

MOBILITY SCOOTER POCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

DATE APPROVED:

EXPIRY DATE:

OWNER:

APPROVAL ROUTE:

MOBILITY SCOOTER PROCEDURE

NOVEMBER 2023

NOVEMBER 2026

**INDEPENDENCE, WELLBEING AND OT
SERVICE MANAGER**

EXECUTIVE MANAGEMENT TEAM

Mobility Scooter Procedure

1. Introduction

This procedure will give the appropriate guidance to teams when dealing with requests from tenants or leaseholders, asking for permission for a mobility scooter.

All enquiries regarding use and storage of mobility scooters will be dealt with in a sympathetic manner in order for Teign Housing to meet its obligations and to ensure certain minimum requirements are met.

Tenants wanting to acquire a mobility scooter will need to ask for permission to do so, also, a self-assessment form will be needed to be completed and returned to Teign Housing (Appendix 1)

The application of this procedure lies with the Customers and Communities teams. Where permission is given for a scooter to be kept, it will be the responsibility of the Asset Surveyor, Community Housing Officers or Independence and Wellbeing Advisors to give the permission, subject to the guidance/criteria as set out below within the 'Key Principles' section.

2. Mobility scooters (existing or new tenants or leaseholders)

Existing / new tenants or leaseholders wishing to buy a mobility scooter (either new or second-hand) should, prior to purchase, discuss and agree with the Community Housing officers (CHO) or Independence and Wellbeing Advisor (IWA), where the tenant or leaseholder proposes to store and recharge the scooter.

A tenant or leaseholder must request permission to store, use and charge a scooter within the development or their flat by completing a Mobility Scooter Request Form (Appendix 1).

New tenants

Tenants signing up to a property that already have a mobility scooter should be aware of the procedure in place to gain permission for a mobility scooter prior to sign up.

The accessibility of the communal area and property should be looked at by the CHO or IWA and guidance given to the Lettings Team when a property becomes void. This will enable the Lettings Team to give clear guidance to the prospective new tenant.

Existing scooters

The basic principle for the use of a mobility scooter is that it will normally be kept with a tenant's or leaseholder's own property, or that the tenant or leaseholder will provide suitable storage (if permission is granted) external to the common corridors or staircases. It is the responsibility of the tenant or leaseholder to keep the scooter maintained and recharged.

If there is a mobility scooter currently in a communal area, and it is not evident who owns it, the Community Housing Officers, or Independence and Wellbeing Advisors should attach a TORT notice to it, asking the owner to make contact or stating that the mobility scooter will be removed after 1-2 weeks max depending if High-Medium Risk, generally if deemed higher risk 1 week, would be reasonable.

Where the owner is known, the tenant or leaseholder should be informed of the health and safety and fire risks associated with storing / parking / charging the scooter in communal areas and advised that it should be stored / parked / charged within their own accommodation and not left in the communal area.

Key principles for the use of mobility scooters within Teign Housing schemes

- The storage, parking and charging of a scooter within a common corridor or staircase enclosure is prohibited.
- Teign Housing may prohibit a tenant or leaseholder from using a mobility scooter in a scheme if, by their general disregard for safety, they place other scheme residents, visitors or property at risk.
- Mobility scooters and wheelchairs are normally kept within a tenant's or leaseholder's own property and are the responsibility of the tenant or leaseholder to keep maintained and recharged.
- The practice of trailing wires across a corridor / escape route from a property to a scooter for charging purposes is prohibited.
- The ability of a tenant to get either on or off a mobility scooter must be achieved without assistance from TH staff.
- Scooters should not be driven within any enclosed corridor faster than walking pace.
- The use of the scooter should be limited to enable the user to travel from the front door of the building to their flat entrance door. They should not be used in lounges, laundries, and storage areas, etc, where they can cause obstructions for other users.
- The storage of a scooter external to any scheme must be in such a manner that it does not cause any health and safety issues to any other residents, visitors or threaten the fabric of the building.

- Where storage and charging facilities have been provided by Teign Housing and the resident prefers to use these facilities rather than store their vehicle within their own home, the user will be subject to a service charge for the storage and charging costs.
- Failure to comply with the provisions of this policy and supporting guidance may result in a breach of tenancy and the tenant will be asked to remove the scooter from the scheme permanently.
- The use of a mobility scooter in lifts is not permitted as it overloads the lifts mechanisms, the lifts are not designed as goods lifts so are unable to take the weight.

3. Insurance and Damage

- Insurance for mobility scooters is not mandatory by law. However, all residents of Teign Housing will be required to show evidence of insurance annually, covering personal injury to others and damage to the property in the event of accidents, misuse, or fire.
- The insurance document will be checked by the Community Housing Officers or Independence and Wellbeing Advisors annually. This will be logged on Cx.
- Insurance covering damage, etc, within the resident's or leaseholder's dwelling should be covered in the normal manner (contents insurance).
- Teign Housing will review the safe use, operation, storage and recharging of scooters / motorised wheelchairs as and when necessary.
- If a resident has been found to be causing damage to TH property, the resident may be charged for the repair (in particular, damage to floors, wall decoration and door frames within the common areas of the building).
- The Community Housing Officers or Independence and Wellbeing Team will check on the insurance document on an annual basis and log in Cx.

4. Advice from Devon & Somerset Fire & Rescue on storing scooters, etc, within a tenant's / leaseholder's home

- The scooter should be stored and charged within a room within the dwelling.
- The room should be fitted with a substantial door.
- When being stored or charged, the door to the room should be kept closed.
- The room used for storage or charging should be fitted with a smoke detector. If the room chosen to store or charge the vehicle does not already have a smoke detector, one should be fitted (and this should be at the occupier's expense).

- Recharging should be carried out only during daytime hours and not overnight. Recharging should never be carried out in the corridors or communal areas of a building.
- Battery charging should be undertaken in a ventilated room (i.e. ensure the window to the room is open). Note – if charging maintenance free battery (sealed battery), ventilation is not specifically required, but it would be best practice.
- In the event of a fire, the vehicle should not compromise the occupant from reaching the flat entrance / exit door.
- If the scooter is to be stored for any length of time, the battery should be removed.

5. Information note – storage of mobility scooters

Where it is not possible to store scooters in the tenant or leaseholder's home or within a suitable room within or outside the building, the following includes some examples of options:

- **External fireproof covers** – this option depends on whether there is space outside the tenant or leaseholder's home which will not cause an obstruction and where a power lead will not cause a trip hazard. We do understand these covers do not offer protection from theft.
- **Manufactured scooter storage units** – this is a secure unit with built in battery chargers and may be an option for those living on the ground floor or in dispersed schemes. Planning permission may not be needed. However, permission will still be required, and this will need to be assessed by Housing staff. This is to make ensure the scooter will not obstruct access paths or windows. A secure power connection to the tenant's property would be required and a level surface available for the unit to be sited on.

The cost of any of the above options will be at the tenant's / leaseholder's expense. Not being able to afford the solution cannot be allowed to override the safety issues of not having scooters in communal areas.

6. Complaints:

The Complaints and Compliments Policy and Procedure can be found on our website, but a hard copy can also be requested.

- [mobility-scooter-risk-assessment.pdf](#)



As space to store and charge a mobility scooter is limited in some of our housing schemes it may be necessary to allocate space on a needs basis. We would be grateful if you would provide the following information to enable us to make an informed decision.

Your name

Date of birth

Address

.....

Post Code

Model of proposed scooter (where known)

.....

Do you have a medical condition or disability which restricts your mobility?

Please describe.

Do you use any of the following to walk or get around?

one walking stick two walking sticks walking frame wheeled walker

manual wheelchair indoors outdoors both

powered wheelchair indoors outdoors both

Are you able to store the scooter/ wheelchair inside your own dwelling?

yes no

Are you able to store the scooter/ wheelchair on your own property i.e. A garden or shed?

yes no

Are you able to get from the storage area to your own dwelling?

yes no

Will you be able to get your scooter/ wheelchair into your property without any alterations i.e. ramps, widening paths...etc?

yes no

Please note that Teign Housing is not able to fund any alterations for scooters.

Are you able to manoeuvre the scooter within the storage area?

yes no

Are you able to get in / out of a car?

yes no

Are you able to access local shops and services?

Independently with family/ friends by car by taxi by bus

Please read the following statement:

I am aware that permission to store a scooter/ wheelchair in a Teign Housing property will be made on a needs basis. I give my consent for information to be shared with relevant medical and social care providers if further information is needed.

Signed..... Date.....

Tenant

Signed..... Date.....

Teign Housing