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# **Domestic Recording Systems Policy (e.g. CCTV and Smart Doorbells)**

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**Version 1.0 March 2026**

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# Domestic Recording Systems Policy (e.g. CCTV and Smart Doorbells)

## 1. Introduction

- 1.1 Rykneld Homes recognises its responsibility to provide an environment where our customers can benefit from the quiet enjoyment of their homes and places they live. A key priority is to proactively prevent and identify anti-social behaviour and crime within our communities, ensuring safe and welcoming environments for residents and secure workplaces for our staff.
- 1.2 Rykneld Homes will make use of customer-owned CCTV or recording devices, as well as our own, for the prevention and detection of anti-social behaviour, and criminal activity or a formal complaint. This includes but is not limited to:
- Intimidation, harassment, verbal abuse and threats
  - Persistent noise nuisance
  - Vandalism, criminal damage and graffiti
  - Fly tipping
  - Criminal behaviour and activity
  - Drug-related activity and drug dealing
  - Evidence of pet fouling or pets in unsuitable place
  - Breaches of Rykneld Homes staff code of conduct.

Please refer to our ASB Policy at [How we tackle Anti Social Behaviour - Rykneld Homes](#) and our [Complaints Policy](#).

All video/CCTV footage supplied as part of an ASB case is deleted once the investigation has been completed.

- 1.3 This guidance covers domestic recording systems owned by customers and tenants that capture video and/or sound recordings, including equipment located both inside and outside the property. This includes, but is not limited to CCTV, video-equipped doorbell devices, mobile phones and dash cams.

The guidance is for:

- Customers who are considering the installation of any domestic CCTV systems or video recording devices
  - Customers who have concerns about presence of a domestic CCTV systems and/or video recording devices.
- 1.4 Further information can be found via the Information Commissioners Office website, but please ensure that you consider this guidance alongside your own Tenancy Agreement.

## **2. Installation and Permission**

### **2.1. Asking for Permission**

Under Section 97 of the Housing Act 1985, you have the right to carry out your own alterations and/or improvements, but you must get permission, in writing, from your Housing Management Team.

If approved, you will be responsible for the ongoing maintenance of the installed equipment.

- <https://www.rykneldhomes.org.uk/contact-us/>
- [Request Property Alterations - Rykneld Homes](#)
- [Alterations](#)
- 01246 217670.

If you have already installed any domestic recording equipment, please ensure that you discuss this with your Housing Management Team as soon as possible and ensure you are aware and have implemented the remaining guidance in this document.

Please note that any alterations made without prior approval from Rykneld Homes may be considered a breach of your Tenancy Agreement and could result in a request for removal.

### **2.2. Installations of CCTV – Flats and Communal Areas**

Domestic CCTV, smart doorbells, and any other video recording equipment are not permitted in blocks of flats or communal areas. In cases where Rykneld Homes are investigating crime and anti-social behaviour, please refer to 1.2 of this Policy.

### **2.3. Composite UPVC Doors and Windows**

No doorbells or other recording equipment may be fixed to composite or UPVC external doors and windows in Rykneld Homes owned properties. Any damage caused to the property during installation will be recharged to you.

## **3. Using Recording Equipment Responsibly**

### **3.1. General Guidance**

As part of your Tenancy Agreement, you are responsible for ensuring that the actions of anyone living in or visiting your home do not cause nuisance, annoyance, distress, fear, or alarm to others. This also includes any behaviour that interferes with the peace, comfort, or convenience of other people.

You must use recording equipment in a way that is respectful of other people's privacy and be aware of the laws that may apply to you. This is your responsibility and not that of Rykneld Homes.

You must ensure that your recordings only capture your own home and garden within your property boundary. Position cameras so they do not point toward other homes, gardens, communal areas, public footpaths, or streets.

### 3.2. Recording Images of People Outside the Boundary of Your Own Home

If it is not possible to restrict recordings to your own home and garden, and your equipment captures images beyond your property boundary, you must have a valid reason and consider how your devices may affect others.

The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 also apply to you. You must ensure that your use of recording equipment complies with current and future legislation. If your equipment captures images beyond your property boundary, you must have a justified reason for doing so. Rykneld Homes, the ICO, or an individual may request this justification. Please refer to the following websites for further guidance:

- [Home CCTV systems | ICO](#)
- [Guidance on the use of domestic CCTV - GOV.UK](#)
- [Data protection: The UK's data protection legislation - GOV.UK](#)

You must:

- Ensure the purpose of recording is legitimate (e.g. crime prevention)
- Minimise intrusion by adjusting camera angles, positioning, and using privacy filters
- Inform others that recording is taking place (e.g. by displaying signage)
- Keep footage secure and retain it only when necessary, and only for as long as necessary
- Respond to Subject Access Requests (SARs) where applicable.

Individuals have the right to access personal data you hold about them, including identifiable images. They can ask you verbally or in writing. You should respond as soon as possible and provide them with a copy of the data or refer them to the **Information Commissioner's Office (ICO)**.

## 4. If You Have Concerns About Being Recorded

Responsibility for any images recorded rests with the owner of the equipment and not with Rykneld Homes.

If you believe someone is using a domestic CCTV or recording system that captures you or your home, here's what you should do:

### 4.1. Speak to the Owner First

- Politely explain your concerns
- Ask why they are using the recording system
- Request to see what their cameras are recording.

## 4.2. Discuss Possible Solutions

- Suggest adjustments, such as changing the camera angle or adding privacy filters
- Explain how the recording affects you and what outcome you would like.

## 4.3. If the Issue Isn't Resolved

- You can contact the ICO for advice or to make a complaint.
- Visit [ico.org.uk](https://ico.org.uk) for guidance and their online complaint tool.

The same steps should be taken if you believe that the person is recording a member of your household and in particular your children and/or vulnerable adults. However, if you believe that they are filming you inappropriately or to cause them harm, you should contact the Police.

## 5. Equality and Diversity

5.1 This Policy meets the requirements of the Equality Impact Assessment and is compliant with the requirements of the Equality Act 2010.

5.2 This means that we will not discriminate against customers on the grounds of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity status, race, religion or belief, sex or sexual orientation.

5.3 We will, if required, provide translations of any documents, Policies and procedures in different languages and other formats to suit requirements and support reasonable adjustments for easy access to our services.

## 6. Legislation

6.1 The integrity of any video data recorded that is shared with Rykneld Homes will be considered in accordance with the following legislation:

- Data Protection Act 2018
- Freedom of Information Act 2000
- Human Rights Act 1998
- CCTV Code of Practice 2014.

6.2 Rykneld Homes approach the protection of personal data in a comprehensive manner in line with the Data Protection principles of the UK GDPR and the Data Protection Act 2018 (DPA) (collectively referred to as the Data Protection Legislation).

## 7. Summary

- You need permission in writing to install any domestic recording systems and video devices
- You are solely responsible for all images recorded or captured. It is essential that you fully understand and comply with the legal requirements governing the use of domestic CCTV systems and smart doorbells

- Rykneld Homes expect tenants to treat each other respectfully and not cause harassment, nuisance and/or annoyance
- We expect tenants to take due care and consideration when using recording systems and to abide by any relevant data protection laws
- Rykneld Homes is not responsible for monitoring or investigating potential data protection breaches outside of our own responsibilities and data handling requirements
- Rykneld Homes does not accept any responsibility for any images or recordings captured by privately owned equipment. This responsibility remains with the individual who owns and operates the device.

## **8. Contact**

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V0.3	SMT / Neighbourhood Manager	20 January 2026	3rd Draft of new Policy.
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# NO ENGLISH? NO PROBLEM

If you require this publication  
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please call us on

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## Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

**01482 971724**



## For all other languages

**01246 217670**