HINCKLEY & BOSWORTH BOROUGH COUNCIL

# SHEET 1

ENVIRONMENTAL HEALTH

ODOUR DISTURBANCE RECORD SHEET

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Complaint reference no: | | | | Officer: | | Please return to:  Environmental Health,  Hinckley & Bosworth Borough Council,  Hinckley Hub, Rugby Road, Hinckley  Leics. LE10 0FR Telephone: 01455 238141  Email: esadmin@hinckley-bosworth.gov.uk | |
| Odour from (address): | | | | Affecting (name and address): | |
| Please provide details of when the odour problem starts, when it stops (Please mark with an X if you went out), where you were affected e.g. in house, in garden and how it affected you e.g. unable to stay in garden, had to shut windows. Please return after a period of 7 to 14 days in the pre paid envelope, assuming you have made some entries on the sheets. | | | | | | | |
| DATE | TIME  STARTED | TIME FINISHED | SOURCE OF ODOUR | | WHERE AFFECTED | | COMMENTS ON THE EFFECT OF THE ODOUR |
| Example  29/02/11 | Example  10.15pm  or 22.15 | Example  11.30pm  or 23.30 | Example  Extract fans at Fred’s factory | | Example  In the upstairs bedrooms (windows open) | | Example  Had to close all windows on hot day and odour lingered for 2 hours |
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CONTINUED FROM OVERLEAF

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ODOUR DISTURBANCE RECORD SHEET

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| --- | --- | --- | --- | --- | --- |
| DATE | TIME  STARTED | TIME FINISHED | SOURCE OF ODOUR | WHERE AFFECTED | COMMENTS ON THE EFFECT OF THE ODOUR |
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DECLARATION

The observations I have made are true to the best of my knowledge and belief and I understand that they may be used in legal proceedings and therefore subject to cross- examination. I also understand that these records may be used by other officers from the Council investigating associated nuisances.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name (PRINT) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How to Complete Complaint Log Sheets**

**What are Complaint Log Sheets?**

These are forms that are required to be completed by someone making a complaint. They show the details of incidents that are causing disturbance to the complainant.

As officers cannot be at every property, the forms are a necessary and key part of any investigation and allow officers to determine the frequency, duration and extent of the problem that is being complained of.

The forms may be used as evidence if the case goes to court and so need to state detailed facts that you as complainant can testify as true and accurate.

**How do I fill in the sections?**

The log sheet gives some examples of how to complete a log sheet. It is important that you ***do not state it is on all day every day.*** This is because in a court it would have to be proven that you were there all the time every day. The more incidents that are logged down will enable a better understanding of how they are affecting you.

It is also important that you give a description of how the problem impacts on you at the time and where you were situated.. See examples.

**I have complained before, do I need to fill log sheets out again?**

Even if you have complained before and completed log sheets it is still important that we get accurate, up to date information regarding on-going problems.

**What if I refuse?**

All information collected as part of an investigation forms part of the assessment of nuisance and how it impacts on you. If a log sheet is not completed and returned it may weaken any case in proving nuisance.

**How long do I complete them for?**

You should start to complete them from when you receive them and until you have recorded a number of incidents and then send them on to the investigating officer. If they are not returned within 4 weeks we would then contact you to determine if the problem continues or not. If you fail to return them at this point the case will be closed after 2 weeks. You should also continue to complete the log sheets during the whole investigation unless told otherwise.

**What if I need further help?**

If you need any assistance with the forms or the on-going investigation then please do not hesitate to contact the investigating officer who will be more than willing to help you.