

Incident Diary

Keeping good records of all incidents of anti-social behaviour you witness is the only way of ensuring we have good evidence to resolve the problem.

For urgent advice outside office hours please call our out of hours service on

 **0300 123 2300**

 **0800 678 1894**

LMH CONNECT

Please note staff cannot attend outside office hours.
Important: In a genuine emergency always dial 999 first

Office use only: _____

Case reference no: _____

When you have completed this diary and returned it to LMH, we will confirm receipt and contact you to discuss the contents within 24 hours

Completing Your Incident Diary

Please remember the following simple rules:

1. This diary is your own personal account of what has happened. The diary cannot be used in court unless you are truthful and describe exactly what you saw or heard.

If you have not witnessed an incident yourself, you must make this clear in your entry and say who it was who reported the incident to you.

If you did not hear exactly what was said do not try and guess, say that "it sounded like ..." or "words similar to ...". Never make up words or exaggerate incidents to make them sound more serious.

2. Write clearly what has happened. It does not have to be a long essay, although do include as much detail as possible. Make sure you have written down the date and time of each incident (including the year).

If you run out of space, continue to write the information on the next diary page.

3. Write down the details of any incidents as soon as possible.

It is often easier to record information when the incident is still fresh in your mind, so we recommend not leaving it more than one day before completing the diary.

4. Write down everything you see and hear in as much detail as possible.

It may be embarrassing or distressing, but it is very important that the court learns exactly what problems you have been experiencing. Therefore, include swear words in full rather than "he said ****" or "he shouted abuse at me".

5. Do not hold on to this diary for more than one month. Please return all completed diaries in the pre paid envelope provided. We will keep you informed of progress.

6. You must report immediately any serious incident of nuisance, such as threats of violence, intimidation, actual violence or assault, etc. to the police and to your Neighbourhood Housing Officer. Contact:

Name: _____ Tel no: _____

7. Further diaries are available from your neighbourhood office. If you have any difficulties writing down what has happened or if you have any problems with completing the diary, please contact your Neighbourhood Housing Office.

Incident Diaries are too important to get wrong. Please take care when completing.

Incident Diary		Case Reference No	
Name of person completing this diary (please print in BLOCK CAPITALS):			
Address:			
Postcode:			
Telephone:			
Email:			
Date of incident 1:	Day	Month	Year
Time of incident:		Location of incident:	
Name of person responsible (please print in BLOCK CAPITALS):			
How did the incident affect you?			
When did the incident stop?			
Did you contact anyone else? (e.g. police, environmental health, RSPCA, etc)			
Names and addresses of other witnesses (if available):			

Incident Diary		Case Reference No	
Name of person completing this diary (please print in BLOCK CAPITALS):			
Address:			
Postcode:			
Telephone:			
Email:			
Date of incident 2:	Day	Month	Year
Time of incident:		Location of incident:	
Name of person responsible (please print in BLOCK CAPITALS):			
How did the incident affect you?			
When did the incident stop?			
Did you contact anyone else? (e.g. police, environmental health, RSPCA, etc)			
Names and addresses of other witnesses (if available):			

Incident Diary		Case Reference No	
Name of person completing this diary (please print in BLOCK CAPITALS):			
Address:			
Postcode:			
Telephone:			
Email:			
Date of incident 3:	Day	Month	Year
Time of incident:		Location of incident:	
Name of person responsible (please print in BLOCK CAPITALS):			
How did the incident affect you?			
When did the incident stop?			
Did you contact anyone else? (e.g. police, environmental health, RSPCA, etc)			
Names and addresses of other witnesses (if available):			

Incident Diary		Case Reference No	
Name of person completing this diary (please print in BLOCK CAPITALS):			
Address:			
Postcode:			
Telephone:			
Email:			
Date of incident 4:	Day	Month	Year
Time of incident:		Location of incident:	
Name of person responsible (please print in BLOCK CAPITALS):			
How did the incident affect you?			
When did the incident stop?			
Did you contact anyone else? (e.g. police, environmental health, RSPCA, etc)			
Names and addresses of other witnesses (if available):			

Incident Diary		Case Reference No	
Name of person completing this diary (please print in BLOCK CAPITALS):			
Address:			
Postcode:			
Telephone:			
Email:			
Date of incident 5:	Day	Month	Year
Time of incident:		Location of incident:	
Name of person responsible (please print in BLOCK CAPITALS):			
How did the incident affect you?			
When did the incident stop?			
Did you contact anyone else? (e.g. police, environmental health, RSPCA, etc)			
Names and addresses of other witnesses (if available):			

Incident Diary		Case Reference No	
Name of person completing this diary (please print in BLOCK CAPITALS):			
Address:			
Postcode:			
Telephone:			
Email:			
Date of incident 6:	Day	Month	Year
Time of incident:		Location of incident:	
Name of person responsible (please print in BLOCK CAPITALS):			
How did the incident affect you?			
When did the incident stop?			
Did you contact anyone else? (e.g. police, environmental health, RSPCA, etc)			
Names and addresses of other witnesses (if available):			

Incident diary - Translation, braille, audio tape and large print available on request.

Call us on 0800 678 1894

Diarios de incidentes - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud.

Llámenos al 0800 678 1894 (Spanish)

Xusuusqor laga sameeyo dhacdooyinka - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894 (Somali)

Хроника происшествий - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

مقرر ىل ع انب لصتا بلطلا دن ع ترفاوتم تريبك تا عوبطمو توضع طئارشو ليارب فقيرطو تامجرت دجوت - شداوح ل تايموي 0800 678 1894 (Arabic)

صووصخم) ليرب فورح اي همجرت تروص هب تا عالطا نيا تيفاي رد ىارب دين اوتىم ديشاب ليام هچنانچ - شداوح تشادداى رتفد ديهد تس اوخرد گرزب فورح اب پاچ اي و ىتووص راون ىور رب طبض اي (نايان يبان 0800 678 1894 (Farsi)

情况记录 如需翻译、盲文、录音磁带和大字版本，请随时索取。请拨打 0800 678 1894 与我们联系 (Chinese)

Other useful contact numbers:

Merseyside Police

0151 709 6010

Crimestoppers

0800 555 111

Remember, in a genuine emergency always dial 999 first

 **0300 123 2300**

 **0800 678 1894**

LMH CONNECT

Head Office Commutation Plaza, 1 Commutation Row, L3 8QF



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org