

## Supporting independence while managing safety

Powered mobility vehicles – including scooters, powered wheelchairs, and e-bikes - offer life-changing independence. We aim to support residents to use them safely and with confidence.

However, we also have legal responsibilities to manage **fire risks in communal schemes**. Fires involving lithium batteries can be intense, fast-spreading, producing large amounts of heat and toxic smoke. They may also block escape routes or damage shared property.

This factsheet explains when and where powered vehicles can be used, stored and charged. It applies to:

- Residents who currently own a powered mobility scooter, wheelchair, or e-bike.
- Residents planning to purchase or replace one.
- New applicants intending to bring one into a scheme.

## Our responsibilities

As your landlord, we must:

- Reduce the risk of fire, smoke, and trip hazards in shared spaces.
- Comply with the **Regulatory Reform (Fire Safety) Order 2005**.
- Meet the requirements of our buildings insurance.
- Regularly review how and where powered vehicles are stored and charged.
- Make sure our policy is fair, consistent, and based on fire service guidance.

## What you need to do

If you use or plan to buy a **mobility scooter or powered wheelchair**, you must:

- Apply for **written permission** from us.
- Comply with any safety conditions or restrictions we set.
- Take out appropriate insurance (third party liability and accidental damage).
- Keep the vehicle **well maintained and safe to charge**.
- Store and charge in designated , approved spaces.

If you use an **e-bike or e-scooter** (even if only stored at home) you must:

- Never charge or store it in communal areas.
- Never block corridors, exits or flat doors.
- Avoid charging overnight or unattended.
- Ensure it has a **genuine, approved battery** and charger.
- Let us know if you're unsure where or how it can be stored safely.

You can ask your Housing or Extra Care Manager for help with the process.

## Storage and charging

You must not store or charge **any powered vehicle**:

- In communal corridors, lobbies or stairwells.
- Outside apartments.
- In shared indoor areas unless approved and equipped for that purpose.

Approved charging areas must:

- Have electrical points that meet safety standards.
- Not obstruct exits or cause trip hazards.
- Be clearly marked and used only for that purpose.

We will inspect these areas regularly and may remove access if conditions are breached.

## Vehicles covered by this policy

This policy applies to:

- Class 2 powered wheelchairs and scooters (max 4mph, pavement use).
- Class 3 road-legal scooters (up to 8mph, may require registration).
- E-bikes and e-scooters, whether used for mobility or personal transport.

Manual wheelchairs, walking frames and other non-motorised aids are not restricted by this policy – but they may not be left in communal areas or block access routes.

## If the policy is not followed

We'll always try to work with you first. But if vehicles are stored or charged unsafely – we may:

- Ask you to remove them immediately.
- Withdraw permission to store them.
- Remove the vehicle (with notice).
- Recharge you for any related costs.
- Take tenancy enforcement action if the issue is repeated or serious.

## Insurance and safety checks

You must have appropriate insurance that covers:

- Accidental damage.
- Third-party injury.
- Fire or explosion risk.

We recommend all powered vehicles be serviced regularly – and that batteries are manufacturer approved and not second hand. Please let us know if your vehicle changes.

If your scooter is damaged, unsafe, or replaced with a different model, please let us know.

### New residents or applicants

If you're applying for a scheme and use a powered vehicle:

- Let us know during the application process.
- We'll access the building layout and availability of safe storage.
- Not all schemes have space – permission will be case by case.

### People, Places, Partnerships in practice

Powered vehicles play a key role in helping residents live independently.

For **people**, we support safe, confident use that promotes independence and day-to-day mobility.

In the **places** we manage, we must balance these benefits with our duty to protect shared corridors, emergency exits and homes from fire risk.

Through **partnerships** – between you, the resident, and the Fire and Rescue Service – we work to reduce risk and make sure the right precautions are in place.

By working together, we can keep schemes safe, accessible, and respectful for everyone who lives in them.