

Home Improvements

CCTV / Video Alarm Systems / Camera Doorbells - Plug in or Battery only)



We are committed to improving our service to you. We have produced this guidance to make it easier for you when carrying out minor (non-technical) improvements at your home, at your own expense, which you do not need our permission for.

Important

- Please take time to read and understand this information.
- You must follow all the conditions listed when carrying out this improvement.
- You may need to get separate approval from someone else, to comply with health and safety legislation or a local byelaw.
- Before you start any work obtain professional advice.

If there is anything you do not understand, or you have any questions, please contact OneCALL 0345 8 507 507.

This information is to help you carry out works to your home, at your expense.

These guidance notes do not apply to hardwired systems for which our approval must be sought.

- While it is lawful for you to monitor your own property for security purposes, the manner in which CCTV is used, in particular where the field of view covers areas outside your property, may have legal consequences.
- The installation and use of CCTV, doorbell cameras and similar equipment is subject to regulation and guidance from The Information Commissioner's Office (ICO). Please refer to the ICO guidance for further information before purchasing or installing any equipment: <https://ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-using-cctv/>
- Make sure your CCTV camera is trained only on your property rather than your neighbours or the public road/footpath.
- You should not upload images for public viewing to social media platforms without considering whether it is lawful to do so.

Installation:

- Contact your local council before you install a CCTV system as certain installations require planning permission.
- While it may be possible to install and maintain the CCTV equipment yourself, if you intend to use a private company, it is always worthwhile checking that they are a reputable installer, you can do this by asking for references.
- The appointed contractor must guarantee any work undertaken for a period of 12 months.
- Plug and play or battery systems are exempt from an Electrical Installation Test Sheet.
- Ensure your camera(s) are fitted and installed correctly, securely and safely to avoid risk to you and members of the public.
- All materials, fixtures and fittings must be new and not second-hand, unless this has been agreed in advance by us.
- All building materials must be removed from site when the work is finished.
- The cost of the works is at your own expense. All work must be completed by a competent person, making sure current regulations, including codes of practice, byelaws and all health and safety legislation is strictly adhered to.
- If you carry out, or you employ someone else to carry out alterations or improvements, and they are later found not to be of a competent or safe standard, you may be required to remove the item(s) and reinstate the affected area(s) back to their original status, at your own expense.
- When your tenancy ends, the alteration or installation **must be removed** and all surfaces should be repaired and the property returned to its original status. If this work is not left to an expected standard, we will complete the required work. The full cost of this will be your responsibility and you will be recharged for this.
- Please be aware there may be asbestos containing materials in and around the property. Please refer to our information leaflet 'Asbestos Safety' before work starts for further information and guidance.

If your property was built or acquired after 2010 then it is your responsibility to check that there are no restrictive covenants. If you are not sure if this applies to your property please contact OneCALL on 0345 8 507 507.

We are committed to providing equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.