

MOBILITY SCOOTER E-SCOOTER/ E-BIKE POLICY



Policy Title	Mobility Scooter E-bike/E-scooter Policy		
Version	1.1	Status	(Approved)
Date	September 2025	Author	Fire Safety Manager
Next Review Date:	October 2027	Approved by	ELT
Responsible Officer:	Head of Building Safety	Date Approved	15 October 2025
Associated documents	XXXX	EIA Completed by	

TABLE OF CONTENTS

1. Background and purpose	3
2. Suitability of permises	4
3. Criteria for assessing residents before permission is granted	4
4. Use of Mobility Scooters inside a block	5
5. Storage of Mobility Scooters in residents flats	6
6. Other considerations	6
7. E-Bikes and E-Scooters	7
Reference documents	8
Diversity & inclusion	9

1. BACKGROUND AND PURPOSE

1.1 CHL has an obligation under the Regulatory Reform (Fire Safety) Order 2005, to ensure General Fire Precautions are in place to protect people and property in and around our premises from the effects of fire.

1.2 The presence of mobility scooters, or e-bikes/e-scooters in CHL housing may constitute a fire hazard or cause an obstruction that may hinder safe evacuation from CHL premises.

1.3 This policy aims to balance the needs and aspirations of residents covered by the Equalities Act 2010, alongside CHL's duty to maintain a safe living/working environment for residents, colleagues, contractors and visitors, particularly in relation to potential fire risks.

1.4 This policy is intended to give guidance to residents and CHL managers wishing to bring mobility scooters or e-bikes/e-scooters onto the boundary of CHL housing. Permission to stow/store electric vehicles will only be granted where a resident complies with this Policy and where there are suitable storage facilities in the block or within their home.

1.5 CHL recognise that certain residents may have the need to use mobility scooters or e-bikes/e-scooters, however the following issues should be highlighted:

- Not all premises are suitably designed to allow mobility scooters into them.
- Not all flats are suitably designed to allow mobility scooters into them.
- Not all mobility scooters are suitable to be allowed into our premises.
- Not all residents may meet the criteria for the granting of permission to have a mobility Scooter on our premises.
-

1.6 CHL reserve the right to refuse storage of Mobility Scooters where none of the options in this guidance are suitable, where there would be a breach of legislation, an impact on the Health and Safety, or welfare of other occupants within the premises is being impacted.

1.7 This Policy will apply retrospectively to those premises where mobility scooters or storage facilities are already present in CHL housing.

2. SUITABILITY OF PREMISES

2.1 The provision of safe storage and charging facilities in some premises will prove difficult, and in many situations, it may be physically impossible to provide suitable storage, or charging facilities, either internally or externally. In these situations, it is recognised that, owing to the size, design, layout or access to the building it may not always be possible to allow residents to stow or charge Mobility Scooters at these properties. Storage within a tenant's own accommodation may be considered where Health and Safety requirements are satisfactorily met.

2.2 Where necessary Scheme Officers or Neighbourhood Housing Officers supported by a member of the Fire Team will carry out a risk assessment to identify any suitable internal, or external mobility scooter storage/charging facility, taking into account the following:

- Whether the building is designed in a way that supports safe storage or charging.
- Whether suitable external facilities are or can be made available (subject to necessary planning permissions).
- The maximum numbers of mobility scooters which may be accommodated on the premises.

2.3 Should there be a need to adapt a premises residents will need to gain permission for any alterations, for example the provision of a storage facility, a ramp, access path or hardstanding. CHL will not unreasonably withhold permission for alterations. However, there may be instances where it is not feasible to provide adequate facilities due to the layout of the property. Residents may be recharged for the cost of any such alterations.

3. CRITERIA FOR ASSESSING RESIDENTS BEFORE PERMISSION IS GRANTED

3.1 Permission from CHL is required prior to a resident bringing mobility scooters on or into CHL housing.

3.2 Residents should note that before considering purchasing a mobility scooter, they should discuss the subject with CHL. This will prevent difficulties arising once a purchase has been made.

3.3 Where there is limited storage space, priority will be given to those who have a medical need to use a mobility scooter, supported by a GP or Occupational Therapist's report confirming this. It will be the responsibility of the resident, to provide sufficient evidence to support their request for storage space.

3.4 Mobility scooters are not an adaptation recommended by the Occupational Health Service, who would recommend a powered wheelchair that can more readily fit inside resident's homes and access public transport.

3.5 Although dedicated internal or external storage may be an option, the vulnerability and mobility of residents may make it impracticable for them to utilize these facilities. Storage in their own accommodation may be considered where this meets health and safety requirements as outlined in **5. Storage of Scooters in Residents Flats**. The suitability of access should be taken into consideration.

3.6 In situations where the mobility of the resident is such that there is a need to consider alternative accommodation; CHL will explore alternative more suitable housing options, such as a home where staff assistance may be available.

3.7 Examples of where permission will be refused or withdrawn include

- There is no safe storage place in the resident home and no alternative safe storage charging space can be provided.
- A major physical alteration to the premises is required, which CHL believe to be unreasonable in terms of cost and/or disruption to other residents.
- A resident fails to take out the necessary insurance cover and maintain their scooter to manufacturers recommendations.
- The scooter is deemed unsuitable by the Housing Team, Fire or Health and Safety Team following an inspection and assessment of the property.
- Where access to the property can only be gained via the use of a passenger communal lift and there is no direct level access to the property.
- The resident and/or family member wishes to keep more than one scooter.

4. USE OF MOBILITY SCOOTERS INSIDE A BLOCK

4.1 Storage and charging of mobility scooters within any internal communal area is strictly forbidden within all developments. In particular, under-stairs spaces must not be used as storage, as this would compromise the means of escape in the event of a fire. Mobility scooters can only be taken into a block in situations where there is internal dedicated permitted storage, or where the Mobility Scooter is stored in a resident's flat.

4.2 If a mobility scooter is required to be driven within communal areas, this must be at no more than walking pace to avoid injury to others and damage to CHL property. Any damage must be reported immediately and any costs to repair the damage may be recharged to the scooter owner.

4.3 Lifts within CHL housing blocks are classed as "passenger lifts". They are not designed to carry mobility scooters and therefore must not be used. Any person using a passenger carrying lift for the transportation of a mobility scooter does so at their own risk. Any damage to a passenger lift will be recharged to the scooter owner.

4.4 Charging of mobility scooter batteries is high risk and should always be undertaken in accordance with the manufacturer's instructions and should never be undertaken in any communal area/escape route.

5. STORAGE OF MOBILITY SCOOTERS IN RESIDENTS FLATS

5.1 Storing and charging mobility scooters in a resident's home potentially places individual residents at risk from a fire involving the mobility scooter. Where a resident requests permission to keep a mobility scooter within their own flat; the request will be granted providing the following have been met.

- There is no suitable availability to stow the mobility scooter in a designated area, or they are unable to walk from the designated mobility scooter area to their flat.
- The resident is able to manoeuvre the mobility scooter safely to access the block and floor of their accommodation.
- The resident is able to manoeuvre the mobility scooter into their flat without damaging CHL fixtures and fittings.
- The mobility scooter should not be stored or charged in a location that would block the escape route from the accommodation.
- The mobility scooter should, preferably be stored and charged in a separate room, which is fitted with a fire-resisting or substantial door, and smoke detection.
- If smoke detection is not already provided in the storage room within the flat, additional smoke detection must be installed. In this case, a request to CHL must be made and the Fire Safety Team informed via the Fire Safety email fire.safety@cornwallhousing.org.uk

(The resident should be involved and informed of the conditions detailed above).

6. OTHER CONSIDERATIONS

6.1 The owner/user of a mobility scooter must have suitable insurance in place. The insurance policy should include liability cover in case of damage to buildings and injuries involving people who may be living at or visiting the block.

6.2 Any cost of damage to CHL property, caused by a mobility scooter, will be recovered through the owner's insurance policy. If the owner does not have a current insurance cover, they will be personally liable for all costs.

6.3 Where a resident fails to comply with any part of this policy, CHL may take enforcement action. This may include, but is not limited to the following:

- Injunctions or tenancy enforcement action.
- Removal of the items, in which case a tort notice will be served on the resident. They will have 28 days to collect the item before it is disposed of permanently.

6.4 The number of mobility scooters that can be stowed within a designated scooter storage area at a block are restricted depending on the size and configuration of the site, and the suitability of appropriate storage facilities.

6.5 Owners of vehicles that are being charged within a designated scooter storage area, are responsible for the electrical safety of their vehicle and are required to have an in-date annual portable appliance test (PAT).

6.6 Allocation of storage space will be on a tenant needs basis. If there are already mobility scooters stored at a block, CHL will record the details and try to accommodate all scooters, in line with the maximum permissible number.

6.7 Where the number of mobility scooters exceeds the maximum permissible number within a block, CHL will collaborate with the tenant to try to achieve a mutually agreed solution.

6.8 To reduce the potential for fire spread any external storage facility should ideally be situated at least six meters away from the premises. Storage distances may be reduced should a dedicated fireproof storage facility be used.

6.9 Where it is practicable to do so external storage facilities may be provided, however this is subject to the practical constraints of the individual sites and the potential installation costs involved.

7. E-BIKES AND E-SCOOTERS

7.1 While most e-bikes, e-scooters and their batteries are safe when used correctly, lithium-ion batteries can cause serious fires, particularly if of poor quality, when damaged or improperly used. There has been an increase in the number of fires in the UK and around the world linked to lithium-ion batteries, some of which have sadly led to people losing their lives.

7.2 Unsafe, non-compliant or improperly used lithium-ion batteries can cause fires that can be particularly dangerous to people and property. The fires can start without warning, spread rapidly, and are very hard to extinguish. People should never try to extinguish lithium-ion battery fires themselves but leave the area or building as quickly as possible and call 999.

7.3 Due to the fire risk, and potential obstruction of the escape route, **under no circumstances should e-bikes, or e-scooters be stored in communal areas** of any CHL block. Should this be the case the e-bike/e-scooter **must be removed immediately**.

7.4 The Office for Product Safety and Standards (OPSS) recommend that to reduce the risk of fire, the follow five steps are followed when purchasing, using or charging an e-bike or e-scooter.

- Step 1: **RESEARCH** – only BUY an e-bike, e-scooter, charger or battery from a known seller and check any product reviews.
- Step 2: **READ** – always READ and FOLLOW the manufacturer’s instructions for charging and using e-bikes or e-scooters.
- Step 3: **CHECK** – not all e-bike or e-scooter batteries and chargers are compatible or safe when used together. Check and only USE the manufacturer’s recommended battery or charger.
- Step 4: **CHARGE** – always charge in a safe place without blocking exits and always UNPLUG your charger when you have finished charging.
- Step 5: **NEVER** – attempt to modify or tamper with your battery.

7.5 Residents that own or use e-bikes or e-scooters should follow the safety guidance above and in addition the additional CHL guidance below.

- Never leave charging unattended or charge it while you are asleep.
- Allow batteries to cool down before attempting to re-charge.
- Batteries should always be charged on hard flat surfaces where heat can dissipate.
- Batteries should never be exposed to extreme temperatures.

Store/charge away from the route to the exit of the home.

REFERENCE DOCUMENTS

Include any reference documents or regulations

DIVERSITY & INCLUSION

We are committed to treating all people with fairness and respect. We aim to create an inclusive environment where people are treated with dignity, inequalities are challenged, and we anticipate and respond positively to different needs and circumstances to enable individuals to achieve their potential and foster good relations within the communities we serve. We want to be recognised as an organisation delivering fair, inclusive, accessible services and an employer and partner of choice.

When applying this policy, we act sensitively towards the diverse needs of individuals and to reduce discrimination and harassment by making reasonable adjustments such as:

- eliminating discrimination – by providing support to those who need it and information in accessible formats and languages on request.
- tailoring the policy to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community
- advancing equality of opportunity – treating all tenants fairly
- fostering good relationships – listening to customers and responding appropriately
- compliant with all aspects of Equality & Diversity legislation, and specifically the Equality Act 2010.

Contact us:

Email: info@cornwallhousing.org.uk

Telephone: **0300 1234 161**

By letter: **Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR**

www.cornwallhousing.org.uk

Alternative formats:

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact info@cornwallhousing.org.uk

