|  |  |
| --- | --- |
| Logo Black | Environmental Health & LicensingCivic Centre, High StreetEsher, Surrey KT10 9SDTelephone:01372 474750Fax: 01372 474915DX:36302 EsherEmail: envhealth@elmbridge.gov.ukWebsite:www.elmbridge.gov.uk  |

**Odour Nuisance Record Sheet – Privacy Notice**

**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 complaint.

**What we need**

We require you to provide contact details and details about the complaint.

**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
* The right to ask us to change information you think is inaccurate
* The right to ask us to delete information (“the right to be forgotten”)
* The right to 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).

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**Odour Nuisance Record Sheet**

|  |  |  |
| --- | --- | --- |
| Your Name: ………………………….Address: ……………………………..………………………………………… | Tel No.  | (home): ………………………………..(work): …………………………………(mobile): ……………………………… |
| Address of odour source: ……………………………………………………………………………………………………………………………………………………………………….When does the smell usually occur: ……………………………………………………….Have you contacted the person responsible? Yes/No Date: ……………………….. |

**Note: Your diary records are an essential part of the investigation.**

**Please follow the example below on how best to complete this form.**

## Column 1: Odour Intensity Scale

| **Score** | **Intensity** |
| --- | --- |
| 0 | No odour |
| 1 | Very faint odour |
| 2 | Faint odour |
| 3 | Distinct odour |
| 4 | Strong odour |
| 5 | Very strong odour |
| 6 | Extremely strong odour |

## Column 2: Hedonic Tone Scale

| **Score** | **Intensity** |
| --- | --- |
| +4 | Very pleasant |
| +3 | Pleasant |
| +2 | Moderately pleasant |
| +1 | Mildly pleasant |
| 0 | Neutral odour/no odour |
| -1 | Mildly unpleasant |
| -2 | Moderately unpleasant |
| -3 | Unpleasant |
| -4 | Very unpleasant |

## Column 3: Duration/Persistence Scale

| **Score** | **Intensity** |
| --- | --- |
| 0 | No detectable odour |
| 1 | Momentarily (Less than 10% of monitoring period) |
| 2 | Frequently (Less than 50% of monitoring period) |
| 3 | Persistent (More than 50%, but not continuously) |
| 4 | Detectable for the entire monitoring period |

| **Date** | **Time nuisance starts &****finishes** | **Intensity****(see Column 1)** | **Offensiveness (see column 2)** | **Duration/****Persistence****(see column 3)** | **Weather** **Conditions** **i.e. windy/rainy/****sunny** | **Character of****odour if distinguishable** | **How and where it affects you within your property** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| For example Wed 23/11/16 | 12.45-13.20 | 3(There was a distinct odour) | -4(It was very unpleasant)  | 3(It was detectable for most of the time) | Sunny but windy | Fish and chips frying | I was not able to use my garden and the smoke was also in my house.  |

Continued overleaf…

Please return to the Pollution Team at the address above.

| **Date** |  |
| --- | --- |
| **Start/Finish** |   |
| **Intensity (1)** |  |
| **Offensiveness (2)** |  |
| **Duration/ Persistence (3)** |  |
| **Weather conditions** |  |
| **Character of odour** |  |
| **How and where it affects you in your property** |  |

| **Date** |  |
| --- | --- |
| **Start/Finish** |   |
| **Intensity (1)** |  |
| **Offensiveness (2)** |  |
| **Duration/ Persistence (3)** |  |
| **Weather conditions** |  |
| **Character of odour** |  |
| **How and where it affects you in your property** |  |

| **Date** |  |
| --- | --- |
| **Start/Finish** |   |
| **Intensity (1)** |  |
| **Offensiveness (2)** |  |
| **Duration/ Persistence (3)** |  |
| **Weather conditions** |  |
| **Character of odour** |  |
| **How and where it affects you in your property** |  |

This statement consisting of ………. pages is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I understand that this evidence may be provided to the defendant and that if the matter goes to court, I may be required to attend court to give evidence.

**Signed………………………………………Date……………………………………………**

| **Date** |  |
| --- | --- |
| **Start/Finish** |   |
| **Intensity (1)** |  |
| **Offensiveness (2)** |  |
| **Duration/ Persistence (3)** |  |
| **Weather conditions** |  |
| **Character of odour** |  |
| **How and where it affects you in your property** |  |

| **Date** |  |
| --- | --- |
| **Start/Finish** |   |
| **Intensity (1)** |  |
| **Offensiveness (2)** |  |
| **Duration/ Persistence (3)** |  |
| **Weather conditions** |  |
| **Character of odour** |  |
| **How and where it affects you in your property** |  |

| **Date** |  |
| --- | --- |
| **Start/Finish** |   |
| **Intensity (1)** |  |
| **Offensiveness (2)** |  |
| **Duration/ Persistence (3)** |  |
| **Weather conditions** |  |
| **Character of odour** |  |
| **How and where it affects you in your property** |  |

This statement consisting of ………. pages is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true. I understand that this evidence may be provided to the defendant and that if the matter goes to court, I may be required to attend court to give evidence.

**Signed…………………………………………Date…………………………………………**