



**LANCASTER CITY COUNCIL
ENVIRONMENTAL HEALTH SERVICES**

GUIDE TO USING SMOKE/ODOUR COMPLAINT RECORD SHEETS

1. **Write directly** on to the Smoke/Odour Complaint Record Sheet at the time the problem occurs, or when this is not practicable, as soon as possible afterwards.

N.B. Must be the same day the smoke/odour occurs

Do not note your record elsewhere and then transfer to the Smoke/Odour Complaint Sheet as this is then not admissible as evidence

2. **Note the Day, Month, Year** in the date column, e.g. 3rd March 2005.
3. **Note** the time the smoke/odour commences. (Use 24 hour clock e.g. 08:00 hours – 20:00 hours)
4. **Note** the effect the smoke/odour has on you,
5. **Note** the time the smoke/odour ceased (use 24 hour clock)
6. Initial each entry and sign each page
7. **N.B. It is very important to use these forms correctly as they may be used in court as evidence.**