



**Policy:** Mobility Scooter, Electric Wheelchair, E-Scooter and E-Bike Policy  
**Approved by:** Leadership Group  
**Date** October 2025  
**Approved:**  
**Frequency of review:** Every 3 years

**POLICY STATEMENT:**

Broadland Housing recognises mobility scooters and electric wheelchairs enable outdoor mobility to those who would otherwise be confined to their home and help to maximise independence.

We also recognise the increase in usage of e-scooters and e-bikes. This policy makes residents aware of their responsibilities and ensures that mobility scooters electric wheelchairs, e-scooters, e-bikes are being recorded, used, stored, and charged appropriately and safely within Broadland Housing schemes.

Mobility scooters, electric wheelchairs, e-scooters, e-bikes present significant fire risk, especially when stored in escape routes. These fires can produce intense heat and toxic smoke within minutes, making escape routes untenable. Fires involving mobility scooters electric wheelchairs, e-bikes and e-scooters, though infrequent, have had devastating consequences. Safe storage and charging are essential to prevent potentially fatal outcomes.

Broadland Housing has a duty to ensure that these vehicles are being used legally with full responsibility being taken by the owner who resides in our homes, and particularly where there are common parts such as in Sheltered Housing, Housing with Care Schemes or blocks of flats.

***This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.***

***Policies apply to all legal entities within Broadland unless stated otherwise.***

***Failure to comply with approved policies and procedures may result in disciplinary action.***

## **SCOPE:**

This policy is applicable to all current and prospective Broadland residents occupying or intending to occupy a Broadland property.

The accompanying procedure outlines the rights and responsibilities of residents, as well as the processes that both residents and staff are required to follow.

The purpose of this policy is to establish a fair and transparent process for the procurement and storage of mobility scooters, electric wheelchairs, e-bikes, and e-scooters.

Additionally, this policy aims to ensure that mobility scooters, electric wheelchairs, e-bikes, and e-scooters are stored and charged in a manner that is safe and appropriate, thereby minimising the risk of fire.

When other policies are referenced within the procedures, each will have its own associated procedures that must also be followed.

Guidance notes regarding mobility scooters, e-bikes, and e-scooters provide further details on the implementation of this Policy.

***Broadland Housing Association's Mobility Scooter, Electric Wheelchair, E-Scooter and E-Bike Procedure gives a detailed account of how this Policy will be implemented.***

## **KEY STAFF RESPONSIBILITIES:**

### **Board**

The Board is responsible for ensuring the continued development of certain policies.

### **Senior management**

The Management Team are responsible for ensuring that policies and procedures are followed by all concerned.

Local Delivery Managers will ensure their staff are aware and adequately trained in the application of this policy. The Head of Fire Safety and The Head of Health and Safety will be responsible for ensuring this policy complies with the relevant legislation/regulation.

### **Staff**

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy

Team Leaders, Scheme Managers, the Housing with Care Coordinator and Neighbourhood Officers are responsible for the administration and implementation of this policy.

## **DEFINITIONS:**

Broadland – Broadland Housing Association

H&S – Health & Safety

EIA – Equality Impact Assessment

Mobility Scooter – Powered scooters are defined as “invalid carriages” under the Use of Invalid Carriages on Highway Regulations 1988. 2.2 In this policy, “mobility scooter” means Class 2 or 3 machines, other than battery powered wheelchairs. Class 2 are machines designated for use on the footpath, travelling at speeds of up to 4 miles per hour. Class 3 applies to machines that can be used on both the footpath and the highway and travel up to 8 miles per hour.

Electric Wheelchair - A powered mobility aid designed primarily for individuals with limited or no ability to self-propel a manual wheelchair. Unlike mobility scooters, electric wheelchairs are typically controlled via a joystick and are intended for indoor and outdoor use. They are classified separately under the Use of Invalid Carriages on Highway Regulations 1988 and are not covered by this procedure unless specifically stated.

E-Bike - These electric bikes are known as ‘electrically assisted pedal cycles’ (EAPCs). You do not need a licence to ride one and it does not need to be registered, taxed or insured. An EAPC must have pedals that can be used to propel it. It must show either the power output or the manufacturer of the motor. It must also show either the battery’s voltage or the maximum speed of the bike. Its electric motor must have a maximum power output of 250 watts and should not be able to propel the bike when it’s travelling more than 15.5mph

E-Scooter - Electrical scooters (also known as e-scooters) come under the category of “powered transporters”; this covers a range of personal transport devices which are powered by a motor.

Communal Storage – A purpose built, or designated space designed for the storage of mobility scooters, E-Bikes and E-Scooters.

Communal Areas – Parts of a building or neighbourhood that all tenants can use. Examples include corridors, balconies, stairways, landings, lobbies, external gardens, bin stores, garages, and parking areas.

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<b>RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)</b>	
<b>Legislation</b>	<b>Documents</b>
Health and Safety at Work etc. Act 1974 Equality Act 2010 Building Safety Act 2022 Fire Safety Regulations 2022 Road Traffic Act 1988	Complaint Policy Tenancy Agreement Recharge Policy Allocations Policy & Procedure Sheltered Housing Support Plan Alterations Request Reasonable Adjustments Policy & Procedure Anti Social Behaviour Policy & Procedure

**EQUALITY IMPACT ASSESSMENT:**

This policy has had a full Equality Impact Assessment.

**DATA PROTECTION**

Privacy Impact Assessment should be completed for all new policies or policy revisions which include any use of personal data (this will be the majority). The PIA form can be found in the Data Protection bucket of the Forms and Information Centre on SharePoint - <https://broadlandgroup.sharepoint.com/Forms/SitePages/Home.aspx>

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 2<sup>nd</sup> September 2025 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland’s use, security, sharing and retention of personal data.

- IMPORTANT PRINCIPLES:**
- Residents must seek written permission before storing or using mobility scooters, e-bikes, or e-scooters on Broadland premises.
  - Permission will only be granted where safe storage and charging arrangements are in place and supported by a completed risk assessment.
  - Residents must maintain valid insurance, including liability cover, as a condition of continued permission.
  - Vehicles must be operated safely and respectfully, particularly in communal areas.
  - Broadland reserves the right to revoke permission if safety, fire, or nuisance concerns arise, or if policy conditions are breached.

- Any damage caused to BHA property by the use of these vehicles will be recharged to the resident.
- Designated communal storage areas must be used where available; vehicles must not obstruct access or egress in shared spaces.
- Charging must follow manufacturer guidelines and be subject to annual PAT testing where applicable.
- Staff will support residents in identifying suitable storage solutions but cannot guarantee availability.
- Petrol-fuelled mobility scooters are strictly prohibited on Broadland land.