



Mobility Scooter Policy

January 2025

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1. Introduction

- 1.1 This policy applies to all properties managed by SW9 Community Housing ('SW9'), with a particular focus on the older persons and sheltered schemes. However, we recognise that residents in all housing types may require mobility scooters.
- 1.2 SW9 recognises the benefits of mobility scooters which enable users with limited mobility to maintain their independence and support social inclusion.
- 1.3 There is no legal obligation for SW9 to provide scooter storage facilities. However, we recognise the benefits of mobility scooters and want to support the safe storage and charging of this equipment.
- 1.4 SW9's sheltered and older person's schemes have existing storage and charging facilities. Where there is no designated charging or storage area, mobility scooters must be stored outside the building, or within the demise of the tenancy. However, they cannot be stored in internal communal areas as they present a fire risk by restricting escape routes in the event of a fire.

2. Aims and Objectives

- 2.1 The aim of this policy is to ensure the safety of SW9 residents who might be endangered by the inappropriate storage and use of mobility scooters and to set out a simple application process enabling residents to store a mobility scooter.
- 2.2 Through this application process, we will maintain a comprehensive register of mobility scooter users. This register will facilitate the implementation of appropriate storage solutions, tracking of scooter locations, and the effective management of association risks.

3. Policy Statement

- 3.1 This policy aims to balance the need of the individuals independence against our responsibilities under the relevant health and safety legislation including fire safety.
- 3.2 Mobility scooters can present a hazard to the user and to other residents. This policy will ensure that we treat our residents fairly and equitably whilst ensuring that they can remain living safely in their homes.
- 3.3 The policy sets out SW9's approach to the requirement for applying for permission to store and charge a mobility scooter in the building, the agreement, and the use and storage of mobility scooters on SW9 property in order to ensure the safety of all our residents.

4. Definition of a Mobility Scooter

- 4.1 A mobility scooter means any class 2 or class 3 Invalid Carriage as defined by the Use of Invalid Carriages on Highways Regulations 1988. This covers all battery powered mobility scooters as well as battery powered wheelchairs.

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- 4.2 Class 2 applies to any battery powered machine that is designed for use on the footway travelling at speeds of up to 4mph. This class also includes battery powered wheelchairs. Class 3 applies to a machine that can be used on both the footway and the highway. They are limited to 4mph on the footway and 8mph on the highway. Class 3 machines must be licensed with the Driver and Vehicle Licensing Agency (DVLA).
- 4.3 For the purposes of this policy, scooters that are not specifically designed for mobility use will not be permitted, nor will any equipment that may use alternative power e.g., combustion engine or flammable fuels.
- 4.4 Mobility scooter users don't need to pay for vehicle tax, but users of class 3 vehicles must register their vehicle with the DVLA
- 4.5 By law mobility scooter users do not have to take out insurance to use their vehicle, though it is recommended. However, to be granted permission to use, store and/or charge their vehicle on properties managed by SW9, users must have appropriate insurance.
- 4.6 Government guidance on mobility scooters, and the requirements around them are detailed here: [Using mobility scooters and powered wheelchairs: Overview - GOV.UK](#)

5. Application Process

- 5.1 Customers must seek permission to keep a mobility scooter in any property managed by SW9 by completing the Mobility Scooter Application Form (see Appendix A). This is to ensure health and safety is not compromised and SW9's insurance requirements are met. The completed form should be sent to their Neighbourhood Officer and forwarded to the Supported Housing Scheme Manager.
- 5.2 Whilst the request is managed by the Supported Housing team, they will liaise with SNG Fire Safety Team to conduct a joint assessment with the resident to consider the building, potential risks and the person's needs together. The Risk Assessment will consider:
 - What risk there is to the resident
 - What risk there is to other customers
 - Whether the resident supplies evidence of third-party insurance
 - Whether the mobility scooter is safe to use (e.g. if there are lifts on the premises) (if necessary).
- 5.3 There are two potential outcomes resulting from the risk assessment:

Grant Permission

- If permission is granted, then SW9 will send a confirmation letter to the applicant , which will state:
 - where the allocated mobility scooter storage space is located, and whether any

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keys will be issued.

- users must travel alone with their mobility scooter in the lift to ensure safety and prevent overloading.
- the cost of any damage to our property caused by their mobility scooter will be recharged to them.
- the storage and charging arrangements, depending on the facilities of the scheme, e.g.:
 - a designated space in an external storage block
 - a non-designated space in an integral charging/storage area
 - a designated space in an external storage block
 - a non-designated space in an integral charging/storage area
- no overnight charging in our stores will be permitted, mobility scooters should only be charged in the designated storage areas between 7.00 am and 21.00 pm to reduce the potential risk of fire overnight. This will normally be enforced via a timer.
- The SW9 Mobility Scooter Register on SharePoint should be updated each time permission for the storage of a Mobility scooter is granted.

OR

Refuse Permission

- If permission is refused, SW9 will send a confirmation letter stating the reasons why, noting that permission will normally be refused where:
 - the tenant does not have the capacity to store a mobility scooter within their own home, unless there is a communal storage area provided at the scheme which has available space for the mobility scooter, noting that SW9 do not allow mobility scooter charging in the undercrofts.
 - where there is no space in the storage facility available. We will maintain a waiting list for customers who have requested permission to store a mobility scooter. The waiting list will be managed on SharePoint.
 - where risks highlighted in the risk assessment cannot be mitigated.
 - where the resident has not provided the necessary documentation.

5.4 The Supported Housing Scheme Team will manage the process and keep a register of mobility scooter users to monitor use, the Neighbourhood Services Team will supply details for general needs properties.

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6. Complaints

- 6.1 Any tenant who is dissatisfied with how we have managed their request for a mobility scooter is able to submit a complaint using our Complaints process. Once our complaints procedure is complete, and if they remain dissatisfied, then they can contact the Housing Ombudsman.

7. Performance Monitoring and Responsibilities

- 7.1 Adherence to the policy is the responsibility of the Head of Customer Services. The Supported Housing Scheme Manager and Senior Neighbourhood Officers are responsible for the enforcement of the policy.
- 7.2 If a resident wishes to use and store a mobility scooter within our schemes they must apply for permission in advance to ensure health and safety is not compromised and insurance requirements are met.

8. Related documents

- 8.1 The following strategies and policies are related to this Mobility Scooter Policy:
- Fire and Building Safety Policy
 - Aids and Adaptations Policy
 - SNG Electrical Safety Policy

9. Legislation and Regulation

- 9.1 The legislation listed in this policy is not intended to cover all legislation applicable to this policy. To comply with clause 1.1 of the Regulator of Social Housing's Governance and Financial Viability Standard, which requires adherence to all relevant law, SW9 will take reasonable measures to ensure compliance with all applicable legislation by reviewing policies and procedures and amending them as appropriate.
- 9.2 The legislation listed within this policy was considered at the time of the development of this policy, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered, and the policy reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this policy. Any queries relating to the applicable legislation should be directed to the policy owner.

Relevant regulations and legislation includes:

- Fire Safety Act 2005
- National Fire Chiefs Council Mobility Scooter Guidance for Residential Buildings
- HOMES England Regulatory Framework
- Building Safety Act (2022)

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- Equality Act (2010)

10. Equality and Diversity

- 10.1 Throughout the production of this policy due regard has been given to the elimination of unlawful discrimination, harassment and victimisation (as cited in the Equality Act 2010).
- 10.2 SW9 will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

11. Review

- 11.1 All policies should be reviewed every 1, 2 or 3 years, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.
- 11.2 This document will be reviewed every 3 years.

Policy author:	Supported Housing Scheme Manager
Policy owner:	Head of Customer Services
Adopted from SNH: y/n	Yes
Review schedule (1, 2 or 3 years):	3 years
EIA completion date:	January 2025

Change Record

Date	Reviewed by (name and title)	Version	Summary of changes

Mobility Scooter Application Form

We recognise the benefits of mobility scooter use, enabling people with mobility problems to remain independent. To help us ensure that your mobility scooter does not pose a danger to you and your neighbours, please complete this short form to apply for permission to keep a mobility scooter in a SW9 managed property.

Name	
Full address	
Contact number	
Email address	
Mobility scooter brand and name	
Dimensions	
Mobility scooters cannot be stored in general communal areas as present a fire and evacuation risk and will be removed. If your block doesn't have a designated mobility scooter storage or charging room, what are your plans for storage and charging?	
Do you / will you own or lease your mobility scooter? (If leased please name the provider)	
How old is your mobility scooter?	
Do you have insurance for your mobility scooter? Please attach a copy of your insurance certificate, or quote if you have not yet purchased your mobility scooter. You will be required to provide a copy of your insurance certificate, if you fail to do this permission will be withdrawn. It is a condition of our permission that you have at least third-party insurance.	
Are you able to leave your home without a mobility scooter?	

Appendix 2 – Mobility Scooter Application Form

Signed by applicant:

Date:

Please return completed form and attachments to your Supported Housing Scheme Manager or email info@sw9.org.uk and a member of our Neighbourhood Services team will be in touch.

How we will use your information

The purpose of collecting your personal details on this form is to allow the Neighbourhood Services to have accurate records. Once the form has been completed the Housing office will store the details securely and confidentially within the Housing/Tenancy file. Access to the information you provide will be on a strictly need to know basis and the information will be retained for six years before being securely disposed of/deleted from our systems. The information will not usually be shared with any other department or external parties (unless the law allows in certain situations such as Court Hearings).