

Domestic CCTV and Doorbell Cameras Policy	
Approved by Executive Director of Housing	Issue number 1
Approved date February 2026	Review date February 2028
	Executive Sponsor Executive Director of Housing
Previous Version N/A	Responsible Officer Head of Asset Management & Sustainability

1.	Aims and Objectives There is an increasing number of domestic CCTV security systems, including doorbell cameras (e.g. 'Ring' doorbells) which are designed to help people protect their security and safety at home. Hightown recognises that some customers may wish to install domestic CCTV/doorbell cameras on their homes, but that such installations may cause privacy concerns to neighbours and other visitors especially if the system captures images outside of the property's boundaries. This policy sets out the legal framework that Hightown's customers must comply with if they install a domestic CCTV system/doorbell camera in their Hightown owned/shared ownership or leasehold home.
2.	Definitions and Scope Doorbell Camera – a device that combines a doorbell with a video camera which allows customers to see and communicate with visitors at their door via a smart phone or tablet. Such devices usually includes a motion detector, two-way audio and the ability to record video footage of activities outside the door. Domestic CCTV – refers to video surveillance systems used in private residences which typically include cameras, storage and recording equipment. This policy applies to any Hightown customer (tenant, shared owner or leaseholder) with a domestic CCTV system/doorbell camera installed in their home.
3.	Doorbell Cameras (e.g. 'Ring' Doorbell) Hightown does not require customers to seek permission or gain consent to install a doorbell camera, however, customers must take due care when installing such a device to ensure that no damage is caused and that the installation does

	not compromise the integrity of any fire door or door furniture. Customers will be liable for any damage caused and for the costs for repairs of any such damage. For clarification, drilling into a door or door frame constitutes damage and is not permitted. Should the customer drill into a fire door, this can significantly compromise its fire-resistant properties. The integrity of the door assembly, including the seals, hinges, and frame, is crucial for maintaining its effectiveness. Any alteration, especially drilling, should be only undertaken by appropriate approved Hightown contractors, at Hightown's authorisation. Drilling a hole, regardless of size, can disrupt the continuous fire-resistant barrier provided by the door, allowing flames and smoke to penetrate through the compromised area, jeopardizing the safety of occupants and firefighters. Should the customer do this any remedial works, including door replacement, would be fully rechargeable to the customer.
4.	Domestic CCTV Customers considering installing a domestic CCTV system to the exterior of their property must obtain permission from Hightown. Customers are not permitted to carry out alterations or improvements to their home until they get Hightown's permission in writing. Where permission for the installation of a domestic CCTV system is granted, the works must be completed to Hightown's satisfaction. When the tenancy ends, the customer must remove the domestic CCTV system and make good any damage at their own expense. The customer will be responsible for the cost of putting the property back to its original condition if the domestic CCTV system is installed without Hightown's consent or does not meet our reasonable requirements if permission has been granted. Hightown will not give permission to install domestic CCTV where such an installation would compromise fire safety and/or compartmentation of the property. Permission for the installation of a domestic CCTV system may only be granted if the following conditions are met: • If required, the customer must register with the ICO • The customer must comply with the relevant legislation and regulations • The customer must only install equipment in a pre-identified suitable location • The customer must make good any damage caused during the installation or removal of the equipment • The customer must erect signage confirming that they are recording • The customer must only keep images and audio recordings as long as is necessary • The customer must comply with all legitimate Subject Access Requests

5.	Withdrawal of Permission Hightown can withdraw permission at any time where the customer fails to meet the conditions under which permission was granted. If permission is withdrawn the resident will be asked to remove all equipment and make good, if the customer fails to comply, Hightown will take appropriate action against the resident. If legal action is required, an order for costs will be sought against the customer.
6.	Data Protection Considerations The customer is advised that as far as possible, the CCTV or Ring Doorbell should only capture the area within their own boundary, for example their front door, driveway and garden. This is considered purely for domestic use and not subject to data protection law. If the camera captures any areas beyond the tenant's boundary including the pavement, street, neighbour's homes or gardens, the tenant will be subject to data protection law and will be required to register with the Information Commissioner's Office and pay a data protection fee. Customers are responsible for the data they collect and process. Customers should refer to the Information Commissioner's Office (ICO) guidance on domestic CCTV systems to ensure they comply Home CCTV systems ICO. The ICO's guidance also provides information for those that are concerned about their neighbour's domestic recording devices.
7.	Legal/Regulatory Background Data Protection Act 2018 UK General Data Protection Regulations (GDPR)