

## **Lakemoor Hills Homeowners Association Security Camera Policy**

**Lakemoor Hills Homeowners Association (LHHA)** owns and has installed security cameras in the subdivision. These cameras record the license plate numbers of vehicles exiting Lakemoor Hills and reports this data to the Knox County Sheriff's Department and Knoxville Police Department databases in real time.

In order to ensure that video surveillance is not abused or misused, the LHHA board agreed that a security policy should be enacted to govern the use and access to such surveillance.

### **Underlying Principals**

The safety of the LHHA community and property are important aspects of LHHA. LHHA installed video surveillance to help keep property and residents safe. LHHA hopes that the video surveillance will provide not only a deterrent to criminal activity but can be used as a means of identification in the event of damage or criminal activity.

### **Policy Statement**

LHHA recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of the neighborhood and its residents. LHHA has therefore adopted this policy which upholds these rights but provides the necessary mechanisms for protecting the community. LHHA does not warrant that the equipment will always be functioning and recording. There will be times when the cameras or system are down for maintenance, service or repair. LHHA is not responsible for lost or damaged video recordings. LHHA reserves the right to discontinue video recording at any time.

### **Scope**

This policy applies to all video surveillance systems installed within Lakemoor Hills by LHHA which are permanently installed and whose presence is detailed on posted signage and is exclusive of personal surveillance equipment installed by residents.

### **Installation, Placement and Maintenance of Video Surveillance Equipment**

#### **Video Equipment/Records**

##### **1. Type of Equipment**

LHHA has installed three (3) security cameras, one (1) at each entry point into Lakemoor Hills.

## 2. Placement

The security cameras have been placed at the entry points into Lakemoor Hills, which present the best surveillance options with respect to desired coverage and specific surveillance targets. Security cameras are positioned so as to not willfully intrude on a homeowner's property or privacy.

## 3. Signage

Signage has been erected in conspicuous location(s) notifying that the area is under video surveillance.

### **Access to Video Records**

#### 1. Lakemoor Hills

Access to video surveillance and surveillance records shall be secured and restricted to the Chair of the Emergency Response Team (ERT) and President of the LHHA or his/her designee.

2. Request for Video Surveillance footage shall be requested by email to [lakemoor.hills.ert@gmail.com](mailto:lakemoor.hills.ert@gmail.com)

3. Release of pertinent footage to the homeowners shall be limited to requests regarding criminal activity. As the security cameras mainly provide vehicle tag information, the homeowner should provide information such as vehicle description, date and time of incident, location of incident, direction of subject vehicle and description of incident.

4. The chair of the ERT will respond as soon as practical to the homeowner, usually within one (1) to two (2) days. Alternatively, the homeowner can request this data from the Knox County Sheriff's Department and/or Knoxville Police Department. It is the homeowner's responsibility to contact the Knox County Sheriff's Department and/or Knoxville Police Department to follow up on any complaint.

5. Any and all information, including tag number provided to LHHA is privileged information to the LHHA member and **not** to be published on the LHHA website, LHHA Facebook site or any other platform associated with LHHA.

### **Custody and Control of Video Records**

1. LHHA offers information from the security camera system as a courtesy to the homeowners and takes no responsibility and no liability for how the homeowner uses the information. LHHA, through its designated agents, shall have full discretion for deciding if video surveillance shall be provided to requestors. LHHA is not responsible for lost, damaged, or unprovided video records, or misuse of video surveillance.