



Mobility Scooter Policy **(Including Electric Powered Personal Vehicles)**

Review Lead/Author	Name: Tina Warren Job Title: Director of Homes		
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1. Policy Statement

- 1.1. CHS recognises the benefits that mobility scooters and other electric-powered personal vehicles, such as e-bikes and e-scooters, can offer. We are committed to supporting their safe storage and charging. This policy is designed to balance your needs with our responsibility to protect all occupants and visitors in line with relevant health and safety legislation, including fire safety regulations.
- 1.2. CHS's approach to the storage of mobility scooters, electric-powered personal vehicles, and any other items in communal areas will be based on the specific risks and circumstances of each building. However, due to the potential impact on escape routes, the increased risk of fire in communal areas, and the associated danger of serious injury or loss of life, CHS reserves the right to adopt a zero-tolerance policy on the storage of items in these areas.

2. Legislation

- 2.1. This policy and its relevant procedures are designed to ensure that CHS meets its obligations as set out in the following legislation or as subsequently amended or updated:
 - The Regulatory Reform (Fire Safety) Order 2005
 - Equality Act 2010
 - Management of Health and Safety at Work Regulations 1999
- 2.2. In multi-occupied residential buildings, fire safety regulations may take precedence over the storage of items such as mobility scooters in communal areas to reflect the outcomes of the fire risk assessment and CHS' safety policies for the premises.

3. Obligations and Scope

- 3.1. The Regulatory Reform (Fire Safety) Order 2005 requires that fire risks in common areas are assessed, and appropriate actions are taken to reduce those risks. In residential buildings, fires involving mobility scooters, electric-powered personal vehicles, and their batteries can pose a significant life safety risk to tenants, licensees, leaseholders, employees, firefighters, and others when these items are stored in communal areas or escape routes.
- 3.2. This policy addresses the assessment and management of risks associated with mobility scooters and electric-powered personal vehicles, in response to a growing number of fires linked to the batteries used in these items. It also highlights the heightened danger they may pose to safe evacuation, as they can obstruct exit routes or reduce visibility due to hazardous smoke.
- 3.3. This policy applies to both the internal and external parts of buildings, including balconies, communal areas, places, and structures. It does not apply to individual private homes, such as individual flats within a block or separate family houses. However, when residents choose to store or charge mobility scooters or electric-powered personal vehicles inside their private homes, CHS will still consider the potential risks associated with doing so. Further guidance on safe storage and charging is provided in **Appendix A**, which outlines how CHS can assist in ensuring safety.
- 3.4. CHS acts as the duty holder for all premises where it has retained full responsibility for carrying out risk assessments, remedial repairs, and ongoing maintenance. This responsibility does not extend to properties where it is clearly stated—such as in the lease

agreement, Tenant Handbook, or other CHS policies and procedures—that these duties lie with another party.

4. Permissions

- 4.1. If you live in a purpose-built block of flats, you must obtain permission from CHS before purchasing a mobility scooter or electric-powered personal vehicle, if you intend to store or charge it—or its battery—in a designated storage area within or near the building. Where appropriate, we may recommend that you store the item within your property. In such cases, a risk assessment will be carried out to ensure this does not compromise your safety or the safety of others. The permission form is available online at www.chsgroup.org.uk and must be submitted in writing to info@chs.org.uk.
- 4.2. Examples of the types of mobility scooters, electric-powered personal vehicles, and batteries that require permission are provided in **Appendix B**. Permission is not required to store a Class 1 (manually operated) wheelchair inside your property, although it must not obstruct escape routes or contribute to the spread of fire. Due to their size and weight, Class 3 powered vehicles may not be permitted if they cannot fit through internal doors or are too heavy for use in lifts.
- 4.3. Upon receiving your permission request, we will work with you to balance your needs against the associated risks. Each request will be considered on its individual merits, and we will clearly explain the reasons for our decision. However, permission will be immediately declined if:
 - There is no designated area on the premises for the storage or charging of items.
 - The designated storage area, where applicable, is currently at full capacity. However, new applicants may request to be added to a waiting list.
 - Items block the means of escape or create greater risk for arson.
 - Supporting documentation for the permission request has not been provided.
 - Allowing the item may cause distress or encourage anti-social behaviour.
 - There is no evidence that the item has been manufactured to industry standards.
 - CHS is aware that the item is either unfit for use or may be used illegally, potentially breaching the terms of your tenancy.
 - You are requesting permission for a manually operated vehicle (Class 1), for which permission is not required.
- 4.4. When selecting a mobility scooter or electric-powered personal vehicle, you must ensure you are legally permitted to use such equipment, particularly if it will be operated on public roads and/or pavements. You are expected to operate their vehicles responsibly, show consideration for others—especially pedestrians—and take care to avoid damage to fixtures, fittings, and communal areas.
- 4.5. Permission can be applied for retrospectively. Anyone found persistently storing or charging mobility scooters or electric-powered personal vehicles and batteries in an escape route or using the vehicle in a way that impacts the building, and its users will have their permissions withdrawn. Permission will also be withdrawn if evidence of regular maintenance is not provided. Before receiving permission, CHS will ask you to agree to the terms and conditions set out by CHS. You must notify CHS if you no longer require permission to store items on the premises.

5. Designated Storage Areas

- 5.1. It is recommended that combustible items, such as mobility scooters, electric-powered personal vehicles, and their batteries, be stored within a purpose-built, fire-resistant storage enclosure. However, in some locations, providing a suitable storage area—either indoors or outdoors—may not be physically feasible. In such cases, you are not permitted to store or charge these items in communal areas.
- 5.2. Where adequate space for a storage area exists, you may be eligible to apply for individual major adaptation funding to support the provision of personal storage facilities. It is your responsibility to explore this option with the relevant funding organisation, such as the Local Authority, or you may apply directly through CHS. A guide to adaptations is available in your CHS Handbook. You must always obtain written consent from CHS before carrying out any major adaptations or alterations. Requests for alterations and major adaptations should include a professional assessment, such as an Occupational Therapist's report, and our approval is subject to the findings of a building risk assessment.
- 5.3. In certain circumstances, CHS may provide communal storage facilities where adequate space exists, subject to the availability of investment funding and, where necessary, the granting of planning permission. Such provision will only be considered if it benefits multiple residents, is appropriate to the nature of the accommodation, and is unlikely to disadvantage others. The suitability of this measure will be determined based on the premises' risk assessment.

6. Managing the Risk

- 6.1. In locations without dedicated storage areas, storing and charging combustible items within your own home reduces the fire risk in communal areas by keeping the item within a fire-resisting enclosure behind a fire-resisting, self-closing door. If this option is considered, the item must never be stored or charged in a hallway where it could obstruct the only available means of escape. Ideally, the item should be stored and charged in a separate room fitted with a fire-resisting door and fire detection.
- 6.2. In higher-risk buildings—such as supported needs housing, sheltered accommodation, and housing with care schemes—where there is demand for mobility scooters, CHS will carry out a risk assessment to determine whether there is sufficient space to store the scooter safely within your home. Where appropriate, CHS may also carry out risk assessments in general needs flats. This typically applies when concerns have been raised, such as in cases of hoarding, or where the property is unsuitable for storage due to factors like inappropriate charging points, obstructions, or increased risk of trips and falls.
- 6.3. You are required to carry out annual servicing (where necessary), conduct annual Portable Appliance Testing (PAT), and ensure your vehicle is adequately insured to cover any injury or damage to both internal and external areas of the premises. If regular testing or maintenance identifies a fault, it is your responsibility to repair or replace the item before it can be used again. Failure to provide evidence of regular testing and maintenance when requested may result in permission to store the vehicle on the premises being withdrawn. CHS may assist with annual PAT testing in schemes where a communal PAT programme is already in place.

- 6.4. It is acknowledged that not storing items on the premises may put you at a disadvantage, such as increasing the risk of financial loss, isolation, or falls. In high-risk situations, we will consider everyone's circumstances and, where possible, provide a remedial plan. This may involve seeking assistance from qualified professionals such as risk assessors, the fire service, Occupational Therapists, or support workers. Initially, you will be asked to make reasonable adjustments to reduce risk. CHS will also consider making reasonable adjustments to support those at a disadvantage.
- 6.5. All permitted mobility scooters will be recorded on a register. When visiting communal areas, CHS will monitor for any items being charged or left in escape routes or other communal spaces. We will attempt to identify the owner and ask them to remove the items, unless there is a very high risk, in which case we may remove the items immediately. If we remove items, you may be charged for the cost. Failure to move the items within the requested timescale may result in tenancy action. This also applies to any situation described in **Section 4**.

7. Housing Allocations

- 7.1. In accordance with the CHS Letting process, applicants may assess the suitability of a property based on their needs; however, CHS may decline to offer a tenancy if the property does not meet those needs. If circumstances change during a tenancy and consent to store items in communal areas is refused, CHS will support residents in finding alternative solutions. This may include assistance with applying for alternative accommodation through the HomeLink scheme and advocating for relevant medical priority with the Local Authority. Where appropriate, CHS may also request that you consider alternative accommodation to ensure compliance with this policy.

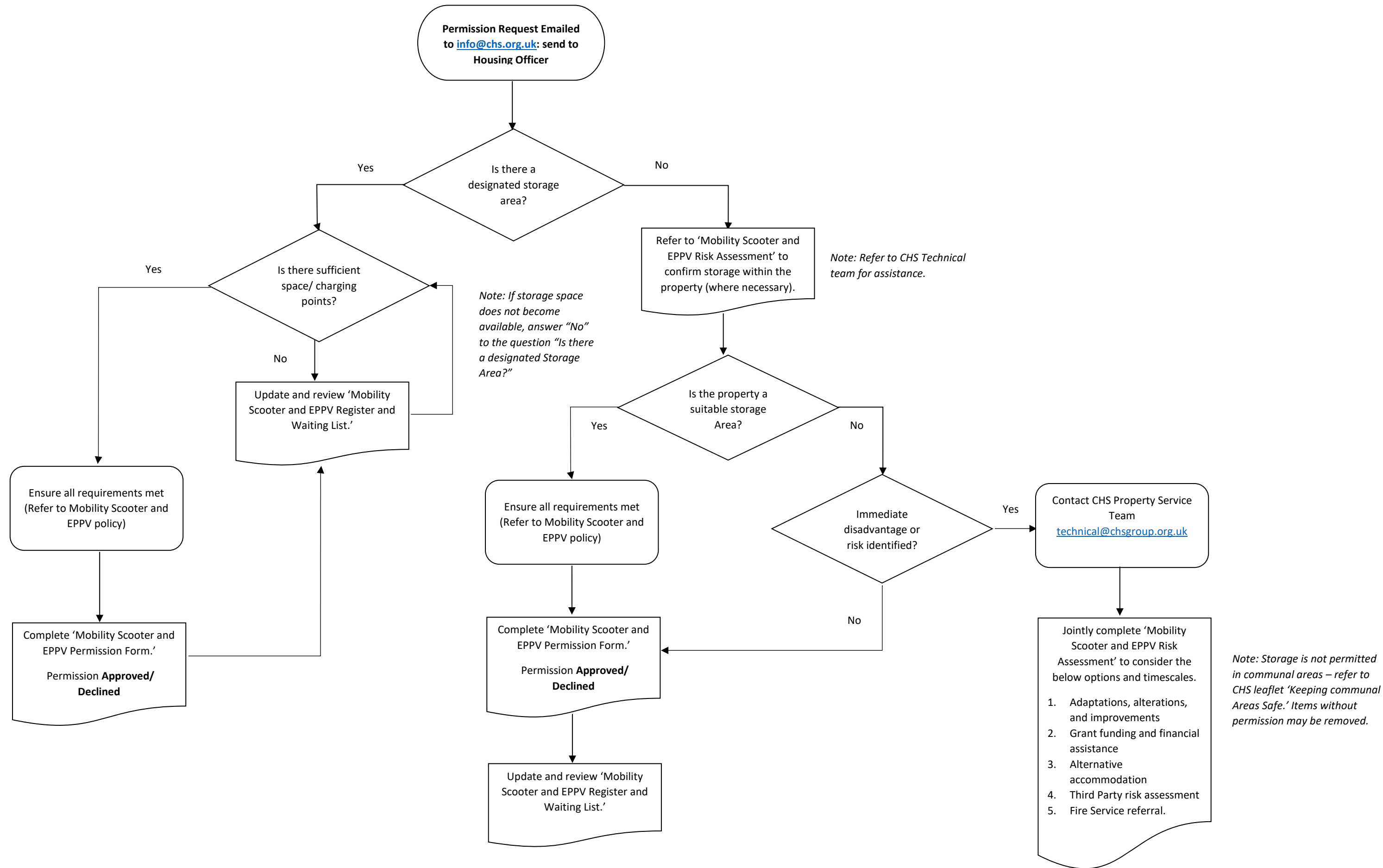
8. Complaints and Compensation

- 8.1. Where permission has been refused, you have the right to appeal the decision through CHS' complaints policy. A copy of CHS Group's Complaint's Policy and Compensation Policy can be found on our website www.chsgroup.org.uk. You may also find the following information helpful when appealing an outcome:
- National Fire Chiefs Council Mobility Scooter Guidance for Residential Buildings which provides clear guidance on how to manage fire risk.
 - CHS Tenant Handbook which sets out CHS and tenants' responsibilities.
 - CHS leaflet 'Keeping communal Areas Safe' which sets out how we manage communal areas to ensure everyone is kept safe.
 - CHS mobility scooter and EPPV leaflet

9. Equality and Diversity

- 9.1. The Equality Act 2010 makes it unlawful for an employer to discriminate against or harass a disabled person. Employers must also make reasonable adjustments to accommodate disabled individuals. CHS recognises that everyone's needs and circumstances may differ; therefore, this policy will be applied on a case-by-case basis to ensure a balanced and reasonable approach, with the primary aim of safeguarding people by minimising the risk of fire.

Appendix A: Mobility Scooters and Electric Powered Personal Vehicles Policy Summary



The above also applies when requesting retrospective permission and is not applicable to Class 1 vehicles and homes without a shared means of escape.

Appendix B: Examples of Mobility Scooters, Electric Powered Personal Vehicles and Batteries

Mobility scooters are defined as 'invalid carriages' under the Use of Invalid Carriages on Highways Regulations 1988. The regulations divide machines into three classes:

- Class 1 Vehicles – Manually operated wheelchairs not electrically powered are excluded from any reference within this policy to fire loading, source of ignition etc. However, any reference to storage of items in communal areas applies to and includes ancillary walking aids such as walking frames and rollators etc.
- Class 2 Vehicles – Powered wheelchairs and mobility scooters for pedestrian routes and indoor use that are limited to a maximum speed of 4mph and do not exceed a weight of 113.4kg.
- Class 3 Vehicles – Powered Vehicles and mobility scooters that are designed to travel up to 8mph and are used on roads/ highways and fitted with a device to restrict travel to a maximum speed of 4mph on pedestrian routes and for indoor use. Class 3 vehicles are required by law to be registered with DVLA for road use.

Electric Powered Personal Vehicles (e.g., e-bikes, e-scooters, and e-unicycles) come in lots of different varieties. Typical examples include but are not limited to:

- Electric bikes are known as 'electrically assisted pedal cycles' (EAPCs). You do not need a licence to ride one and it does not need to be registered, taxed, or insured. You can ride an electric bike if you are 14 or over if it meets certain requirements.
- The term "powered transporters" covers a variety of novel personal transport devices which are mechanically propelled as well as or instead of being manually propelled. It includes e-scooters, Segways, hoverboards, go-peds, powered unicycles, and u-wheels.
- Given how powered transporters are motorised and designed, they fall within the legal definition of a "motor vehicle." Therefore, the laws that apply to motor vehicles apply to powered transporters. Any person who uses a powered transporter on a public road or other prohibited space in breach of the law is committing a criminal offence and can be prosecuted.

Batteries, particularly any that have been modified, damaged, used incorrectly or poorly maintained can cause serious, rapidly developing fires that are extremely hard to extinguish. Typical examples include but are not limited to:

- Sealed Lead Acid batteries, which have low fire risks, however, the hydrogen gases that it emits during charging are flammable and highly explosive there is a fire and explosion risk if it builds up to dangerous levels.
- GEL and AGM (Absorbent Glass Mat) batteries also generate highly flammable hydrogen gas during charging and operation of batteries. If ignited by burning cigarette, naked flame, or spark, may cause battery explosion with dispersion of casing fragments and corrosive liquid.
- Lithium (or Lithium-ion which are rechargeable) battery fires generate their own oxygen and can be exceedingly difficult to extinguish. exposed to the conditions, storage, and use, the potential malfunction, physical damage, or heat exposure of lithium-ion batteries can lead to fire under adverse conditions.