

Mobility scooter policy

Department: Housing & Environment (housing management)

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1. Scope

This policy provides Ealing Council's approach on the use and storage of mobility scooters, promoting responsible ownership.

2. Aims and objectives

As mobility scooters become more popular, residents are using them to enhance their independence. Ealing Council acknowledges that residents wish to remain independent despite declining health or mobility, and mobility scooters can be highly beneficial.

There is a need for safe storage and charging solutions for mobility scooters, considering building design, financial aspects, and usage. This policy aims to create a robust procedure to manage demand and mitigate risks associated with mobility scooters.

3. Legislative and regulatory context

This policy takes into account the following legislation and guidance:

- The Building Regulations 2010
- Housing Act 2004
- The Regulatory Reform (Fire Safety) Order 2005
- Building Safety Act 2022
- Fire Safety Act (England) 2021
- Clear Communal Areas Policy 2025
- Equality Act 2010
- NFCC Mobility Scooter Guidance for Residential Buildings (2018)

Section 2.2.1 of the Regulator of Social Housing's Safety and Quality Consumer Standard states:

'Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas'.

This policy aims to comply with this standard by covering Ealing Council's approach to managing storage of mobility scooters.

4. Mobility scooter classification

Mobility scooters vary in size and specifications, generally classified as Class 1, 2 and 3:

- Class 1: manual wheelchairs, either self-propelled or attendant-propelled, not electronically powered. Registration with the DVLA is not required
- Class 2: powered wheelchairs and scooters intended for footpath use only, with a maximum speed of 4mph and a weight not exceeding 113.4kg. These do not need to be registered with the DVLA
- Class 3: powered wheelchairs and scooters with a maximum speed of 8mph, mainly for road use. They must have a device to limit speed to 4mph on footpaths, with a weight not exceeding 150kg. Registration with the DVLA is required and the operator must be 14 years or older

Additional notes

- Motorised wheelchairs: resemble traditional wheelchairs but with batteries and a motor, intended for indoor use and normally stored and recharged within the owner's home
- Mobility scooters: vehicles with 3 or 4 wheels, steered using bicycle-style handlebars, primarily used outdoors

5. Fire safety and risk

The London Fire Brigade warns that mobility scooters can pose significant fire risks, releasing toxic smoke and gases if stored in corridors, stairwells, or communal areas. They can also obstruct safe escape routes, posing unacceptable risk to building occupants.

Fire safety regulations require the council to keep emergency routes and exits clear. We conduct periodic fire risk assessments to manage and mitigate identified risks.

This policy is in line with London Fire Brigade guidance which states that storing, charging and parking mobility scooters in

communal areas is unacceptable. Balancing resident independence with health and safety is essential.

6. Mobility scooter storage

There are no specific regulations for storing mobility scooters inside individual flats, only in communal spaces (NFCC Mobility Scooter guidance for Residential Buildings 2018).

Mobility scooters should not be stored or charged in internal communal areas unless the area is specifically designed for that purpose:

- Ealing Council's tenancy agreement requires communal areas to be kept clear
- Storing scooters in communal areas increases fire risks, either from the scooter itself or from obstructing escape routes and poses risks to emergency services
- Ealing Council will take a zero-tolerance approach to mobility scooters parked in internal communal areas of a block

Residents planning to purchase or lease a mobility scooter to store in their flat should consider:

- ensuring the property can safely store the scooter without obstructing evacuation routes
- avoiding damage to doors/door frames when entering and leaving the property
- checking the scooter's size for lift and corridor access

Residents wishing to store scooters in designated scooter storage rooms must seek written permission from their housing hub and obtain a storage agreement, ensuring adequate storage space and awareness of usage conditions. Housing will work with the building safety team to assess the suggested area. See [Electric Charging and Storage Assessment Template](#)

Designated communal storage area usage will be on a first-come, first-served basis. If full, the sheltered housing officer/housing

officer will work with the resident to find a solution, which may include a waiting list for the storage area. Medical priority may be given with proof of NHS wheelchair eligibility. We reserve the right to revoke the storage agreement if the scooter is not used, especially if there is high demand.

We reserve the right to charge tenants for the usage of the designated storage area. This charge will be towards the maintenance of the storage plus the cost of the communal electricity supplied to the area.

7. Adaptations

If a resident's accommodation cannot store a scooter internally, external storage may be considered, provided it does not obstruct others and has accessible electrical supplies.

The resident can apply for an occupational therapist assessment via the occupational therapy service to request a mobility scooter storage unit as an aid and adaptation.

All options to store a scooter outside of the building (and not in a designated mobility scooter area) must be agreed with the housing officer/sheltered housing officer.

8. Insurance and recharge

Ealing Council encourages scooter users to obtain insurance for theft, personal injury, and damage to others.

Damage to council property caused by a scooter will usually be covered by the owner's insurance. Without insurance, the owner will be liable and recharged the cost of repairing the damage caused.

9. Battery charging of mobility scooters

Battery charging must follow the manufacturer's instructions.

All scooters charged in designated communal areas require an annual portable appliance test (PAT) to ensure safe equipment. Ealing Council will conduct the tests.

If a charger fails the PAT test, the scooter owner must repair or replace it before use. Charging should only occur for the manufacturer's recommended time.

10. Governance

Ealing Council's cabinet has overall responsibility for ensuring that this policy is implemented to ensure compliance with the law.

In practical terms the chief executive reports to cabinet to demonstrate accountability for regulatory compliance across the council and will also ensure that we are fully compliant with our landlord function with robust controls in place to keep our residents safe and to make sure our tenancies are well managed.

11. Complaints and appeals

The resident has the right to make a complaint through the council's complaint process regarding any action taken under this policy.

12. Monitoring, compliance and review

This policy will be reviewed every 3 years or sooner if new legislation or new regulations are introduced.

13. Diversity and inclusion

Ealing Council opposes all forms of discrimination, which cause a person to be treated unjustly including on the grounds of:

- race
- ethnic origin
- nationality

- disability
- gender
- sexuality
- age
- income
- appearance
- faith
- religious belief
- non-belief
- responsibility for dependents

We are constantly looking at ways to make access to our services easier for everyone. This can include:

- providing information and responses in different ways when this will be helpful such as large print and translations
- language interpreters including British Sign Language
- providing hearing loops at housing hub
- arranging appointments around times of the week or periods to suit the needs of residents
- providing additional support and reasonable adjustments for residents who are vulnerable
- undertaking home visits to residents who are unable to access our offices

14. Associated policies

This policy will be implemented in conjunction with the policies that relate to the management and allocation of tenancies:

- Tenancy Agreement
- Clear Communal Areas
- Aid & Adaptations
- Fire Safety
- Building Safety

