Policy on the Use,Storage and Charging of Mobility Scooters (Ref: HM20)

Purpose of Policy: The purpose of this Policy is to provide guidelines on the safe use and charging of mobility scooters in communal areas.

Policy Monitoring Details	
Department:	Housing Management
Author:	Alasdair Fraser Housing Manager
Status:	Group
Date Approved by Board:	SMT approved July 2026
Planned Review Date:	3 years after approval
Regulatory Outcomes being achieved:	Scottish Social Housing Charter Outcomes 1 Equalities 2 Communication 5 Repairs, Maintenance and Improvements 11 Tenancy sustainment
Association Values	▪ Committed ▪ Agile ▪ **People-Focussed** This Policy clearly explains how the Association deals with requests for tenants to use and store mobility scooters. ▪ Professional
Relevant Legislation	• Housing (Scotland) Act 2025 and tenancy agreements • Health and Safety at Work Act 1974 • Antisocial Behaviour (Scotland) Act 2004 • Adult Support and Protection (Scotland) Act 2007 • Equality Act 2010
Tenant Consultation Required:	No
Equalities Impact Assessment	Yes

Content List

1. Purpose
2. Scope
3. Definitions
4. Principles
5. Registration and Permission
6. Storage Requirements
7. Charging Requirements
8. Safe Use of Mobility Scooters
9. Insurance
10. Maintenance and Condition
11. Breach of Policy
12. Review

1.	**Purpose**	
	1.1	This policy sets out clear guidance on the safe use, storage, charging, and management of mobility scooters within Manor Estates' Community Centres, communal areas and grounds. It aims to protect the safety of tenants', visitors, and staff while enabling responsible use by those who rely on mobility scooters for independence.
2.	**Scope**	
	2.1	This policy applies to: • All Manor Estates tenants • Visitors who use mobility scooters while on Manor Estates premises • All communal internal and external areas, including entrances, hallways, corridors, stairwells, lifts, shared areas, and landscaped grounds
3.	**Definitions**	
	3.1	**Mobility Scooter:** A powered mobility aid, typically Class 2 or Class 3 under the UK Department for Transport classification. • *Class 2:* Pavement scooters (max 4 mph). • *Class 3:* Road-legal scooters (max 8 mph). **Communal Areas:** Shared spaces used by tenants, not forming part of an individual tenancy, such as Retirement Housing Community Centres or Bike Stores.
4.	**Principles**	

	4.1	Manor Estates supports the use of mobility scooters by residents who need them but must ensure: • Fire safety standards are maintained • Escape routes remain unobstructed • Storage and charging are done safely • Scooters are used responsibly within communal and outdoor spaces
5.	**Permission**	
	5.1	Tenants must obtain permission from Manor Estates before storing or charging a mobility scooter in a communal area.
6.	**Storage Requirements**	
	6.1	Mobility scooters must not be stored in: • Communal hallways, landings, corridors • Entrances, fire exits, or escape routes • Meter cupboards, risers
	6.2	Approved storage locations are: • Within a tenant's own property, provided it does not obstruct escape routes
	6.3	Storage areas must: • Allow sufficient clearance for safe access • Be free from trip hazards • Meet relevant fire safety regulations
7	**Charging Requirements**	
	7.1	Charging must only take place within a tenant's property
	7.2	Charging is not permitted in communal areas or corridors under any circumstances due to fire risk.
	7.3	Charging cables must not trail across walkways or obstruct access.
	7.4	Lithium-ion batteries must be well-maintained. Any sign of damage, overheating, or malfunction must be reported immediately.
8.	**Safe Use of Mobility Scooters**	
	8.1	Scooters must be operated carefully and responsibly within Manor Estates premises.
	8.2	Users must:

		• Keep speed to walking pace when on pathways and shared spaces • Avoid collisions or causing distress to other residents • Not transport passengers (unless the scooter is specifically designed for this)
	8.3	Scooters may not be used inside internal communal hallways unless this is the only safe accessible route and poses no risk to others.
9.	**Insurance**	
	9.1	Tenants are strongly encouraged—and may be required—to maintain insurance that covers: • Accidental damage • Fire risk • Theft • Third-party liability
10.	**Maintenance and Condition**	
	10.1	Tenants are responsible for keeping their scooters in good working order.
	10.2	Any scooter with visible damage, leaks, sparking, or overheating must not be stored or charged in the tenants property.
	10.3	Manor Estates may withdraw permission for storage or charging if a scooter is deemed unsafe.
11.	**Visitors**	
	11.1	Visitors may use mobility scooters on Manor Estates grounds, but: • Scooters may not be left in communal indoor areas • Charging of visitors' scooters is not permitted
12.	**Breach of Policy**	
	12.1	If a scooter is stored, charged, or used in an unsafe or unauthorised manner, Manor Estates may: • Request its immediate removal • Withdraw permission for onsite storage or charging • Seek enforcement action where necessary under tenancy or occupancy agreements
13.	**Review**	
	13.1	This policy will be reviewed every three years or sooner if:

		• Fire safety regulations change • Incidents or risk assessments indicate a need for revision