

### Why we use CCTV.

We want everyone to feel safe when living or visiting our schemes. We use CCTV in shared areas, like entrances or bin store areas. This helps:

- Keep residents, visitors, and staff safe.
- Prevent anti-social behaviour and crime.
- Investigate damage or issues like fly tipping.
- Support the beneficial use of communal areas.

We do not monitor your personal life or watch who comes and goes from your home and we take great care to respect your privacy.

### Where we install CCTV.

We install cameras in shared or public parts of the building, such as:

- Entrances and exits.
- Car parks.
- Bin stores and refuse areas.
- Inside lifts and in corridors adjacent to the lifts.
- Shared corridors (Diamond Place only).

We never place cameras inside your home or point them at your windows. We do not install cameras in restricted areas like communal toilets.

If we do install CCTV, we clearly display signage explaining where it is, why it is there, and who to contact for more information.

### How we manage our CCTV.

We only keep our CCTV footage for up to 30 days and we only view footage if there is a specific concern or report. We follow strict rules to make sure footage is secure and only accessed by trained staff. We do not use CCTV to check up on you, or your visitors, or your day-to-day routines.

### Thinking of installing a video doorbell or your own camera.

If you are thinking of installing a video doorbell or any CCTV, please speak to us first to check you can comply with the conditions. You must:

- Not infringe on other people's privacy.
- Avoid altering electrical wiring or fire related surfaces.
- Not drill into or otherwise modify the building structure or fittings.
- Not affect the performance or integrity of fire doors.
- Not capture shared or communal areas (e/g hallways).
- Display a visible notice of recording in operation.
- Respond to access requests from anyone captured on the camera.
- Delete footage within 30 days of capture.

If you cannot satisfy these requirements, you will need our written permission as we need to make sure your device does not affect your neighbours' privacy or the safety of the building. We look at each request carefully and fairly.



Additional guidance is available if you would like to install CCTV cameras to record within your own home.

**What you can expect from us in how we operate and use our CCTV equipment.**

We use our CCTV carefully and only when it is necessary. We explain why CCTV is in operation and we are happy to answer your questions.

As part of our service standards, you can expect us to:

- Use CCTV in a fair and respectful way.
- Keep footage secure and limit who can view it.
- Avoid placing cameras in areas where you expect privacy.
- Support residents who have questions or concerns about CCTV or video doorbells.
- Consider all requests fairly, especially in apartment settings with shared communal areas.

If you have any concerns or would like to talk to us about CCTV or request a copy of our CCTV Privacy Notice, please contact a member of our housing and support team.