



## City of Cockburn Ranger Services

### HOW TO COMPLETE THE ONLINE DOG BARKING DIARY

To enable the City to resolve this matter the City is reliant on complainants and those affected by nuisance dogs to complete a barking dog diary. This can be used as evidence to take the matter further and can also be a useful tool for dog owners to address the problem.

**NOTE:** When completing a dog barking diary it is very important that your comments do not identify you or your property. A copy of the completed diary (with personal details removed) may be provided to the dog owner as evidence of the issue, and also for them to use as a tool to identify the cause issues and cater a solution.

Complainants are required to complete diary information accurately and to the required standard in order to be assessed.

Using the diary link provided by email all instances of barking issues are to be recorded via this same link for the entirety of the diary period.

All entries need to be made within 12 hours of the occurrence and ideally should be entered as close to the time of the event as possible.

#### **DIARY PERIODS**

If you have been sent the 7 or 10 day diary link please note that the link to enter recorded barking events will expire 24 hrs after the end of the relevant period after which no further entries will be able to be logged.

**DAY & DATE:** Enter the day and date of each recorded event.

### **TIME BARKING FROM AND TO**

The time that the barking started and ceased is to be recorded. If you left the property and the dog was still barking please note this on the diary. If you were not home for the day please also note this in the diary.

### **NUMBER OF BARKS**

Please count the number of barks and place this in the appropriate column. This is also assessed against nuisance barking criteria to determine if it is excessive or at nuisance levels.

### **REASON FOR BARKING**

When the dog is heard barking, check to see if there is any identifiable cause, i.e.; the postman is going past, children teasing the dog, etc. If there is no identifiable reason, please state "Unknown".

### **AFFECT BARKING HAD ON YOU**

It is also a requirement that you state what effect the barking had on you, e.g. woke me up; prevented my studying, unable to enjoy television, prevented from working in the back yard etc.

It is NOT sufficient to state generalisations such as "It's annoying".

Do not use dittos " " at any point throughout the diary.

### **IDENTITY OF DOG AND PROPERTY**

If you are uncertain where the dog barking is coming from please go and check by investigating the source.

Any barking where you are unsure of the origin (may not be from problem location) and you are unable to verify its source should not be recorded in the dog diary or logged as an event.

## DIARY INTEGRITY

Care is to be observed while compiling this record. The information that is provided by you must be true and correct and may be used as evidence in court should this action become necessary. You will need to be willing to testify and swear to its accuracy.

Should the diaries not be correctly completed or not filled in sufficiently, the Council will be unable to investigate further and the complaint file may be closed. Where the barking record shows that barking is below nuisance levels there will be no further Ranger action and the job will be closed, you will be advised of this where this occurs.

## EXAMPLE OF ACCEPTABLE DIARY DETAILS AND COMMENTS

DAY	DATE	TIME BARK STARTS	TIME BARK STOPS	NUMBER OF BARKS	REASON FOR BARKING (if known)	AFFECT BARKING HAD ON YOU	ANY OTHER COMMENTS
Tues	12/07/2016	10:10pm	11:00pm	24	Unknown	Unable to sleep	Intermittent
Wed	13/07/2016	9:15am	9:30am	15	Workman working on road	Cannot hear the TV	Intermittent
Wed	13/07/2016	12:40pm	1.30pm	175	Unknown	Unable to study	Constant Barking
Wed	13/07/2016	3.20pm	3.40pm	17	Children walking by	Cannot Relax	Barked 20 mins
Thurs	14/07/2016	5:10am	5:30am	5	Unknown	Woke me up	Intermittent
Thurs	14/07/2016	5:50am	6:17am	22	Vehicle leaving - dog kept barking	Couldn't go back to sleep	Intermittent
Fri	15/07/2016	5:20pm	5:50pm	110	Other neighbours dog bark and set it off	Unable to enjoy tv	Constant Barking

If you have any questions please refer to the information on the City's website.