential.

If it is a serious incident you may want to report it straight away, rather than wait until the incident log sheets are to be returned.

### Important Points

- 1) Please enter all details at the time the nuisance occurs, or very shortly afterwards to ensure accuracy.
- 2) **Always complete the incident log sheets yourself. If more than one person is keeping a record (for example your partner), you should each use a separate sheet.**
- 3) Please state the facts about the incident and how this affected you.
- 4) If you talk to the person causing the nuisance about the problem, please try to remain calm, no matter how upset or frustrated you may be.

### How to complete the Incident Log Sheets

- 1) Complete your name, address and telephone number at the top of the incident log sheets. Please write the details of the person causing the nuisance (if known to you).
- 2) Please confirm whether you would be prepared to give evidence in court or not (at the top of the form)
- 3) Enter the date that the incident occurs and the exact time it started and stopped.

### Under “Brief Description of Incident”

- 1) Give as much detail as you can about the incident e.g. what exactly happened, where it occurred, what did you see or hear (including any swearing that you heard. It may be distasteful to you, but it is essential to record, in full, the actual words that are said).
- 2) Describe what affect it had on you or members of your household.
- 3) Write down if there were any other witnesses to the incident, including family members.
- 4) Please state what action you took as a result of the incident, if any.

- 5) If you reported the incident to the Police, write down the incident log number. The Police should automatically give you this at the time you report the incident. If the Police attend, record the Officer's name and what action they took.
- 6) Confirm the location of the incident e.g. Communal hallway/Street
- 7) Please sign the Incident Log Sheet, writing the date and time of which you sign.
- 8) Please return the sheets to your Case Officer. Their name and department is at the top of the sheet.

**Please note – Resolving cases involving anti-social behaviour can take a long time. In order to take effective action, it is necessary to have evidence that shows that the nuisance is persistent and that the Council follows correct procedures and is seen to be acting fairly to all concerned.**

If you require additional sheets or further help on completing the incident log sheets please contact the Customer Service Centre on telephone number: 01438 242666.