

# **CCTV Footage Review & Access Policy**

**Madison Heights – Bowen Hills**

**The Chelsea – Bowen Hills**

**MADISON  
HEIGHTS**  
BOWEN HILLS

THE  
**CHELSEA**  
*Bowen Hills*

## 1. Purpose

This policy outlines how CCTV footage is accessed, reviewed, and provided within the building, ensuring fair use of management time while supporting legitimate incident investigations.

## 2. Scope of Service

The review of CCTV footage is not included as part of the standard building/property management agreement.

However, management may assist on a goodwill basis in limited circumstances where:

An incident has occurred (e.g. theft, damage, safety concern), and

Footage is requested for legitimate investigation purposes.

## 3. Time Limitation on Footage Review

Due to the significant time required to manually review CCTV footage:

Management will limit CCTV footage review to a maximum of 30 minutes per request.

This includes all time spent searching, reviewing, and attempting to locate relevant footage.

If footage cannot be located within this timeframe:

The requesting party will be required to engage directly with the CCTV/security provider to conduct a more extensive search. The cost of which will be at the requesting parties expense.

#### 4. Practical Limitations of CCTV Review

##### 4.1 Identifying “Missing Items” (Efficient Search)

When reviewing footage for an item that has disappeared from a fixed location:

The process is relatively efficient.

Footage can be fast-forwarded to identify the point in time where the item is no longer visible.

This allows large timeframes (multiple days) to be reviewed quickly.

##### 4.2 Identifying “Movement Through Frame” (Time-Intensive Search)

When reviewing footage to identify a person walking past a camera or entering an area:

The process is significantly more time-consuming.

There is no visual reference point (e.g. something missing), requiring continuous observation.

Even at maximum playback speed (~16x), reviewing:

24 hours of footage can take ~1.5 hours

7 days of footage can take over 10 hours

For this reason:

Requests involving broad timeframes or general movement may not be feasible within the 30-minute limit.

#### 5. Provision of Footage

CCTV footage will only be released to:

Police or law enforcement authorities, or

Body Corporate / Strata Committee

Footage will not be provided directly to individual residents or owners.

#### 6. Requests Exceeding Scope

If a request:

Exceeds the 30-minute review limit, or

Requires extensive investigation across multiple days or cameras

Then:

The requester will be referred to the building's security/CCTV provider to arrange a paid, detailed review.

#### 7. General Conditions

All requests must include specific details (date, time range, location, description of incident) to improve the likelihood of success.

Management makes no guarantee that relevant footage will be located.

CCTV systems are used as a deterrent and general monitoring tool, not as a forensic investigation service.

Residents and owners should:

- **Avoid storing valuables** in areas such as car parks, storage cages, or other unsecured locations.
- Ensure storage areas are **properly secured at all times**.
- Maintain **appropriate insurance coverage** for personal belongings, including items stored in storage areas.
- Take reasonable personal security precautions, as CCTV coverage **does not eliminate the risk of theft or damage**.