EDEN HOUSING ASSOCIATION LIMITED

Mobility Scooter / E-bikes/ Motorised Wheelchair Policy and Procedure

Document Reference Number:	**PROP13**
Document Owner:	**Property Compliance and Facilities Manager**
Approved By:	**Executive Team**
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Policy Implementation Date:	**March 2024**
Revision Cycle:	**3 Years**

This policy applies to Eden Housing Association and all its wholly owned subsidiaries (including Mitre Housing Association)

Review Table

Actual Month Review was carried out	Ernie Updated
08/2024: added in review table. Added in outdoor socket permission. Added wording in 'Types of Scooters' section	
04/08/2026 – included more guidance on e-bikes and added in motorised wheelchairs	

1. POLICY STATEMENT

The purpose of this Policy and Procedure is to ensure Eden Housing Association have assessed and managed all Fire Risks associated with the ownership and storage of mobility scooters/ E-bikes/ motorised wheelchair and to have a set procedure of any future requests from tenants.

This policy is intended to recognise the needs of Eden Housing Associations tenants (under the Equality Act 2010) to have a quality of life which allows our tenants to have the provision of full mobility: whilst conforming to fire safety regulations to ensure the health and safety of all tenants, staff and visitors.

This Policy will be used to ensure the provision of suitable and sufficient general fire precautions, assessment of risk and management of necessary fire safety arrangements.

The scope of properties involved in EHA's Mobility Scooter Policy/ E-bikes/ Motorised Wheelchair Procedure are:

- Extra Care Schemes
- Assisted Living Schemes
- Communal areas in blocks of flats
- Individual Tenants

Background

When a mobility scooter/ E-bike or motorised wheelchair is involved in fire, the risk of harm is significant. In residential buildings, mobility aid fires can pose a life safety risk to tenants, employees, firefighters and other relevant persons.

With the increased use of mobility scooters and E-bikes, comes the corresponding fire safety concern associated with their storage and charging. The design of many premises, particularly smaller and older premises, does not always lend itself easily to the safe storage and charging of mobility aids. The lack of space and the layout of the corridors, lifts and stairways in communal areas means that all requests of mobility scooters needs to be individually assessed.

In 2017, The Office for National Statistics has reported that the UK has an increasing ageing population, and the trend is predicted to increase in the future. It can therefore be expected that mobility scooter usage will increase over time.

2. REFERENCES

Internal

- Fire Safety Policy
- Fire Management Plans Part 1 and 2

External

- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Equality Act 2010
- Management of Health and Safety at Work Regulations 1999
- Use of Invalid Carriages on Highways Regulations 1988
- NFCC (National Fire Chiefs Council) Mobility Scooter Guidance for Residential Buildings
- NFCC (National Fire Chiefs Council) E-bikes and e-scooters fire safety guidance

3. POLICY CONTENT

In order for Eden Housing Association to manage the rights of their tenants to have 'access to the community' and to manage the fire safety risks of mobility scooters, E-Bikes and motorised wheelchairs. Eden Housing Association requires a robust policy & procedure.

The following procedure will enable Eden Housing Association to manage those risks, in consideration of a range of possible options and risk reduction measures as part of the overall fire risk assessment for individual premises.

- **Types of Mobility Scooters**

There are several difference classes of mobility scooter. Class 1 & 2 are permitted to be used within developments but class 3 scooters are not permitted to be stored inside developments or flats, as they are road-going vehicles and difficult to accommodate safely (see Appendix 1), with exception given to Heysham and Mill Gardens (where there is allocated mobility scooter storage) where storage approval will be assessed on an individual basis.

Class 3 vehicles, or any vehicles longer than 1200mm or wider than 700mm are **not permitted** to be stored inside developments or flats, as they are road-going vehicles and difficult to accommodate safely. These can be easily recognised as they have bright front and rear amber flashing lights – so they have good visibility for safety on the roads.

- **Storage of Mobility Scooters, e-bikes and motorised wheelchairs**

Eden Housing Association will consider establishing a designated area in each development for storage and charging of mobility aids in line with the requirements in this policy.

- Types of E-bikes

As above there are different classes of E-bikes. Please note that any e-bikes with a wattage higher than 250 watts (inclusive of adapted down wattage bikes) cannot be stored in an EHA property owing to the significantly increased risk of fire.

- **Rationale to identify the maximum number of storage spaces for**

mobility scooters:

A space of 1.5m (length) x 1m (width) for each vehicle is required, in a well-ventilated area which enables the user to manoeuvre in and out without damaging the building structure or décor, without posing a fire, trip or other safety hazard or causing obstruction or nuisance to others. Headroom and space to get up and in and out of the vehicle is also required. Therefore, as an example, a space that measures 1.5m (length) x 5.5m (width) will be able to accommodate five typical class 2 vehicles.

There are some buildings/ schemes where the design and location does not allow safe storage facilities. It may be that storage is only authorised within customer's flats in these developments, if the flat is suitable.

- **Unacceptable storage**

Storage and charging of mobility aids within any internal communal area is strictly forbidden within all schemes. In particular, under-stairs spaces must not be used as storage as this compromises the fire safety of the means of escape in the event of a fire.

Failure to comply with the requirements set out in this policy will be treated as a breach of tenancy and enforcement proceedings will commence to remove the mobility scooter/ e-bike from the development permanently. Any fines imposed on us for breach of Fire Regulations, directly attributable to a breach of these storage requirements, will be recharged to the appropriate person.

No alterations can be made to the communal areas, a tenant's home or other spaces within a development without written consent from us, which will not be unreasonably withheld. In all cases, tenants will be consulted.

- **Storage within a designated storage space**

If tenants wish to store their mobility aids within a designated store, they must follow the terms and conditions within this policy. Storage is managed through a permit system (detailed below) and is operated on a first-come first-serve basis.

- **Storage areas**

In some schemes, designated storage areas are provided, and storage must follow the terms and conditions within this policy.

Permission Process

It is understood that some of the tenants may need assistance from relatives and scheme coordinators to process the documentation. The documentation can be filled in by a relative or scheme coordinator but must be signed by the tenant.

Step 1:

Mobility aid advice must be given if a tenant is thinking of acquiring a mobility scooter, e-bike or motorised wheelchair. In the first instance offer the '**Guide to Owning an Electric Mobility Scooter'** leaflet if a mobility scooter is requested together with the relevant **Request form**. Once the tenant has considered the options then the request form must be completed by the tenant with assistance/ advice from the scheme coordinators or Housing Team (both accessible on ERNIE, Appendix 2 & 3).

Step 2: Complete a Risk Assessment

The request form must be given to EHA Compliance team to produce a Fire Risk Assessment (to be complied with the scheme coordinator and reviewed with the Asset and Repairs Manager). Approval of the request to store the mobility scooter/e-bike within the development/ requested location will be dependent upon the completion of a satisfactory RA.

The risk assessment does not only consider the storage of the scooter E-Bike or motorised wheelchair but also considers the use of these items within the development and whether it can safely be maneuvered to the storage area.

Where necessary the Fire Service will be contacted to review individual cases.

The Risk Assessment must take into consideration all of the risk factors highlighted in the NFCC (national Fire Chiefs Council) Mobility Scooter Guidance for Residential Buildings.

Step 3: Check the applicant has relevant Insurance

There is no legal requirement to have mobility scooter, E-Bike or motorised wheelchair insurance, however EHA require that insurance is in place if the vehicle is to be used and stored within one of our schemes. Allocation of a storage space is dependent upon the presentation of satisfactory insurance documentation. The owner must provide us with a copy of the current insurance certificate on commencement of storage arrangements and every year after that. This should include provision for liability / third party insurance in case of damage to buildings and injury involving people who may be living at or visiting the development. Any damage to our property caused will be recovered through the owner's insurance company. If the owner does not have a current insurance certificate, they will be personally liable for all costs.

Step 5: Complete the Mobility Scooter, E-Bike, Motorised Wheelchair **Contract**

Once EHA have decided to approve the application then the customer must sign a Mobility Scooter E-Bike, Motorised Wheelchair Contract (Appendix 4). One copy is kept with the customer and one copy is kept within the tenancy/property file. Where permission is granted, the tenant must agree and comply with all conditions placed upon the storage and usage of the vehicle. EHA reserve the right to withdraw permission at any time if the conditions of

the procedure are broken.

Step 6: Update and complete the mobility scooter E-Bike, Motorised Wheelchair log

Specific Restrictions/ requirements:

- Sim Ct, Wasdale, Rampkin. Only small, portable or fold away scooters allowed in the property when purpose built external storage facilities are unavailable
- Heysham Gardens, Mill Gardens and the Crescent are designed to allow for storage of larger scooters in the properties.
- General Needs properties may be suitable dependent upon design
- Only one motorised mobility aid per person is to be stored in scooter stores. Tenants may be asked to move extras if the store is at full capacity
- Scooters in stores must be used regularly, they are not to be used to store unused motorised aids
- In the event of more motorised aids than places, scooter store access is on a first come, first served basis
- 2 mile an hour speed limit within the building (moving at the speed of a sedate walk). E-bikes must be walked through the building
- There may be occasions where you may not be allowed to take mobility scooters and electric wheelchairs into busy communal spaces owing to the risk. People may need to use a walking aid or be pushed on manual if the environment is deemed unsafe.

- If there is a request to install an external electric outlet this will be considered.

  The request will need to be approved by the Property Department: The guidance would be that it should be wired into its own fuse on a separate circuit. This needs to be appropriate IP rated (waterproof casing) and installed by a qualified electrician. Certification for installation will need to be provide to Eden Housing Association.

4. RESPONSIBILITIES

Eden Housing Association recognise our duty to protect the health and safety our tenants, staff and colleagues, as well as to conform to fire safety regulations. We have a duty to ensure that mobility scooters are being used legally with full responsibility taken by the owner who resides in a property managed by us.

Eden Housing Association is the overall duty holder.

The Chief Executive retains overall responsibility for the implementation of this policy.

The Property Compliance and Facilities Manager has responsibility for the implementation of the policies and procedures for Fire Safety including the Mobility Scooter Policy and Procedure at Eden Housing Association.

Tenant Advice and Communication

Tenant advice and communication will be given via Viewpoint (EHA digital newsletter) regularly regarding the safe storage and charging of mobility scooters and e-bikes.

5. EQUALITY IMPACT ASSESSMENT (EIA)

Equality Impact Assessment

Question	Response
1. Name of the policy/practice/activity being assessed	Mobility Scooter, E-bike and motorised wheelchair Policy and Procedure ()
2. Summary of aims and objectives of the policy/practice/activity	Identify appropriate action when dealing with Mobility Scooter, E-bike and motorised wheelchair requests.
3. What involvement, consultation, engagement has taken place for the policy/practice/activity (*e.g relevant groups/stakeholders*)	Assisted Living Team, Housing Team
4. Who is affected by the policy/practice/activity	Staff, tenants and general public
5. What are the arrangements for monitoring and reviewing the impact of the policy/practice/activity	3 years

Protected Group	Is there a potential for a positive or negative impact	Explain and provide evidence/data used	Action to address the negative impact
Disability	Yes	If the mobility aid is rejected based on the safety of others. This could lead to some people unable to have access to a mobility scooter.	EHA will address any personal circumstances (balance this with the risk factors) and do all it able to do that is reasonably practicable to

			enable the use of a mobility aid
Gender reassignment	No		
Marriage or civil partnership	No		
Pregnancy or maternity	No		
Race	No		
Religion or belief	No		
Sexual orientation	No		
Sex (gender)	No		
Age	No		

Evaluation

Question	**Explanation**	
Is it possible the proposed policy/practice/activity could discriminate or unfairly disadvantage people	Yes – see above	
Decision	**Tick the relevant box**	**Include any justification required**
1. No barriers identified – **proceed**		
2. Barriers identified towards one (or more) protected groups – **stop**		
3. Barriers identified towards one (or more) protected groups – **adapt or change** the policy/practice/activity		
4. Barriers identified towards one (or more) protected groups – no proportionate way to amend the policy/practice/activity so **proceed with caution**	x	See above

Completed by – and date	Joanne Crone 15/05/2023		
Reviewed by – and date	Executive Team – 12.3.24		
Review Date (if applicable**)**	15/5/26		
Will this EIA be published	Yes		

Action (To be completed as required)

If the Evaluation has resulted in Decision 4, complete a risk assessment and record on Operational Risk Register	**Date Completed:**

Change Log

Name	Date	Version	Change
	When published	1	

6. MONITORING & REVIEW

The policy will be monitored in line with the Fire Safety Policy.

The policy will be reviewed every three years or when legislation/organisational changes require an earlier review.

Appendix 1:



Class 1 covers manual wheel chairs, without electric motors, domestic indoor use, use permitted within developments.



Class 2 covers powered scooters (includes foldable scooters & electric wheel chairs), maximum legal limit 4mph, outdoor use (pavements)



Class 3 covers powered scooters – front and rear lights, indicators/ hazards, horn, rear view mirror, brakes. Maximum legal speed limit 8mph.

Class 3 mobility scooters can be used on roads and pavements. The maximum speed limit of these vehicles is 4mph on the pavement and 8mph (12.8kph) on the road. You must be 14 years old or over to drive a class 3 vehicle.

Class 3 vehicles are required by law to be registered with the DVLA for road use. These vehicles will be licensed in the disabled taxation class and display a nil duty tax disc.

Class 3 vehicles, or any vehicles longer than 1200mm or wider than 700mm are not permitted to be stored inside developments or flats, as they are road-going vehicles and difficult to accommodate safely.

Appendix 2

An EHA Guide to Owning an Electric Mobility Scooter

Are you thinking of buying a mobility scooter? Are you planning on moving into an Eden Housing Association property and wondering how to accommodate your scooter?

Before you buy a mobility scooter or consider moving home, please ask yourself the following questions:



Do I need permission to keep a scooter in an EHA property?

Yes. We need to be sure that you have somewhere safe to keep the scooter and that you understand the criteria applied before permission is granted**.** Please contact the on-site scheme staff or the Housing Officer to discuss.

Can I store the mobility scooter safely and charge the battery?

At present we only provide mobility scooter storage at a limited number of our Assisted Living schemes. We do not carry out any adaptations associated with mobility scooters (these include ramps, paths and shed bases) as it is considered to be the tenant's responsibility for storage and charging facilities. Plugging a scooter outside a property into a socket inside a property via a door or window in order to charge it is dangerous and will not be allowed. This also applies to ebike battery charging.

Mobility scooter guidance

Where can I store my mobility scooter?

When considering a mobility scooter (other than the small, portable, fold away type) think of it more as a motorbike than a wheelchair. If an area is unsuitable for a motorbike then generally it will be unsuitable for a scooter and vice versa. There are Health and Safety risks associated with the indoor storage of mobility scooters. If you live in a building without purpose-built scooter storage, we require your mobility scooter to be stored safely outside in a shed or lockable container specially designed for that purpose. **Only** small, portable scooters may be stored

in your own flat if the building has not been designed specifically to accommodate them. Heysham Gardens, Mill Gardens and The Crescent are suitable for this. Mobility scooters cannot be stored in stairwells or other communal areas as there is a fire risk from the batteries and they may impede fire escape routes.

We will consider the feasibility of allowing outside storage and any request for this must be put in writing to your Housing Officer. If there is room we may allow you to provide your own shed (and associated base, path and electrics). If you make a request we may also consult with other tenants before we give you permission.

If you live in a bungalow or house, your mobility scooter should be stored outside preferably in a shed with its own power supply. We do not provide ramps for mobility scooter access to individual bungalows and houses. You should also think carefully about whether you can manoeuvre a mobility scooter up your path – is it wide enough? Are there any steps? Remember this can all be extra cost to you buying the mobility scooter. If you are given permission to buy a shed we will expect you to use a qualified NICEIC contractor to fit the power supply. On completion of the work you will be asked to contact our property services who will inspect the work to ensure that it has been carried out to a satisfactory standard.

Do I need insurance?

Living in sheltered accommodation or Extra Care accommodation then **Yes** you do. EHA **will only grant permission** for storage of a scooter or use within an Assisted Living scheme **if you have obtained appropriate insurance.** If you accidentally run into someone you could be subject to a claim and if you damage your property or any communal areas you will be charged for any repairs required. You also need to make sure your scooter is adequately insured against theft, it may not be included in your home contents insurance.



If you live in a self-contained property in the community we recommend that you take out insurance to cover yourself.

Mobility scooter safety

Inside a building

When driving your scooter inside an EHA building (applies to portable, fold away scooters and schemes where there is an integral, purpose-built scooter store) the **maximum** speed allowed is **2 miles per hour**. This is the speed of a sedate walk and will reduce the chance of hitting any other person, particularly those with mobility issues

There may be occasions where you may not be allowed to take mobility

scooters and electric wheelchairs into busy communal spaces owing to the risk. People may need to use a walking aid or be pushed on manual if the environment is deemed unsafe.

Outside in public



Accidents involving mobility scooters are rare but you can be more vulnerable than when driving a car. Please drive carefully. Double check vehicles are not approaching too fast and that there are no pedestrians in your way when crossing the road. Think of your safety and that of others. Finally, think about having a mobile phone just in case your mobility scooter breaks down and you need to call for help.

Further advice

The above advice applies to E-bikes as well as mobility scooters as the battery presents the same risks as a mobility scooter and storage and charging can be an issue

We will be happy to discuss the storage of your mobility scooter with you. For further advice contact your Housing Officer on 01768 861400 or your Scheme Co-Ordinator on site if you are living at one of our Assisted Living schemes.

Eden Housing Association Blain House Bridge Lane Penrith CA11 8QU
Telephone: 01768 861400
Email: enquiry@edenha.org.uk

Appendix 3

MOBILITY SCOOTER REQUEST FORM

Name	
Address	
Date of Enquiry	
Classification of Scooter	
Where will the scooter be stored/ charged?	
Is there any storage/ charging space available in the designated area?	Yes/ No/ NA
The tenant agrees to the terms and conditions for the storage/ charging/ use of scooters within the development?	Yes/ No
Request Outcome	Approved/ Denied
Reason	
Date Tenant Advised	
Staff Signature	
Insurance documents Received	Date:

It is understood that some of the tenants may need assistance from relatives and scheme coordinators to process the documentation. The documentation can be filled in by a relative or scheme coordinator but must be signed by the tenant.

MOTORISED WHEELCHAIR, E-BIKE REQUEST FORM

Delete as appropriate	Motorised Wheelchair/ E-Bike
Name	

Address	
Date of Enquiry	
Where will the item be stored/ charged?	
Is there any storage/ charging space available in the designated area?	Yes/ No/ NA
The tenant agrees to the terms and conditions for the storage/ charging/ use within the policy	Yes/ No
Request Outcome	Approved/ Denied
Reason	
Date Tenant Advised	
Staff Signature	
Insurance documents Received	Date:

It is understood that some of the tenants may need assistance from relatives and scheme coordinators to process the documentation. The documentation can be filled in by a relative or scheme coordinator but must be signed by the tenant.

Appendix 4

MOBILITY SCOOTER, EBIKE, MOTORISED WHEELCHAIR CONTRACT

Name: …….

Address:

…….

…….

…….

…….

I understand that:

- I will follow the information in the EHA mobility scooter, E-Bike, motorised wheelchair policy and procedure.
- I am liable for the cost of any damage I cause to the building fabric, furnishings and persons whilst using my mobility scooter on EHA/ MITRE property.
- I must have appropriate insurance cover in place for the use/storage and charging of my mobility scooter, E-Bike, motorised wheelchair.
- Mobility scooters, E-Bikes or motorised wheelchairs that are used/stored and charged within developments must only be done so within the designated areas.
- Mobility aids must only be used around the development to and from the designated area outside, and vice versa.
- I must observe a speed limit equivalent to a slow walking pace.
- When stored in a flat the mobility scooter, E-Bike or motorised wheelchair. must not prevent means of escape or entry.
- I must make sure that my mobility scooter, E-Bike or motorised wheelchair is charged and maintained in accordance with the manufacturer's instructions to guarantee safe operation.
- I will not leave the battery on charge overnight (within sleeping hours).
- I will not leave any items stored in the mobility scooter, E-Bike, motorised wheelchair or in close proximity while it is being stored or charged in the development.
- EHA/ MITRE cannot be held responsible for any damage to mobility scooters whilst stored on the property (indoors or outdoors)
- EHA/ MITRE cannot guarantee secure external storage facilities for those mobility scooters that cannot be accommodated within developments.

Designated Area for Storage	
Designated Area for Charging	

Customer signature	
Staff Authorisation	
Staff Name	
Job Title	
Date	

It is understood that some of the tenants may need assistance from relatives and scheme coordinators to process the documentation. The documentation can be filled in by a relative or scheme coordinator but must be signed by the tenant.