

Guidance for Tenants: Using CCTV at Home



Thinking of installing a security camera or video doorbell? While keeping your home safe is important, you must follow your tenancy rules and privacy laws to ensure your set up is safe and compliant.

1. Do you need approval from Radius?

Your permission requirement depends on the type of property you live in.

Houses & Bungalows (Own front door)

- Wireless and no drill systems: No permission is needed if the camera requires no physical alterations to the building.
- Hard wired systems: You **must** get written permission from Radius before drilling into walls, running cables or making physical changes. Work must be carried out by a competent tradesperson.

Apartments & Shared Buildings

- Radius **does not allow** CCTV or video doorbells in apartment blocks.
- You cannot make alterations to shared corridors, drill into front doors or mount equipment on communal walls.
- *Need extra security?* Please contact your Housing Officer to review the buildings current security measures.
- Exceptional safety exemptions to install equipment (such as a formal police recommendation) require approval from the Area Housing Manager.

2. Positioning Your Camera & Respecting Privacy

If your camera captures area outside your private boundary, you are legally considered a Data Controller under UK GDPR. We recommend that you:

- **Keep It Local:** aim your camera so it only records your own property (e.g. your doorstep or private garden). Avoid filming neighbours driveways, shared paths, corridors, car parks or streets.
- **Use Built In Tools:** Use privacy masking, motion detections zones or field of view limits to block out areas beyond your boundary.
- **Turn Off Audio:** Audio recording is highly privacy intrusive. Disable audio features unless you have a strong, clear and legal justification to record sound.

3. Legal Responsibilities of Camera Owners

If your camera records beyond your private doorway or garden, you must comply with data protection regulations:

- **Post clear signage:** put up a visible sign letting people know CCTV is active. If audit is enabled, the sign must clearly state this.
- **Recognised Crime Prevention:** The Data (Use & Access) Act 2025 strengthens the legal standing for using CCTV for crime prevention and security as a "recognised legitimate interest". However, this does not override a neighbour's right to privacy.
- **Direct Complaint Handling:** Under the DUAA 2025, neighbours or individuals recorded by your camera have a formal right to complain directly to you (the

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Data Controller) first. You must listen, review your set-up and respond to their privacy concerns before the issue is escalated.

- **Secure storage:** Limit viewing access strictly to members of your household. Never upload footage of neighbours or visitors to public social media platforms.
- **Delete old Footage:** Do not keep recordings longer than necessary (ideally under 30 days) and delete files securely.
- **Handle Access Requests:** Individuals recorded by your camera have a legal right to request a copy of their footage or ask for it to be deleted.

4. Maintenance & Repairs

- **Your Responsibility:** You are responsible for the installation, upkeep and removal of your equipment.
- **Property Damage:** You must repair any damage caused by installing or removing equipment. If Radius carries out these repairs on your behalf you will be billed for the cost.
- **Unauthorised Work:** Carrying out alterations without written permission is a breach of your tenancy agreement. Radius may take legal action to remove unauthorised equipment and recharge you for all repair and legal expenses.

5. Anti-Social Behaviour

Using cameras to monitor neighbours, cause distress or spy on communal spaces breaches your Tenancy Agreement under anti-social behaviour:

- **Reporting Crimes:** If your camera unintentionally records a crime or ASB incident, report it to the Police Service of Northern Ireland (PSNI) and share relevant footage with them.
- **Notify Radius:** Please notify your Housing Officer of any incidents with the crime reference number, we will manage this in line with our Anti-Social Behaviour Policy.

6. Resolving Concerns & Complaints

Step 1	Speak to your neighbour: If a neighbour's camera is pointing into your home or private space, speak to them directly first to see if they can adjust the angle
Step 2	Escalating Issues: If speaking to a neighbour isn't possible or poses a safety risk, report the issue to your Housing Officer. Inappropriate or intrusive camera use will be investigated under Radius' Anti-Social Behaviour Policy.
Step 3	ICO Contact: You can also raise serious concerns with the Information Commissioners Officer (ICO): <i>The ICO (Northern Ireland Office) 10th Floor, Causeway Tower, 9 James Street South, Belfast, BT2 8DN Tel: 0303 123 1114 Please note: Note: The ICO expects individuals to attempt resolving complaints directly with the camera owner or landlord first.</i>