MOBILITY SCOOTER, E-SCOOTER & E-BIKE POLICY

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DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	14/04/09	Approved	20/04/09	DW	Customer Forum
02	15/05/12	SAG review	29/10/12	MV	Customer Forum
03	07/02/17	Reviewed	10/02/17	KH	SMT
04	25/02/2019	Review	25/02/2019	LA	LA
05	3/7/2023	Review & merge with Mobility Scooter Policy (General Needs) & incorporate E-Scooters & E-bikes	25/07/23	NB	SLT
06	April 2026	Review	July 2026	NB/TJ	SLT
07					
08					
09					
10					

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OVERALL AIM/INTRODUCTION

Gloucester City Homes (GCH) is committed to working alongside existing, new tenants & leaseholders who have mobility issues to facilitate the best outcome possible for all concerned. Gloucester City Homes recognises that our customers should under the Disability Discrimination Act and the Equalities Act have a quality of life, which allows them to have the provision for full mobility and maximises independent living, which includes the right to own a mobility scooter.

Gloucester City Homes conforms to the DDA legislation in ensuring our customers can maximise independent living using the most appropriate equipment available to allow them to do so.

The leasing or buying of Mobility Scooters forms part of a measure which assists this process. Even though our customers meet this cost privately, Gloucester City Homes has a duty to oversee that these vehicles are being used legally with full responsibility being taken by the owner/hirer.

The policy also addresses the increasing popularity of e-scooters and e-bikes and our policy regarding the use, storage and charging of these.

SCOPE OF POLICY

To provide clear unambiguous directions and instructions on the safe usage, storage and overarching legal requirements surrounding mobility scooter, e-scooter & e-bikes use in relation to living within GCH properties.

In doing so we will endeavour to help people maintain an independent lifestyle without unnecessarily putting the health & safety of others at risk.

LEGAL AND REGULATORY EXPECTATIONS

Whilst mobility scooters are currently not regulated in the UK, the primary legislation relating to mobility scooters includes:

- 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

Information and guidance on mobility scooters is also noted within other publications such as:
- BS EN 12184:2022
- Fire Safety in Purpose Built Block of Flats Guide 2024
- NFCC Specialised Housing Guidance
- Care Quality Commission (CQC) Fire Safety Information and Guidance Note 422

• RC59 "Risk Control: Fire safety when charging electric vehicles" 2012 published by the Fire Protection Association on behalf of RISC Authority
• House of Commons Transport Committee, Mobility scooters, Ninth report of session 2009-10

E-bikes (electrically assisted pedal cycles – EAPC) – no licence is needed to ride one and it does not need to be registered, taxed or insured.

E-scooters. It is currently against the law to use a privately owned e-scooter.

GCH Fire Safety and Prevention Policy – Section 5 General Advice to Residents Regarding Fire Safety where under Fire Safety in Communal Areas it states communal areas must be always kept clear and free of rubbish or hazards. It's also noted further later in the document items that should not be stored or placed in communal areas and scooters, mobility scooters, e-scooters, e-bikes and other walking aids are listed.

Aids & adaptations policy
Alterations policy
Lettings policy

SERVICE STANDARDS

PERMISSION TO KEEP A MOBILITY SCOOTER

Unless permission has been granted from Gloucester City Homes, no motorised mobility scooter is to be stored or used within the communal areas of any Independent Living Scheme or within any communal area/corridor in a block of flats. Any mobility scooters kept on Gloucester City Homes property must have appropriate insurance in place. This should include liability insurance in case of either damage to the building or injury involving other people who may be living at or visiting an Independent Living Scheme or block of flats.

Where written permission is granted, the customer must agree and comply with all conditions placed upon the storage and usage of the mobility scooter. Gloucester City Homes reserves the right to withdraw permission at any time should the conditions of the agreement be broken.

Whilst permission will not be unreasonably withheld, GCH takes responsibility for the health and safety of all customers within a block of accommodation and this must remain paramount.

Permission will only be granted if the customer is able to store the mobility scooter in suitable storage facilities or within their home. This will be assessed and deemed suitable by a representative of GCH. Costs relating to the storage and charging of the mobility scooter will also be considered and discussed with the customer. Consideration will also be given to additional costs such as cleaning floors/carpets and damage to walls, skirting boards and doors.

Examples of where permission will be refused or withdrawn include:

- There is no safe storage in the customer's home and no alternative safe storage and charging space can be provided.
- A major physical alteration to the premises is required, which GCH believes to be unreasonable in terms of cost and/or disruption to other residents.
- A customer fails to take out the necessary insurance cover and maintain their scooter to manufacturer recommendations.
- The scooter is deemed unsuitable by the Homes & Neighbourhood and Compliance teams following inspection and assessment of the property.
- Access to the property can only be gained via a communal lift and there is no direct level access to the property.
- The customer and/or family member wishes to keep more than one scooter.

Examples of safe storage and charging spaces include:

- A designated room within the property which provides fire protection to the residents and building in the event of a fire.
- A designated external space. Some Independent Living Schemes have communal scooter facilities. Allocation of a space for a mobility scooter will take place on a first-come, first-served basis. Permission will only be given if there is adequate space for the scooter. Permission will not be given for more than one scooter per household. If there is insufficient storage space, GCH will work with the customer to achieve a mutual solution, including the possibility of a personal external scooter storage facility through the Alterations Policy.

Any damage to Gloucester City Homes property caused by a mobility scooter 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 and asked to remove the scooter from the Scheme immediately.

Failure to comply will result in a breach of tenancy and the customer will be asked to remove the mobility scooter from the Scheme permanently.

PERMISSION TO KEEP AN E-SCOOTER OR E-BIKE

Customers do not need to seek permission to own an e-bike or an e-scooter. However, all customers must comply with this policy regarding legal use, storage, charging and fire safety.

Customers should:

- Buy e-scooters, e-bikes and chargers from reputable retailers.
- Ensure products, batteries and chargers comply with British or European standards.
- Purchase e-bike conversion kits only from reputable sellers and ensure they comply with relevant standards.
- Maintain adequate insurance to cover theft, damage, personal liability and fire-related losses where appropriate.

GCH reserves the right to take tenancy enforcement action where the storage, charging or use of an e-scooter or e-bike creates a fire risk, obstruction, nuisance or breach of this policy.

It is currently against the law to use a privately owned e-scooter on public roads and GCH does not permit e-scooters to be ridden on GCH-owned land.

Failure to comply with this policy may result in a breach of tenancy and customers may be required to remove the e-scooter or e-bike from the property.

ALTERATIONS TO PROPERTIES

No alterations can be made to the communal building or resident's home, without written consent from Gloucester City Homes.

Where residents are prepared to fund such alterations, they should seek formal permission in accordance with Gloucester City Homes policy on improvement works. Gloucester City Homes will not unreasonably withhold permission for a resident to place a small scooter shed at the rear of their property or where it is practicable to do so but only after successful consultation with neighbours who may be affected.

CONSULTATION

The Compliance Manager has been consulted on in the review of this policy.

APPEALS

Any appeals will be dealt with under GCH's Complaints Policy.

REVIEW

This policy will normally be reviewed triennially to ensure that it reminds fit for purpose, unless an earlier review is required due to regulatory, statutory or other requirements.