

Mobility Scooters Policy

1	Purpose and Approach.....	2
2	Scope and Exclusions	2
3	Legislation and Regulation	3
4	Definitions.....	4
5	Using Wheelchairs and Mobility Scooters Inside Buildings	4
6	Storage and Charging	5
7	Enforcement	7
8	Monitoring and Controls	7
9	Equality, Diversity and Inclusion	8
10	Communication	8
11	Policy controls sheet.....	9

1 Purpose and Approach

- 1.1 We recognise that mobility scooters can be important for residents who need support with day-to-day mobility and independence. At the same time, they have the potential to create fire and safety risks if they are stored, charged or used in unsuitable places. This is because they contain batteries, electrical parts and combustible materials, and may also obstruct communal areas or escape routes.
- 1.2 The policy explains our position and sets out how we will manage the use, storage and charging of mobility scooters in buildings that we own or manage. This balances support for individual residents' independence, while keeping buildings safe, communal areas clear and escape routes unobstructed for all.
- 1.3 Our approach is to support the safe use of mobility scooters wherever this is possible, while making sure no arrangement creates a fire or safety risk. We clarify our position depending on the class and type of vehicle.
- 1.4 Mobility scooters must never be stored or charged in communal escape routes or other communal areas. Any storage or charging arrangement must be safe, suitable for the building and approved where required in line with this policy. Please see section 6 for further information, including where specific arrangements may be put in place.

2 Scope and Exclusions

- 2.1 This policy covers manual wheelchairs, powered wheelchairs and mobility scooters, including how they are used, stored, parked or charged in buildings and areas that we own or manage.
- 2.2 This policy applies to all properties owned or managed by us, where residents may wish to keep, store or charge a mobility scooter, even on a temporary basis.
- 2.3 It applies to:
 - tenants
 - leaseholders
 - shared owners
 - household members
 - visitors, where relevant.
- 2.4 It covers internal and external communal areas, individual homes where scooters may be kept or charged, and any other part of a building or estate where a mobility scooter may be used, stored, parked or charged.

- 2.5 This policy should also be read alongside our Clear Communal Areas Policy.
- 2.6 This policy does not cover abandoned goods left in a property or shared area after a tenancy ends, or items where ownership cannot be identified. These matters are dealt with under the Abandoned Goods Policy.
- 2.7 **Note:** While out of scope of this policy, other small electric vehicles, such as e-bikes and e-scooters must not be used, stored or charged in communal areas of our buildings. If you charge any battery-operated product in your home, including e-bike or e-scooter chargers, you should do this safely, follow the manufacturer's instructions, and not leave it unattended while charging.

3 Legislation and Regulation

- 3.1 We aim to meet our legal and regulatory duties when applying this policy. Relevant legislation and guidance includes, but is not limited to:
- **Regulatory Reform (Fire Safety) Order 2005**

The Order requires the 'Responsible Person', typically the Landlord, Building Owner, or Managing Agent, to ensure that communal areas are kept clear and safe, as part of a fire risk assessment, maintaining unobstructed escape routes and reducing fire hazards to protect occupants.
 - **Housing Act 2004**

Under the Act, landlords must ensure communal areas are kept safe, as part of the Housing Health and Safety Rating System (HHSRS), which assesses fire risks and requires unobstructed escape routes to protect residents
 - **Equality Act 2010**

We recognise that some residents may need support due to a disability or health condition which has reduced their mobility. We will consider individual needs and any reasonable adjustments in line with our wider equality duties.
 - **Use of Invalid Carriages on Highways Regulations 1988**

This legislation classifies mobility vehicles and helps define the type of vehicle covered by this policy. See 4.1 for more information. See also Appendix 1.
 - **Consumer Standards**

The Regulator of Social Housing sets Consumer Standards, which we are expected to meet. Our policies and processes are reviewed in line with such standards. For this policy we draw attention to the Safety and Quality Standard.
- 3.2 The requirements of this policy are consistent with residents' tenancy or lease obligations to keep communal areas clear and safe.

4 Definitions

- 4.1 **Mobility scooters-** defined as ‘invalid carriages’ under the Use of Invalid Carriages on Highways Regulations 1988. The regulations divide vehicles into three classes:
- **Class 1 vehicles-** manually operated wheelchairs that are not electrically powered.
 - **Class 2 vehicles-** designed mainly for use on pavements, with a maximum speed of 4 mph. Class 2 mobility scooters are generally smaller and more compact than Class 3 scooters and some models may be suitable for indoor use. This category includes both powered wheelchairs and mobility scooters.
 - **Class 3 vehicles-** powered vehicles and mobility scooters designed for use on pavements and roads, with a maximum speed of 8 mph. These devices are generally larger, heavier and intended for outdoor use. Class 3 mobility scooters must be registered with the DVLA.
- See Appendix 1 for examples of scooters under each category.
- 4.2 **Communal Areas-** refers to areas of a house or a block of flats or an estate that residents have a right to use in common, for example, means of access to and exit from their flats. Communal areas can include, but are not limited to:
- corridors and walkways
 - entrance ways and exits
 - stairs and landings
 - lift lobbies
 - shared lounges and communal rooms
 - bin or bike stores
 - shared external areas
- 4.3 **Fire Risk Assessment (FRA)-** a systematic process that identifies potential fire hazards, evaluates the risks associated with them, and implements measures to eliminate or reduce those risks to an acceptable level.

5 Using Wheelchairs and Mobility Scooters Inside Buildings

- 5.1 Manual and powered wheelchairs can be used within our buildings. Where they are used, they must be operated safely and responsibly and comply with the storage

requirements set out in Section 6 of this policy and the requirements of our Clear Communal Areas Policy.

- 5.2 Mobility scooters, including most Class 2 (other than powered wheelchairs) and all Class 3 scooters, are generally designed for outdoor use, and we do not permit them to be used within our buildings. This is because their size, turning radius and operating characteristics means they are usually unsuitable for indoor environments, and could create safety risks for residents, visitors and our colleagues.
- 5.3 If you need mobility assistance when moving through the building, you should consider using a manual or powered wheelchair indoors and transferring to your mobility scooter outside the building. You may wish to contact your GP or an Occupational Therapist to determine the best solution for your circumstance.
- 5.4 In some locations, different arrangements may apply where specific building features, local risk assessments or local rules allow for this. For example, we may be able to designate an area for storage in some of our sheltered housing.
- 5.5 Any additional arrangements we make are subject to ongoing review and may change if circumstances change. This may include where the agreed conditions are not followed, the scooter is not being used safely, the risks within the building change, or a Fire Risk Assessment identifies that the arrangement is no longer suitable. In these circumstances, we may amend or withdraw arrangements and discuss alternative arrangements with you.
- 5.6 Even where we have made some provision, this is likely to be for a limited number of vehicles. Unless you have been advised otherwise, any availability may be on a first come first served basis. You will then need to find an alternative storage location elsewhere. We advise you to check what arrangements and availability is in place for your building, before getting a mobility scooter.
- 5.7 If you are unsure whether your mobility scooter can be used at your building, please contact us and we will be happy to discuss your circumstances and provide advice.

6 Storage and Charging

6.1 General rules

- 6.1.1 If you live in a separate house, or a flat where you do not share or need to access your home through any internal communal area, you may be able to store and charge your mobility scooter within your home, provided this can be done safely and in line with the recommendations in section 6.1.3.
- 6.1.2 In properties that have communal parts (such as flatted buildings), mobility scooters must only be stored and charged in an approved external location, where provided. Mobility scooters should not be brought into communal residential buildings for storage or charging. Where practical, you may be able to remove the battery and

charge it inside your home instead. When charging a battery inside your home, you must follow the recommendations in section 6.1.3.

6.1.3 Where a powered wheelchair, mobility scooter battery, or (where permitted) a mobility scooter is kept or charged inside your home, it should not be stored in a hallway, entranceway, or anywhere it could block your escape in an emergency. Where possible, it should be charged:

- in a non-sleeping room with a working smoke alarm
- away from the escape route
- with the room door shut while charging
- during the day, while you are awake and alert.

6.1.4 You must use the correct charger and follow the manufacturer's instructions. You should only buy mobility scooters, batteries and chargers from reputable suppliers. Scooters should be regularly serviced and maintained in line with the manufacturer's instructions, including any guidance about batteries, chargers and safe charging.

6.2 L&Q Living Schemes

6.2.1 L&Q Living schemes may have specific arrangements for mobility scooters. Where suitable use, storage and charging arrangements have been assessed and agreed for the building, mobility scooters are permitted in line with the local arrangements. If you move into an L&Q Living scheme with a mobility scooter, or your mobility needs change after moving in, you should let us know so we can confirm what arrangements apply for your building or discuss alternative arrangements.

6.2.2 Where suitable and fully approved by us, a storage or charging area could be:

- a dedicated external room or store
- an approved external charging point
- a purpose-built internal room with suitable fire protection
- an unused room, such as a former office, storeroom or meeting room, where this has been fully assessed and approved for this purpose
- a communal room, such as a lounges

6.2.3 Any agreed storage or charging location must be appropriate for the building, must not compromise fire safety or obstruct escape routes, and must not be used for general storage or for any items other than approved mobility scooters. Local risk management arrangements may apply depending on the building.

6.2.4 Charging in approved non-residential areas must only take place between 09:00 and 17:00, unless a purpose-built charging facility is provided and we have confirmed that

longer charging periods are allowed. In unstaffed premises, timer switches must be used to reduce the risk of overcharging and the battery overheating.

- 6.2.5 If no suitable approved area is available, you may be permitted to keep the scooter within your flat if this can be done safely. In these cases, the requirements under section 6.1.3 apply.

7 Enforcement

- 7.1 If a mobility scooter creates an immediate fire or safety risk, we may remove it without prior notice where this is necessary to protect residents, visitors, or the building. This approach is consistent with how we manage other high-risk items in communal areas under our Clear Communal Areas Policy.
- 7.2 Where unsafe use continues, we may:
- Arrange removal of the vehicle
 - take action under the tenancy or lease
 - withdraw any arrangements
 - restrict access to any approved storage area
 - take any other appropriate action to reduce the risk to others
- 7.3 Where damage is caused to a property as a result of misuse of a mobility scooter, you may be recharged for the repair cost. Please see our Repairs Policy.

8 Monitoring and Controls

- 8.1 Fire Risk Assessments will consider whether mobility scooter arrangements in common parts of a building remain suitable and safe.
- 8.2 We may identify, through inspections, checks, or complaints from others, that a mobility scooter is being misused, stored or charged in the wrong place. Where this happens, we will take appropriate action in line with this or related policies.
- 8.3 Where approved storage or charging arrangements are in place, these may be reviewed if the use of the space changes, the building risk changes, or the arrangement is misused. Where we provide storage or charging arrangement for mobility scooters this is not a right, and we may cancel or change a previous arrangement, including on a temporary basis. We will try to give reasonable notice if so.

9 Equality, Diversity and Inclusion

- 9.1 We will apply this policy fairly and consistently, and in line with expectations of the Equality Act 2010.
- 9.2 We recognise that mobility scooter users are more likely to be disabled and older residents. We recognise people may be affected differently by this policy depending on their own circumstances, the building, and any local storage or charging arrangements.
- 9.3 The policy is intended to support the safe use of mobility aids, not to prevent residents from using them. Where appropriate, and where it is safe to do so, we will consider individual circumstances, reasonable adjustments and alternative arrangements. Any flexibility must be proportionate, risk assessed and consistent with fire safety requirements. For more information on how we support residents with additional needs, or how we consider a service adjustment, please contact us to discuss.
- 9.4 We will monitor the impact of this policy through complaints, resident feedback, estate inspections and Fire Risk Assessments.

10 Communication

- 10.1 We will publish this policy internally for colleagues, together with supporting guidance, procedures, and where applicable information about local arrangements.
- 10.2 We encourage you to contact us if you want to report a concern, ask for advice about safe storage or charging, or if you are considering getting a mobility scooter.
- 10.3 If you wish to make a complaints about how this policy has been applied, we will manage your complaint in line with our Complaints Policy.

11 Policy controls sheet

Date of approval: 06/08/2026

Approved by: Customer Group

Effective date: 06/08/2026

Next Review date: 06/08/2029

Policy owned by: Director of Housing Management & LQ Living

Associated documents: Appendix 1- Mobility Scooters Policy, Clear Communal Areas Policy, Fire Safety Policy

Main change	Key points
New Mobility Scooters Policy	Sets out requirements for the safe use, storage and charging of mobility scooters. Clarifies that scooters must not be stored or charged in communal areas. Explains when local arrangements may apply and what action may be taken if there is a safety risk.
Reviewed by: The Policy Team	
Approved by: Customer Group	