

Domestic CCTV

Guidance

1. Introduction

Solihull Community Housing (SCH) wants tenants and leaseholders to enjoy living in a safe and secure environment. We work hard to prevent and tackle issues around crime and anti-social behaviour in and around the properties we manage.

There are many ways in which we do this including through the use of CCTV cameras. Some residents are now keen to install and use cameras of this type of their own.

CCTV is a surveillance system that is comprised of cameras, recorders and viewing screens. Digital cameras have greater installation flexibility and provide sharper images.

We will consider requests for customers to install cameras, on a case by case basis.

As a registered provider, Solihull Metropolitan Borough Council (SBMC) is not subject to the Regulation of Investigatory Powers Act (2000) (RIPA).

However, SCH in conjunction with SBMC, has prepared a 'CCTV Code of Practice' that takes account of the guidelines set out in the Information Commissioners Office 'CCTV Code of Practice'.

You can read this here

<https://www.solihullcommunityhousing.org.uk/Tenants/Estates-and-environment/CCTV/>

2. Objective

The objective of this guidance is to provide information for residents keen to install a domestic CCTV system. This guidance helps to outline the legal requirements that need to be considered. It also features a framework highlighting the use of footage and images.

If a resident is considering installing CCTV because of anti-social behaviour, distress or harassment they should first seek support and advice from their Neighbourhood Officer.

Residents should always report serious incidents to the Police.

3. Permission

Residents wishing to install CCTV should request permission in writing from SCH. An initial assessment will then be carried out by SCH to assess the proposal. *(see section 5)*

4. Summary

The Tenancy Agreement states that written permission is required to make any improvements / alterations inside or out; this includes the installation of CCTV. The same conditions also apply to leaseholders.

It is important to consider the privacy of others when considering CCTV. Residents must ensure that they discuss their plans with immediate neighbours and the reasons for it.

There need to be reasonable and proportionate grounds for asking to fit CCTV. The privacy of neighbours must also be being respected.

5. Process

Before SCH can grant permission for a domestic CCTV system a resident must complete and submit the CCTV application form. A decision will be made within 10 working days.

The application will need to meet the following criteria:

1. The reason for wanting to install CCTV; evidence may be required (e.g. police logs or crime numbers)
2. Evidence that consultation with neighbours has been undertaken
3. Confirmation that cameras will not be trained on communal or public areas without the knowledge and agreement of neighbours and if possible the wider community
4. The resident is prepared to register with the Information Commissioners office (ICO) if applicable and pay the annual registration fee
5. The use of private CCTV cameras is governed by the Data Protection Act. Residents must fully understand and adhere to all the legal regulations governing personal use of CCTV cameras. These can be viewed on the ICO website [here](#).
6. The resident understands that permission can be revoked at any time should there be a complaint, evidence of misuse or any other reason deemed justifiable by SCH
7. The resident will remove the equipment and repair any damage if they leave.
8. SCH are not responsible for the installation or maintenance of any equipment.

6. Review

This guidance will be reviewed annually or when a change of legislation or external policy requires it.

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