

# CCTV and Doorbell Camera Policy

Code: AMH 7.0

Version: 1.3

Created: September 2023

Review: October 2026

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## 1. Our policy statement

- 1.1. We understand some of our customers may wish to use domestic Closed Circuit Television (CCTV), including smart doorbell cameras. This policy explains the legal data protection requirements that can impact the use of domestic CCTV and how recordings are shared.
- 1.2. The installation of cameras is an alteration and should be considered in line with the Home Improvements Policy.
- 1.3. Customers must follow the steps outlined in our CCTV Customer Guidance and request permission to install cameras on the outside of their homes. Permission will not be given until the guidance is followed or unreasonably refused.
  - 1.3.1. We reserve the right to remove cameras that are installed without our permission and if they are found to be used illegally or are causing nuisance.
  - 1.3.2. Sage Homes is not obliged to give residents permission to install, erect, or use a CCTV or a smart doorbell device on their property.
- 1.4. Cameras must not be screwed into fire doors/frames or affect building compartmentation in any way as this could compromise the fire safety of the property.
- 1.5. Customers must have signage visible to all visitors to that property which announces that there is a video and/or audio recording device in operation at their home.
- 1.6. All customers are responsible for repairing their cameras and any devices fixed to homes of rental customers must be removed when the property is vacated. Customers may be recharged for any damage caused by the installation or removal of devices.
- 1.7. Customers who use cameras on their property are responsible for the compliance of its use under the Data Protection Act 2018.
- 1.8. Footage should be used for household purposes only, including:
  - Security and safety purposes including as a deterrent
  - Being able to see visitors at the door
  - Providing evidence to the police for criminal investigations
  - Providing evidence to us for antisocial behaviour investigations or similar.
- 1.9. Footage must not be published, including on social media.
- 1.10. Domestic CCTV should, where possible, be confined to the boundaries of the property where it is installed, which means that cameras should capture minimal footage in public or communal areas.
- 1.11. Audio recording should be limited to specific times, locations and situations where obtaining audio is warranted by the defined purpose. Recorded audio should be securely stored and deleted after it is no longer required.
- 1.12. Internal cameras should not be used to invade the privacy of visitors to the home, for example, cameras in areas such as bathrooms or toilets.
- 1.13. If we receive any footage from customers, we will comply with all data protection legal requirements including UK GDPR principles.

1.14. We will not install overt CCTV systems but will support the installation and use of systems by partner agencies for the purposes of tackling or preventing crime and disorder. Partner agencies will be required to comply with all appropriate data protection requirements prior to any installation.

1.15. This policy has been developed in line with:

- UK General Data Protection Regulation
- Data Protection Act 2018
- Surveillance Camera Code of Practice
- Information Commissioner's Office guidance.

## 2. The scope of this policy

- 2.1. This policy applies to the use of all recording devices including domestic CCTV cameras, smart doorbell cameras, as well as recording by other means, including mobile phone cameras.
- 2.2. This policy applies to all homes managed directly by Sage Homes or anyone acting on our behalf.
- 2.3. This policy applies to all of Sage Homes' tenancy types, including rented and shared ownership homes.

## 3. Equality and diversity

- 3.1. Sage is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

## 4. Delivery of this policy

4.1. This policy should be read alongside:

- Sage CCTV Customer Guidance
- Antisocial Behaviour Policy
- Home Improvements Policy
- Repairs Policy.

4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Community Safety Team.

## 5. Policy review

- 5.1. We will review this policy at least once every three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
  - We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.3	Head of Resident Services	Strategic review and update to corporate template	Leadership Team	Oct 2023	Office Management	Oct 2026