

Key information sheet

Home CCTV systems



CCTV (Closed Circuit Television) systems have been used in shops, pubs and public areas for many years. Now that the technology is cheaper and easier to use, CCTV is becoming more common as a home security measure.

We recognise that it is important to live in a safe and secure home, but we also support the individual's right to privacy.

If you are thinking about fitting CCTV in your home, you should think about the following points and make sure that you meet with the relevant law.

Do you need CCTV?

Before considering CCTV, you should check that your basic security measures are in place. We can put you in touch with our Community Safety partner organisations, such as the Police and local Council, who can advise you on other home security measures.

As part of our Decent Homes and planned maintenance programmes, we fit new doors and double-glazed windows, which offer a higher level of security.

If you are experiencing anti-social behaviour (ASB) or harassment, please get in touch with us straight away. We work with Community Safety partners and together we can take a range of actions against offenders.

Requesting permission

If you are a tenant, you must request and receive permission from us to make any changes to your home, including fitting a CCTV system.

We will grant permission on the basis that you position the cameras appropriately so they do not affect the privacy of your neighbours and others. If you are a leaseholder or shared owner, please get in touch and we can check the details of the lease or occupancy agreement.

Camera placement

If you fit a CCTV system to your home, you must position the cameras so they only cover areas of your home.

You must not monitor areas outside your home or overlook neighbours' homes or gardens. Deliberately monitoring other people's properties impacts on their privacy.

Residents' CCTV cameras must not be placed in communal areas such as hallways, stairwells or communal gardens.

Protecting privacy

We will investigate all complaints about inappropriate use of CCTV.

We will ask the resident operating the system in question to allow our staff to check the position and coverage of the cameras. If we are not allowed to check the system, we will withdraw permission for the system.

If we find that the CCTV system does affect the privacy of others, we will withdraw permission for the cameras and ask you to reposition or remove the system as appropriate.

We will treat this as harassment and deal with this through our anti-social behaviour procedures. If necessary, we will apply for a court order for removal of the cameras.