Leathermarket JMB CCTV Policy

Amendment record

Page no	Revisions made in version: 1.1	Date

Issue date: xx

Review by date: xx

Leathermarket JMB CCTV Policy

1.0 POLICY STATEMENT

This policy sets out our approach to the use of CCTV on our estates. Leathermarket JMB acknowledge that CCTV systems can be useful for the prevention and detection of crime and anti-social behaviour and that there is a growing demand for domestic CCTV systems, including doorbell cameras, to help residents protect their homes.

We understand that the presence of CCTV can provide reassurance to residents and visitors to our estates, but we must balance that with the potential for complaints because of actual or perceived intrusion as well as feeling confident that data captured on any cameras installed on our estates is handled in accordance with data protection principles.

2.0 AIMS AND OBJECTIVES

This policy aims to:

- Define our approach to managing CCTV and CCTV installation requests
- Ensure a consistent and proportionate approach to the use of CCTV on our estates
- Ensure that we process recordings in accordance with data protection regulations
- Maintain the safety of our estates, residents, staff, and members of the public

3.0 SCOPE

This policy applies to:

- all properties managed by Leathermarket JMB, including tenanted and leased.
- all CCTV systems including those installed by Leathermarket JMB and those installed by residents, including doorbell cameras.
- all CCTV recordings captured and those responsible for its operation.

4.0 CCTV OWNED AND OPERATED BY LEATHERMARKET JMB

4.1 The JMB may consider installing a service-chargeable CCTV system upon reviewing a specific request and completing a detailed consultation with residents where there is a specific need for CCTV which other reasonable methods cannot meet.

4.2 We will only operate CCTV systems where there is clear signage. No camera will be hidden from view and all steps will be taken to prevent focusing on areas that would not respect the right to privacy (e.g. back gardens).

4.3 We may install CCTV in internal and external shared areas.

4.4 We will never install CCTV that records sound.

4.5 In any area where we operate CCTV we will respond to requests from the police for CCTV images in accordance with the law.

5.0 THIRD PARTY CCTV

5.1 There may be some circumstances where CCTV is installed by another party, for example, where our properties form part of a multi-landlord or tenure estate. Where this is the case, we will not have any jurisdiction over the CCTV system.

5.2 There may be circumstances where we allow covert monitoring by law enforcement agencies where we have received a formal request.

6.0 RESIDENT-OWNED CCTV (INCLUDING DOORBELL CAMERAS)

6.1 The use of recording equipment such as CCTV systems and doorbell cameras to capture video or sound recordings outside the users' property boundary is not a breach of data protection.

6.2 You do not need permission to install a doorbell camera if you live in a house with your own front door.

6.3 If you live in a property such as a flat with an internal communal area, we will not allow the installation of doorbell cameras or domestic CCTV systems. There may be exceptional circumstances where we would allow installation of doorbell cameras or domestic CCTV systems for a specified time where supported by the police for the prevention of crime.

6.4 Residents who wish to install private CCTV systems must apply for permission. This should be done in writing to the relevant Resident Services Officer.

6.5 We will not unreasonably withhold consent for any request and will consider the following:

- Why CCTV is needed.
- Where it will be installed.
- Who the CCTV will record.
- Any other community impacts.

6.6 Should any private CCTV system/doorbell camera result in a neighbour dispute or allegations of nuisance, annoyance, or harassment then we may withdraw permission and request that the CCTV system/doorbell camera is removed.

7.0 APPEALS

7.1 If an individual request to install personal CCTV is refused, you can appeal in writing within ten working days of the original decision being communicated. Appeals should be addressed to the Resident Services Manager who will investigate the reasons for the refusal and advise the applicant in writing of their decision. This process will be concluded within ten working days of receipt of the appeal. The decision will be final.

7.2 The appeal process does not interfere with the individual's right to make a complaint to the Housing Ombudsman.

8.0 LEGISLATION

8.1 We will ensure that we comply with all relevant legislation and guidance. We will also remain up to date with any changes in legislation, guidance, and best practice.

9.0 EQUALITY AND DIVERSITY

We will act within the scope of the Equalities Act 2010 to ensure that all residents are treated fairly and equally when making decisions under this policy.

10.0 THE HOUSING OMBUDSMAN

The Housing Ombudsman investigates complaints and resolves disputes involving tenants and leaseholders of social landlords. It is a free, independent, and impartial service.
You can contact the Ombudsman at any time by:

Writing to them at: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

For more information, visit: www.housing-ombudsman.org.uk

9.0 DATA PROTECTION

The Data Protection Act 2018 and UK General Data Protection Regulations (UK GDPR) regulates the way in which organisations can use personal data. We are committed to protecting the rights of all complainants and always follow the Data Protection Policy