# Nuisance Record Sheet

## Privacy Notice

Please read the privacy notice before completing and submitting the record sheet.

### Who we are and what we do

Elmbridge Borough Council is the ‘Controller’ of any personal data that you provide to us. We collect, process and store your personal data in relation to your noise complaint.

### What we need

We require you to provide contact details and details about the complaint, including names of other parties involved.

### Why we need it

We need it in order to process and investigate your complaint.

If you do not provide this information the complaint cannot be processed or investigated.

### What we do with it

The information that you provide will be held by the Council and will be accessed by authorised Council employees. Sometimes we may need to share this information with other agencies (social landlords, police) for the purposes of investigation.

### How long we keep it

Your personal data will be removed from our database in line with our retention policy, which in this case is 6 years after the complaint has been closed.

### What are your rights?

The law gives you a number of rights to control what personal information is used by us and how it is used by us. These include, the right to:

* ask for access to the information we hold on you
* ask us to change information you think is inaccurate
* ask us to delete information (“the right to be forgotten”)
* ask us to limit what we use your personal data for

More information can be found in our corporate privacy policy at [www.elmbridge.gov.uk/privacy-notices](http://www.elmbridge.gov.uk/privacy-notices).

## Nuisance Record Sheet

This sheet is used to record incidents of noise nuisance, however other nuisances such as smoke from bonfires or smell nuisances can also be recorded on this sheet.

### Why do I need to complete a nuisance record sheet?

These are an **essential part** of our investigation as they document the detail of each incident and allow you to say how it affects you or your family. With the best will in the world if you don’t make a record then vital information may be lost.

Your nuisance record diary sheets will:

* help council officers fully understand your complaint and enable them to judge whether the noise is likely to constitute a statutory nuisance
* help council officers if they need to visit, by identifying any patterns of when the noise is likely to occur
* form part of the evidence should the matter progress to Court (either through council action or you taking your own legal action)

We understand that there can be reluctance to completing nuisance record sheets, but they really are essential and the case may not progress without them.

### Are there any tips on completing my nuisance record sheet?

Take time to ensure you accurately locate the property the nuisance is coming from.

Complete **all sections** of the nuisance record sheet, making sure you capture the facts of each incident and the effect on you or your family. Keep records for at least 2 weeks or 6 entries.

If anyone else witnessed the nuisance and would be willing to support you, remember to put their details in the “name of other witnesses” column.

Try to keep entries as legible as possible, and if you have a complaint reference number remember to include this in the box provided.

Additional forms are available online: [www.elmbridge.gov.uk/noise](http://www.elmbridge.gov.uk/noise) or by calling 01372 47475

| **Date** | **Time started** | **Time Finished** | **Where were you being disturbed** | **What sort of Noise or Nuisance was it** | **In what way did it disturb you** | **Who was involved** | **Names of other witnesses** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *30/10/10* | *22:00* | *02:00* | *Living Room* | *Loud music* | *Couldn’t hear the TV when sitting in living room, clearly heard words of song.* | *Joe Bloggs or**Neighbour, etc* | Joe Doe |
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