

Guide to Mobility Scooters and Electric Powered Personal Vehicles (EPPV)



Fire Safety

It is important to CHS that you store mobility scooter and EPPVs safely and comply with fire safety regulations.

Why are Mobility Scooters and EPPVs a Fire Risk?

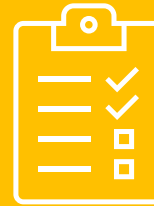
- Many vehicles use lithium-ion batteries, which can catch fire if damaged, overcharged, or poorly maintained.
- Large items obstruct escape routes, which must always be kept clear.
- Burning plastics and batteries produce dense, toxic smoke that can reduce visibility, impair breathing, and disorient or incapacitate evacuees.

Permission

If you live in a purpose-built block of flats, you must obtain permission before keeping your mobility scooter or EPPV on the premises.

This applies to any intention to store the item:

- Within their private property (e.g., flat or apartment), or
- In a designated storage facility located in or around in the building.



The permission form can be found online at

www.chsgroup.org.uk

Submit your completed form to info@chs.org.uk

You will be allocated a dedicated space within the mobility scooter store on a first-come, first-served basis.

Permission will only be granted subject to:



Availability of suitable and compliant storage space.



Confirmation that fire safety regulations are met.



Evidence that the scooter meets appropriate safety standards (e.g., battery type, condition, and certification).

If the storage facility is at maximum capacity, you will be placed on a waiting list. Unfortunately, we are unable to provide timescales, so please do not purchase or lease a scooter until you have confirmed that you can safely store it on site.

Responsibilities

When considering your permission request, CHS will:

- ✓ Ensure each permission form is carefully considered.
- ✓ Ensure any designated storage areas are maintained and are fit for purpose for storage and charging.
- ✓ Ensure that an appeals process exists and that we report any fire incident.
- ✓ Ensure all alterations or adaptations consider fire safety and any building regulation requirements.

What we will ask from you:

- ✓ Evidence that the equipment is maintained in line with manufacturer recommendations.
- ✓ An insurance certificate and Portable Appliance Test (PAT).
- ✓ That you set the vehicle to its lowest speed setting when moving around the premises and all damage is avoided.
- ✓ That equipment is not stored or charged in communal areas, on escape routes, near stairwells, lifts, or entrances, balconies and is located a safe distance from the building.

You should seek professional advice when buying or leasing a scooter either from an Occupational Therapist or a reputable dealer.

When permission is granted, you will be asked to accept our terms and conditions based on our policies. Failure to comply with these policies may result in:

- Removal of the item or your permissions
- Recovery of associated costs
- Enforcement action under tenancy or lease terms



A copy of CHS' 'Mobility Scooter EPPV Policy' is available on our website www.chs.org.uk.

Ending your storage licence - If you no longer require permission to store a mobility scooter or EPPV, please let us know immediately by emailing info@chs.org.uk.

Adaptations and Alterations

If your property is not suitable for storing equipment indoors and no dedicated facility is available, it may be possible to arrange an adaptation to your property.

Any request for change or adaptation to your building will require alterations approval for either yourself or the Local Authority where applicable. **You may be able to get help with adaptations.** Please refer to your CHS handbook for more information about adaptations and alterations.

Complaints and Appeals

If you are unhappy with our service or wish to appeal the outcome of your permission request, you can make a complaint. **A copy of CHS Group's Complaint's Policy and Compensation Policy can be found on our website.**

Alternatively, if you have a question contact us by calling 0300 111 3555 or email info@chs.org.uk.



Or visit us online at www.chs.org.uk and complete the contact enquiry form



