

# MAGNA HOUSING

## MOBILITY SCOOTER POLICY

### 1. Introduction

- 1.1 We are committed to safe neighbourhoods and to keeping customers safe in their homes. Electrically-propelled mobility scooters present a risk to fire safety in communal areas, we are committed to working with our customers to help them live independent lives and to stay safe.
- 1.2 This policy has been developed in line with the National Fire Chiefs Council (NFCC) mobility scooter guidance. This guide outlines considerations for responsible persons of residential buildings to help establish the safe use, storage and charging of mobility scooters.

### 2. Scope of this Policy

- 2.1 **This policy applies to:**
  - All customers and members of their households and visitors. It applies to any properties managed and maintained by us on behalf of others.
- 2.2 **The policy specifically covers:**
  - The responsibility of customers and us in relation to the safe use and storage of mobility scooters
  - Our approach to providing storage facilities
  - Our stance where the policy is not being adhered to and subsequently puts people at risk

### 3. Policy statement

- 3.1 The safety of our customers, colleagues and contractors is at the heart of what we do. This policy considers a range of relevant factors to enable

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<sup>1</sup> The Board decided to delegate control of this policy to officers

us to develop a proportionate and risk-based approach to managing the storage and charging of motor scooters in homes and common areas. This policy will enable us to prevent injury and reduce risk to all relevant persons in the event of a fire, to promote independence and to comply with all relevant fire safety and health and safety at work legislation. It provides clarity to our customers and colleagues

- 3.2 We conform to the Equality Act in ensuring our customers can maximise independent living using the most appropriate equipment to allow them to do so. We recognise the value that a mobility scooter can bring to enhance the quality of life of some of our customers and for many it can provide independence and access to external facilities in the wider community.

### **Storage**

- 3.3 All customers who wish to store and charge a mobility scooter or its battery inside their flat or house or in an existing/dedicated charging facility must have permission. Reasonable conditions around safety will form part of the permission and non-compliance will result in the permission being withdrawn i.e we expect these conditions to be complied with and reserve the right to request evidence or withdraw permission.
- 3.4 Customers or their visitors who use mobility scooters will not be permitted to store them or charge them, even temporarily, in an internal or covered communal area or along internal or external communal fire escape routes or access routes.
- 3.5 We will work with customers to try and identify areas on site that could provide a safe designated area to store and charge electric scooters and will consider carrying out the work to make the provision.
- 3.6 The responsibility for covering the cost of providing new storage or refurbishing existing storage will be assessed on a case by case basis.
- 3.7 We will offer reasonable assistance to meet the customer's needs but there will be instances where permission to store a scooter cannot be granted. This would include where none of the options in the NFCC guidance are suitable and/or it would breach legislation or impact on the health, safety or welfare of other occupants within the premises.

### **Lettings**

- 3.8 We will ensure that potential customers are told about restrictions on mobility scooter storage and charging before we let a property.

## **New developments**

- 3.9 Where we develop new purpose-built sheltered or supported housing, or refurbish existing sheltered or supported housing, provision for scooter storage and charging will be provided as part of the design brief.

## **Information and advice**

- 3.10 We will publicise our policy on mobility scooters and provide advice for users.
- 3.11 Should permission be refused or retracted due to health and safety requirements for the safe storage/charging of the scooter, the customer must take steps to address this and follow requirements. Failure to do so could see action being taken under the tenancy agreement.

## **4. Responsibilities**

- 4.1 The **Director of Strategic Asset Management** is the accountable person in relation to all aspects of fire safety management and is responsible for the development and review of the Mobility Scooter Policy, ensuring that this meets all regulatory requirements and guidance.
- 4.2 The **Head of Asset Management, Operations Manager – Housing Services** and **Operations Manager – Sheltered Housing** are responsible for operational delivery of this policy.

## **5. Governance, Performance Management and Review**

- 5.1 This policy and associated procedures will be monitored and reviewed by the **Director of Strategic Asset Management** annually. The policy will be considered and approved every 5 years in accordance with the policy review timetable.