

CCTV Maintenance Visit

Service visit for a CCTV system: recorder, storage and retention, date and time, camera by camera image checks, signs, defects and sign-off.

1. Job details

The job, the site and the system.

Project

Filled in from the project in SiteSurvey.

Job or contract reference

Customer

Site *

Address

Date of visit *

Arrival time

Type of visit * (choose one)

☐ Planned maintenance ☐ Call-out for a fault ☐ Return visit

What was reported, and by whom? (if applicable)

Reference of the earlier job (if applicable)

Engineer name

Recorder make and model

Type of system (choose one)

☐ Analogue ☐ HD over coax ☐ IP ☐ Mixed

Cameras on the system

Is the system remotely monitored? (choose one)

☐ Yes ☐ No

2. Recorder and storage

Recording, storage, clock and security of the recorder.

Recording on arrival * (choose one)

☐ All cameras recording ☐ Some cameras not recording ☐ Not recording

If applicable: Tell the site contact now. Record when recording stopped, from the recorder log if it shows it.

When did recording stop, and why? (if applicable)

Are the date and time on the recorder correct?

☐ Yes ☐ No

How far out was it (minutes)? (if applicable)

If applicable: Date and time. The ICO expects regular checks that the date and time stamp on images is accurate. Correct it, note how far out it was, and set the recorder to take its time from a time server if it can.

Days of footage on the recorder

Days the customer's policy says to keep

If applicable: The recorder holds less than the policy asks for. Check the storage size, recording settings and disk health.

If applicable: The recorder is keeping footage for longer than the policy says. The ICO says footage should be deleted when it is no longer needed for its purpose. Set the recorder to overwrite at the policy period, or tell the customer.

Hard disk health * (choose one)

☐ Healthy ☐ Warnings ☐ Failed

Did you play back recorded footage from each camera?

☐ Yes ☐ No

Did you test exporting a clip?

☐ Yes ☐ No

If applicable: The ICO expects an organisation to be able to retrieve footage efficiently when it is asked for. Make sure someone on site knows how to export a clip.

Is the recorder or any camera still on a default password?

☐ Yes ☐ No

If applicable: Default passwords. Change them before you leave and hand the new ones to the customer securely. A recorder on a default password that can be reached from the internet can be viewed by anyone.

Recorder firmware (choose one)

☐ Up to date
☐ Updated on this visit
☐ Update available, not applied
☐ Not checked

Is the recorder locked away or access controlled?

☐ Yes ☐ No

Remote viewing (choose one)

☐ Working ☐ Not working ☐ Not set up

Fans and vents checked and cleaned?

☐ Yes ☐ No

3. Camera by camera

One entry for each camera. Check the live picture and the recording.

Cameras checked (copy this block for each one)

Camera number or name

Location *

Picture * (choose one)

☐ Clear ☐ Soft or out of focus ☐ Dirty or obstructed ☐ No picture

Is it still pointing at what it is meant to show?

☐ Yes ☐ No

Night picture (choose one)

☐ Good ☐ Poor ☐ Not checked

Lens and housing cleaned?

☐ Yes ☐ No

Fixings, cable and connectors (choose one)

☐ OK ☐ Defect

Any defect on this camera?

☐ Yes ☐ No

Describe the defect and what you did (if applicable)

Priority (if applicable; choose one)

☐ Urgent: stops the system being used

☐ Soon: within a month

☐ Routine: at the next visit

Photos: the picture on screen, and any defect (photos: attach, or note the file names)

Cameras checked (worked out automatically in the app)

Cameras with a defect (worked out automatically in the app)

4. Signs, monitor and monitoring

The parts around the cameras.

Are CCTV signs in place and readable?

☐ Yes ☐ No

If applicable: Signs. People must be told they are being recorded. ICO guidance is that signs should be clearly visible and readable, and say who operates the system, why, and who to contact. Tell the customer which signs are missing or faded.

Monitor on site (choose one)

☐ Working ☐ Defect ☐ None

UPS (choose one)

☐ Working: held the recorder when tested
☐ Working: not load tested
☐ Defect
☐ None

Was the link to the monitoring centre tested? (if applicable)

☐ Yes ☐ No

Test reference from the monitoring centre (if applicable)

Is the site log or maintenance record updated?

☐ Yes ☐ No

5. Outcome and parts

How the system was left and what happens next.

Outcome of the visit * (choose one)

☐ System fully working ☐ Working with defects outstanding ☐ Not working

What needs doing next, and who will do it? (if applicable)

Recommendations

Did you use any parts or materials?

☐ Yes ☐ No

Parts and materials used (copy this block for each one; if applicable)

Item

Part number

Quantity

Next visit due

Departure time

6. Sign-off

Customer and engineer.

Is the customer or their representative available to sign?

☐ Yes ☐ No

Why not, and who will you send the report to? (if applicable)

Customer name (if applicable)

Position (if applicable)

Customer comment (if applicable)

Customer signature (if applicable)

Engineer name

Engineer signature