



Fire Safety Policies and Procedures

FS17

Mobility Scooter Storage & Use Policy

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Nottingham City Homes Mobility Scooter Storage & Use Policy				
Issuing officer	Ian Rabett	Authorised by	Fire Safety Group	
First Issue date	04 July 2013	Revision number & date	1.1	16 May 2018
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1.0 Scope and definition

- 1.1 This policy applies in all properties, other than work places, that are managed by Nottingham City Homes and have communal areas, including communal corridors and stairwells.
- 1.2 A 'communal area' is a facility, room or circulation route which can be used by more than one household living within or near the property. Restricted areas such as caretaker rooms, caretaker store cupboards, utility switch rooms, refuse rooms and plant rooms are not accessible to residents and are not classed as communal areas for the purposes of this policy.
- 1.3 'Your home' means the part of the building where you live, and that is available only to you and your household. It does not mean any of the communal areas that you may use in the building where you live.
- 1.4 A 'mobility scooter' is a vehicle, other than an electric wheelchair, which is propelled by means of an electric motor powered by a portable battery, which is designed to be used within buildings and on public pavements and / or roads and which is steered by means of handlebars or a steering wheel.
- 1.5 'We', 'our' and 'us' mean Nottingham City Homes. 'You' and 'your' mean any authorised user of communal areas, including tenants, leaseholders and local residents.
- 1.6 Please note that separate restrictions apply to the storage and use of items other than mobility scooters in communal areas. Please refer to our Communal Areas Policy for details.

2.0 Introduction

- 2.1 Our vision is to create homes and places where people want to live. We understand that people want to live somewhere where they can easily get around. NCH need to balance this with health and safety legislation and the safety of other residents in the communal area.
- 2.2 Risks presented by the use of mobility scooters in communal areas may include people tripping over electric cables used to charge them, collisions with other drivers or pedestrians, and damage to fixtures and fittings that other people rely on such as fire doors and lifts. Most of all, mobility scooters are very dangerous for everyone in the building if they catch fire.
- 2.3 As the organisation responsible for managing these risks, Nottingham City Homes has legal duties to make sure that you and other people using communal areas are kept safe, and can quickly escape from your homes if you need to. We will therefore adopt a common-sense approach towards balancing these legal obligations and the needs of residents.

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3.0 What your tenancy or lease agreement says

3.1 Your tenancy agreement allows you to keep mobility scooters in your home as long as they do not block access routes. This includes your own access to your front door.

3.2 Your tenancy agreement states that you must not:

- use electricity from a supply that is not in your own home.
- store or charge mobility scooters in any communal areas.
- do anything which causes a health and / or safety risk to yourself or others.
- leave items in communal areas where they might cause danger or nuisance to others.

3.3 Your tenancy agreement also states that, if you do any of the things listed above, we may:

- write to you to ask you comply with the clause, and / or
- take legal proceedings to get possession of your home, or obtain a demotion order (if appropriate), and / or action to force you to carry out the tenancy clause and to put things right, and / or
- charge you for the reasonable costs for any work we have to carry out and the legal costs arising out of any action.

3.4 If you are a leaseholder, your lease agreement will include the following clause or one that is similar:

- “the lessee shall keep all access ways forming part of the premises (over which the lessee has rights) clear, open and unobstructed and will not hinder or obstruct the other users of those access ways”.

4.0 What the law says

4.1 Fire safety law states that we must:

- take such general fire precautions as may reasonably be required to ensure that communal areas are safe, and
- ensure that routes to emergency exits and the exits themselves are kept clear at all times.

5.0 Our policy

5.1 We will monitor and manage the use of mobility scooters within our communal areas in order to avoid any unacceptable fire risk or obstruction, so that users of these facilities are kept safe.

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- 5.2 We shall investigate options for building or providing designated charging and storage facilities for mobility scooters where there is sufficient demand, space and resource to do so.
- 5.3 Residents and users of buildings containing communal areas and corridors are requested to help us to keep them safe and pleasant to use by complying with all reasonable requests by our representatives to comply with this policy.

6.0 Restrictions on the storage and use of mobility scooters

- 6.1 Mobility scooters, chargers, and any other ancillary items are used and stored at the owner’s risk.
- 6.2 Residents who use mobility scooters to gain access to their home must not make any unauthorised alterations (such as installing ramps or widening doorways) to do so. You must seek and obtain our permission before making any such alterations.
- 6.3 Any resident wishing to purchase a mobility scooter should first inform their Housing Patch Manager (HPM) or their Independent Living Coordinator (ILC). Our permission is not required; however NCH can provide you with written guidance that you may find useful.
- 6.4 Mobility scooters which are not needed to access your home must be stored in a designated storage area where one has been provided. This will help keep communal areas and corridors clear and safe to use.
- 6.5 We will charge you a fee, payable as part of your rent, for the use of designated storage areas, and for the use of electrical services within those areas.
- 6.6 You may use our lifts to transport your mobility scooter to your home, but you may be liable for any damage that you cause by doing so, and in no circumstances may you exceed the weight limits displayed in the lifts.
- 6.7 You may not, under any circumstances, keep or charge mobility scooters in any communal corridor or stairwell, or use any electrical supply situated in a communal area (except those in designated storage areas) to charge your mobility scooter.
- 6.8 If you keep a mobility scooter within your home, you must have enough space to do so without blocking your means of escape, or impeding access to emergency services. If this is not possible, we recommend that you investigate whether a smaller scooter would suit your needs.
- 6.9 It is your responsibility to comply with any legislation relating to the keeping and use of mobility scooters, including insuring them and registering them with the DVLA when required.

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7.0 What we will do if you do not follow this policy

7.1 Where, in our opinion, there has been a breach of this policy, we will take the following action:

- 1) We will make reasonable enquiries to identify the owner of the mobility scooter that is causing a breach of this policy.
- 2) Where the owner is identified, we will try to come to a suitable verbal agreement to rectify the issue. If the owner cannot be identified after exhaustive efforts to locate them, we will remove the mobility scooter to a safe location nearby and await contact from the owner.
- 3) We shall write formally to the owner of the item if no verbal agreement is reached or an agreement is not kept, laying out our proposed action under your tenancy (or other) agreement.
- 4) If you continue to disregard this policy, we will take the action outlined in the letter referred to above. This action may include disposal of the item, a recharge for any costs incurred, withdrawal of your Responsible Tenant Reward, or other action permitted by your tenancy (or other) agreement.

7.2 The above steps will be taken in sequence, and no further action will be taken once the matter has been resolved. We reserve the right, however, to immediately remove any item that is causing an immediate and significant risk.

8.0 Removal of mobility scooters

8.1 We reserve the right to remove any items which are not permitted to be kept or charged within a communal area following the procedure outlined above, however we will make every reasonable attempt to reach another solution before doing so unless they present an immediate and unacceptable risk to other users of the building.

8.2 Any items that we remove will be stored by us for a reasonable time before being disposed of. We may recharge for any cost incurred by us during the removal, storage or disposal of such items.

9.0 What you should do if there is a problem

9.1 If you are for any reason unable to comply with this policy, need assistance in order to comply with it, or are of the opinion that you have been unfairly treated by the application of this policy in your building, you should in the first instance contact your housing patch manager or local housing office.

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