

CCTV AND CAMERA DOORBELLS POLICY

Version	Status	Date of issue
Draft	1	June 2025

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1. Equality

- 1.1. In line with the Equality Act 2010, we will ensure that no tenant is treated less favourably on the grounds of gender, ethnicity, age, religion, sexuality or any other protected characteristic.
- 1.2. Some decisions involving tenants may also be subject to individual equalities impact assessments (EqIAs). This is particularly common in cases involving enforcement, repossessions and prosecutions.

2. Scope and terminology

- 2.1. This policy applies to secure, introductory and fixed term tenants of Newham Council homes and members of their household. It also applies to those who occupy as leaseholders and households placed in temporary accommodation (non-secure tenancies) in Newham Council-owned properties.
- 2.2. It covers both sheltered and general needs properties owned by Newham Council.
- 2.3. When this policy refers to “residents”, it means tenants and leaseholders as set out at 2.1 above.
- 2.4. A camera doorbell, also known as a video doorbell, is a modern security device that combines the functionality of a traditional doorbell with a built-in video camera, motion detector, and in some cases, a microphone and speaker. They allow the resident to both monitor their front door and interact with visitors remotely through their smartphone. They are widely available and have become increasingly common across homes in the UK in recent years.
- 2.5. This policy also considers CCTV (closed-circuit television), which is usually used for security purposes to detect and record activity outside a home.

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3. Aims and objectives

- 3.1. The aim of this policy is to set out the requirements of residents who choose to install camera doorbells.
- 3.2. The objectives of this policy are to:
 - 3.2.1. Ensure that the use of camera doorbells and/or CCTV does not undermine the safety of residents; and
 - 3.2.2. Prevent breaches of privacy as a result of the installation of camera doorbells and/or CCTV.

4. Permission

- 4.1. Residents are not required to seek permission before installing camera doorbells and/or CCTV. However any camera doorbells and/or CCTV installed remain by permission of the Council.
- 4.2. If a resident has been found to be using their camera doorbell to cause nuisance or harassment to other residents or breached the privacy provisions of this policy, they will be required to remove it at their own cost and will not be given permission to install a replacement.

5. Privacy

- 5.1. Installations must not infringe on the privacy of neighbours or the public. Cameras should be positioned to capture only the immediate area around the door and not public spaces or neighbouring properties.
- 5.2. Installations must comply with data protection laws and regulations. Footage obtained from a camera doorbell and/or CCTV must not be shared unless required by law enforcement. Footage must never be shared on social media.
- 5.3. If a camera doorbell or CCTV captures someone else's property, a public area, or a communal space (such as a corridor or shared garden), anyone captured in that footage has the right to ask for a copy, have it erased or request for them not to be filmed in the future. If such a request is made, the resident is required to comply.
- 5.4. Camera doorbells and CCTV must never be used to carry out surveillance of a neighbouring property or an individual in that neighbourhood. It must not be intrusive or be used to harass or intimidate others.
- 5.5. Residents who are concerned about a neighbour's use of their camera doorbell and/or CCTV or the footage obtained this way should address their concerns to their neighbour in the first instance. If their concerns have not been addressed, they should contact their Housing Liaison Officer (HLO) for advice.

6. Safety

- 6.1. Installations must not cause structural damage or compromise fire safety. Camera doorbells should be installed next to the door but not on the doorframe itself. If there is any uncertainty about the appropriate positioning of a camera doorbell or CCTV, the resident should contact their Housing Liaison Officer (HLO) for advice.

7. Appeals and complaints

- 7.1. Appeals and complaints will be dealt with through the Council's complaints procedure.

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8. Data protection

- 8.1. The delivery of this policy must be consistent with the Council's policy on managing personal data. More information on the Council's approach to this issue is available on the following link:
<https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice>

9. Legal and Regulatory Framework

- 9.1. This policy is aligned with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10. Policy author

Name	Role	Service area and directorate
Emma Brunskill-Powell	Housing Strategy Manager	Housing Strategy and Partnerships

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APPENDIX – POLICY RECORD

Policy approval process	Cabinet Accountability Portfolio Meeting The policy was approved on: 1 st July 2025
Record of changes to the policy	N/A
Risk management	N/A
Equality impact assessment (EQIA)	N/A
Data protection impact assessment (DPIA)	N/A
Next review date for the policy	This policy is will be reviewed as required

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