



Guidance for installing CCTV

Tenants and leaseholders must ask our permission before installing CCTV because we must be sure that the system doesn't break the law or damage any property.

You must get our permission before you install CCTV. Before requesting permission, you should consider other solutions, for example security lighting or neighbourhood watch schemes.

Legal Requirements:

If you are considering CCTV there are two main pieces of legislation that must be followed:

- Data Protection Act 1998
- Human Rights Act 1998

Data Protection Act 1998:

These, and their accompanying guidance, must be complied with. Failure to comply with these may result in legal action being taken against you.

Most people who choose to install CCTV do so primarily to deter would-be intruders from trespassing onto or breaking into their homes. The use of CCTV cameras for domestic purposes is exempt from data protection unless you are capturing footage of individuals outside your property. Ongo Homes will **only** give permission for tenants to use CCTV to capture footage within the boundary of the property.

If your camera covers, even partially, any areas beyond the boundaries of your property, such as neighbouring gardens or the street (this will include any communal areas such as shared gardens and paths), then it will no longer be exempt from the Data Protection Act under the domestic purposes exemption and you will need to register with the Information Commissioner's Office (ICO) as a data controller and pay the associated fee. As stated above, Ongo Homes will only give permission for tenants to use CCTV to capture footage within the boundary of the property.

Human Rights Act 1998:

What the CCTV can view and record is very important. Whilst it is lawful for CCTV cameras to be installed in and outside homes for security purposes, the manner in which the CCTV is used, in particular where the camera views area outside the boundaries of the property, may have legal consequences. Cameras being deliberately trained on a neighbour's property could amount to harassment and a breach of their fundamental human rights.

How to apply for permission

Ongo Homes will not unreasonably refuse permission for the installation of a CCTV system and all requests will be assessed on a case by case basis. In granting permission, the following information needs to be provided and conditions met:

- A permission form must be completed stating the reason you want to install a CCTV system and include a sketch of the proposed camera layout. For example if 2 cameras are to be put at the front of the property, please provide a rough diagram as to where on the front these will be located and the area each camera will be viewing/covering.
- Details of who will be carrying out the work as this will need to be carried out by a qualified and competent trade person.
- Tenant/Leaseholder will need to Comply with the law. For more information, you can go to the Surveillance Camera Commissioner's website:
<https://www.gov.uk/government/organisations/surveillance-camera-commissioner>

PLEASE NOTE:
<ul style="list-style-type: none">• Ongo will not allow you to fix cameras to the upvc soffits, fascia's, door frames, window frames, cladding or sills. Any damage caused installing CCTV would need to be made good at your own cost.• If the property has EWI (External Wall Insulation) please read the guidance notes on the 'EWI Guidance section' below when fixing anything to the external walls of these properties.

Permission would be granted with the following conditions:

- The standard of workmanship must be to the satisfaction of Ongo Homes Limited and carried out by qualified and competent trade person.
- The asbestos report will be checked to ensure Asbestos Containing Materials' (ACM's) are not being removed or encapsulated. Any removal required will be undertaken by Ongo Homes at your expense.
- The CCTV cameras must not face directly towards any of the neighbouring property or any surrounding public area, e.g. footpath, pavement or road etc and therefore you cannot film outside of your property boundary or use your CCTV in communal areas.
- The CCTV must be securely fixed on an external wall and adequate care must be taken to ensure that the fabric of the building (external brickwork/cladding) is not damaged or altered. If damage occurs then this must be repaired at your cost.

- You cannot fix the cameras to the upvc soffits, cladding, fascia's, door frames, window frames or sills.
- You should check the position of your CCTV device from time to time to make sure it still captures the right images and privacy intrusion is minimised.
- The camera must not be remotely controlled i.e. it cannot be moved left or right remotely or zoomed in or out using a controller.
- No costs in connection with the work to be incurred by Ongo Homes Limited. Ongo Homes Limited will not be responsible for maintaining the equipment, making good any damage when the equipment is installed/removed, or for paying for running costs etc.
- Works must be carried out in a manner to ensure minimum disruption to your neighbours and in line with relevant Health and Safety guidelines.
- All debris as a result of the improvements must be disposed of in an appropriate manner.
- All CCTV equipment must be removed prior to vacating the property and to make good to any damage when removing the CCTV. This will include to the external or internal areas of the property where the equipment was attached, cabling passed through, etc. Failure to do so will mean a recharge for removal and the reinstatement of the area in line with our recharge policy.
- We reserve the right to review or withdraw permission should the CCTV be misused or is the subject of a complaint.
- The work must be completed within 3 months of the initial request. Failure to do so will mean you having to apply again for permission.
- Any Local Authority planning and building regulations (if required) must be satisfied and evidenced within the application.
- The Association may inspect approved installations on completion to ensure they comply with all required conditions. Any remedial works required will be made at the expense of the tenant.
- Permission is limited to the works specified in the initial request.
- We may ask you to move or take down the CCTV installation for the purposes of carrying out essential repairs and maintenance work. Any such work will be undertaken by you and at your own expense. If you fail to make reasonable adjustments within the proposed timescale, we reserve the right to carry out the work on your behalf and recharge you.

Retrospective Permission:

Where we discover CCTV is being used without our knowledge, we may give permission retrospectively if you complete and return an alteration permission form, provide the necessary information as explained in this guidance and more specifically, take note of the following clause in your tenancy agreement.

5.1 You, your family, lodgers, visitors and pets must not cause nuisance, annoyance or disturbance to any other person. Examples of nuisance, annoyance or disturbance include (but are not limited to):-

- Security lighting/CCTV cameras which affect others or intrude on their property, for example by shining light into other properties or filming areas outside of your own boundaries.

We will not provide consent or may withdraw consent if residents are not meeting these conditions or have not sought prior consent before installing CCTV.

If cameras are clearly focused on neighbours' homes or property then this may be deemed as behaviour capable of causing a nuisance or annoyance and is a breach of the terms of the tenancy agreement.

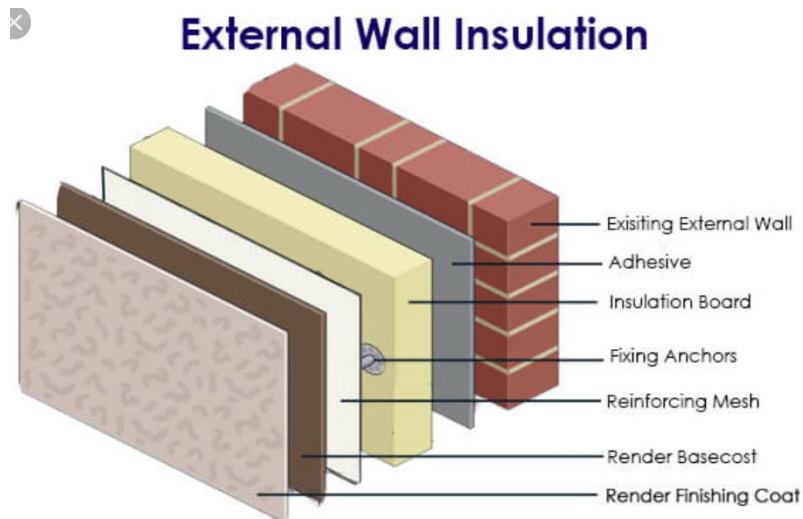
In these instances we will ask for the CCTV equipment to be removed and if no action is taken we reserve the right to take legal action to remove it and costs will be re-charged.

Will you need to put up a sign if you install CCTV?

No. Domestic users do not have to fulfil the same data protection principles as commercial users and therefore do not need to make the public aware. However, informing people they are entering an area covered by CCTV is strongly advised and may help should a claim be made against you that you are making inappropriate use of your CCTV cameras.

Guidance for Fixtures & Fittings for External Wall Insulation (EWI)

If after the work has been completed you wish to add fixtures and fittings, such as **satellite dishes**, gate posts, hanging baskets, lights etc. to the outside of your property, you must make sure that the correct fixings are applied and are long enough to pass through to the original wall.



Suitable fixings are available from any regular building merchant and it's recommended that the insulation fixings should be at least 110mm long to ensure they go through the insulation to the brickwork.

The 10mm holes are drilled first. The fixing is then fitted with a length of metal tube that is the same length as the gap between the cladding and the old wall (cut to size using a hacksaw) and then a wall plug screwed on the end hand tight. The whole thing is pushed in and tightened up and because of the metal tube there is no damage to the cladding. If unsure ask, as the building merchant will be able to advise on suitable fixtures available for the specific item – so long as you mention you have EWI!

- Care should be taken not to compress the system as this could affect the performance and security of the item being fixed. Fixtures must be anchored back to the original wall and not the EWI system.
- Percussion drilling must not be used as there is a risk of snagging the mesh layer.
- Mastic sealant should be used to prevent water entering the system around any fixings.

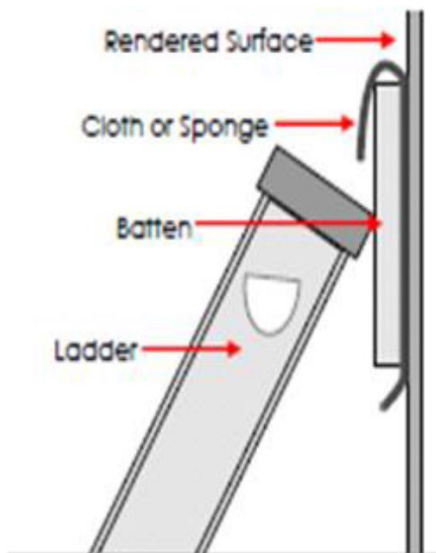
Tenants and Tradesmen should ensure the right fixings are used before starting any work which may affect the render.

Example of Insulation Fixings (110mm) holds up to 5kg of weight per fixing



Mastic sealant should be applied around the fixture to prevent water entering the insulation system.

USE OF LADDERS



All rendered wall surfaces can be permanently damaged by the careless use of ladders. Even ladders with protected ends can remove the render or mark the surface. To avoid problems please ensure you:-

- Spread the load on the surface with a batten wrapped in cloth or sponge.
- Do not drag the ladder over the surface when moving.