

Use of Closed-Circuit Television (CCTV) on Residential Premises - Policy

1. Purpose

This policy explains how HOME in PLACE (Australia) Limited will operate CCTV in high density residential properties owned and/or managed by HOME in PLACE.

2. Scope

The policy applies to HOME in PLACE properties where CCTV is installed and activated. The policy does not apply to CCTV installed by tenants or other parties.

3. Policy Statement

HOME in PLACE is committed to providing housing and housing services to a high degree. HOME in PLACE may use CCTV within the buildings it owns and manages for the following purposes:

- Assist Police in reducing crime and/or antisocial behaviour.
- Assist HOME in PLACE to identify person(s) responsible for damage or other illegal activity in common areas, and
- Improve safety and wellbeing of tenants.

HOME in PLACE will comply with all legislative requirements when installing and operating CCTV including:

- Prior to installation obtain consent from the property owner if required.
- Ensure CCTV cameras are clearly visible to people in the area under surveillance, and
- Installing signage advising people that they may be under surveillance.

Protection of Privacy

HOME in PLACE is committed to ensuring the privacy of individuals are protected. HOME in PLACE acknowledges its obligations to manage its CCTV systems in accordance with the requirements of relevant Commonwealth and State legislation.

Access to CCTV footage will be limited to relevant staff only who will abide by HOME in PLACE's Code of Conduct and Privacy Policy in managing the CCTV footage.

HOME in PLACE will have signage in areas monitored by CCTV that advises:

- Cameras are in operations and footage is recorded 24/7.
- HOME in PLACE as the owner of the CCTV system, and
- A contact number for enquiries relating to the CCTV camera.

Release and retention of CCTV footage

Any request for footage must be in writing and through HOME in PLACE's Group Chief Operations Officer who will retain a record of the request. HOME in PLACE will not release CCTV footage to media or other members of the public.

HOME in PLACE will, on request, provide CCTV footage to law enforcement agencies to assist with relevant criminal investigations. Any use of disclosure of personal information within CCTV footage will be made in accordance with HOME in PLACE's Privacy Policy.

CCTV records will be stored securely and may be stored for up to 30 days after which time they may be destroyed. Where an incident has occurred at a property, relevant records will be retained until resolution of the incident or indefinitely depending on the circumstances relating to the incident.

Review of Decisions

If a tenant is dissatisfied with a decision made by HOME in PLACE, they should first discuss this with a Tenancy Relations Officer. If the tenant is still dissatisfied, they may seek a review of the decision or lodge an application with the relevant state Civil & Administrative Tribunal or Commissioner (WA only).
Information.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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