



INNISFREE HOUSING ASSOCIATION

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Mobility Scooter Policy

MOBILITY SCOOTER POLICY

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1. INTRODUCTION

- 1.1 The aim of this policy is to give Innisfree tenants information and advice on our approach to managing the storage of mobility scooters. This Policy applies to all Innisfree properties.
- 1.2 The term 'mobility scooter' used throughout this Policy refers to all types of battery powered vehicles including electric wheel chairs, e-bikes, and e-scooters.
- 1.3 Innisfree recognises that tenants have a right to purchase mobility scooters, and that the use of these can enhance a person's independence. Whilst tenants do not need to seek permission from Innisfree to own or purchase a scooter, they need permission to store or charge the scooter on Innisfree owned-land, and to ensure that scooters are stored responsibly and in line with the guidance outlined in this Policy.
- 1.4 This Policy covers:
 - General guidance for tenants who own or are thinking of purchasing a mobility scooter
 - Allocation and management of mobility scooter storage facilities, where available
 - Storing scooters inside the home
 - Storing scooters in communal or shared areas
 - Information on alternative storage options
 - Other options for tenants who need help and assistance to maintain their independence

2. REQUESTING PERMISSION TO STORE AND CHARGE A MOBILITY SCOOTER

- 2.1 Innisfree require all tenants that own or are purchasing a mobility scooter to request written permission to store and charge the scooter on Innisfree property. Tenants are advised to discuss this with their Housing Officer or Scheme Manager. Depending on their living space and storage options, the Officer may carry out a health and safety risk assessment of the tenant's home.
- 2.2 The Officer will provide the tenant with general advice and information on owning a mobility scooter. We will ask that they sign a declaration, showing that they are aware of the rules and regulations for owning and storing scooters, and that they agree to comply with these. Where applicable, tenants must

comply with the outcome of the risk assessment, and failure to do so will be considered a breach of the declaration.

- 2.3 Innisfree recommend that tenants make themselves aware of their legal responsibilities while using a mobility scooter; tenants are responsible for any accidental damage to other people or property. If anyone using a mobility scooter injures another person, they may be liable to personal injury claims. Tenants may consider taking out third party insurance, as Innisfree may recharge the cost of repairing any damage caused to the properties we manage.
- 2.4 Tenants are responsible for the cost of their mobility scooter and its upkeep. They must maintain the scooter and chargers in line with the manufacturers guidance and pay for the cost of charging batteries where they use a power supply in a communal area, as outlined in section 4 of this Policy.

3. STORING A MOBILITY SCOOTER

- 3.1 There are a number of storage options available, although not all of these are provided by Innisfree. Please note, some options listed below may be limited depending on where tenants live and the space available.

3.2 Storage within the home

- 3.2.1 Where feasible, tenants should store mobility scooters inside their homes. This option may be limited to those with smaller scooters and where the layout of their home is suitable.
- 3.2.2 Tenants that store their scooters inside their homes should ensure that the scooter does not block fire exits, and ensure they maintain the scooter and chargers in line with the manufacturer's guidance and in line with this Policy.

3.3 Storage in communal areas

- 3.3.1 Innisfree will not allow storage of mobility scooters in internal communal areas due to the risk they pose to the fire safety of the building.
- 3.3.2 We may consider applications for external storage for mobility scooters on a case-by-case basis. An application to store a scooter externally must be made through our Home Improvement Policy, at the tenant's cost.
- 3.3.3 The general rules applicable to storage in external communal areas are detailed below:
- Tenants may only store scooters in an external communal area following a health and safety risk assessment. Once completed, the tenant will be given written permission that shows exactly where they can store the scooter, and the restrictions for doing so.
 - Tenants are required to carry out an annual Portable Appliance Test (PAT) on batteries and chargers and maintain their scooter in line with the manufacturer's guidance.
 - Scooters must never be stored in a way that blocks the main entrance to communal blocks or the main door to their property.
 - Power leads must never cause a trip hazard, be trailed across floors, or put through the letter box of a property.
 - Any tenants advised to move a scooter that is deemed to be unsafe must do so immediately, and failure to comply will be considered a breach of the declaration.
 - Innisfree reserves the right to withdraw approval to store a mobility scooter in the communal areas of a property at any time.

3.4 Sheltered Housing - Storage in purpose-built units

- 3.4.1 Innisfree aim to provide a limited number of external purpose-built storage units for mobility scooters at our Sheltered Scheme, Clochar Court.

At Clochar Court, we will manage and allocate provision as follows:

- The storage facilities may not be suitable for the larger models of scooters or buggies. Tenants should take this into account when purchasing a scooter.

- Tenants can request to be added to the waiting list.
- Tenants that are registered disabled will have priority over those who are not, and storage will then be allocated based on date order.
- Tenants who have access to mobility scooter storage **MUST** use it for this purpose. Failure to do so may result in the storage being revoked and offered to the next person on the waiting list. Anyone who no longer needs storage should advise their Housing Officer.
- Tenants are required to carry out an annual Portable Appliance Test (PAT) on batteries and chargers and maintain their scooter in line with the manufacturer's guidance. Innisfree may offer to conduct this testing and recharge the tenant where we are able.
- Innisfree are not responsible for theft or damage of the scooter.
- Innisfree cannot guarantee that tenants will be offered storage next to their home.

3.5 Alternative storage options available

3.5.1 Where it is not possible to store scooters inside tenants' homes, or where there is a wait for purpose-built storage, tenants may want to consider alternative storage options. Anyone considering purchasing alternative storage must seek written permission from Innisfree under our Home Improvement Policy and meet the cost of this themselves.

3.5.2 Other options available include:

- **External waterproof covers**

The option will depend on whether there is space outside the tenant's home which will not cause an obstruction and where a power lead will not cause a trip hazard. An external socket outlet would be required, and Innisfree would need to grant written permission for this.

Manufacturers offer a range of external covers, but these can be limited in extreme weather conditions and do not offer protection from theft.

- **Manufactured scooter storage units**

This may be an option for tenants living at a property with private or communal external space. Manufacturers provide the option to purchase small secure units with built-in battery chargers. Tenants considering this option must follow Innisfree's Home Improvements Policy,

requests will be considered on a case-by-case basis. Whilst this type of structure does not normally need planning permission from the Local Authority, the tenant will need to ensure that they do not obstruct windows or block access paths. A secure power connection to the tenant's property would be required and a level paved surface available.

4. CHARGING SCOOTERS

- 4.1 If permission has been granted to store a scooter inside a tenant's property, the scooter should be charged inside the home also.
- 4.2 Batteries and their chargers should be charged in accordance with the manufacturers guidelines. Innisfree required scooters not to be charged overnight, due to fire safety concerns.
- 4.3 Scooters that are stored in Innisfree-supplied external storage units will have access to charging ports. These ports will be supplied by Innisfree's electricity, and the cost of charging will be recovered from the tenant.
- 4.4 Scooters and their chargers must be annually tested under the Portable Appliance Testing (PAT). Tenants who store their scooters inside their homes should arrange privately to undertake the testing. Tenants who store their scooters in Innisfree-built external storage units can arrange privately to undertake the testing, or choose to have Innisfree undertake the testing and recharge the cost to them.
- 4.5 Scooters that are charging in Innisfree-built external storage units will be charged £60 per year for the cost of electricity. If the tenant chooses to have Innisfree arrange the PAT, the annual cost for electricity usage and PAT is £75.

5. UNAUTHORISED STORAGE

- 5.1 Innisfree have the right to refuse permission to store scooters near to tenant's homes or in communal areas if a risk assessment shows there is a health and safety and/or fire risk that could put others in danger.
- 5.2 We strive to be as flexible as possible, and where there is a risk associated with storage we will work with the tenant to try and find a solution where we are able.

- 5.3 If a tenant is unhappy about the way in which Innisfree have dealt with their application for storage, they are advised to follow our Complaints Policy, for further information see our website or contact staff directly on 0207 625 1818.
- 5.4 Those that are looking to adapt their home to their health needs in order to remain independent, are advised to seek support from an Occupational Therapist through our Aids and Adaptations Policy. However, please be aware that funding for the purchase or storage of mobility scooters is not available through Innisfree.

6. DATA SHARING

- 6.1 All information will be stored in our Housing Management systems. All case notes, case files, and personal information will be kept confidential in line with the Data Protection Act 2018. We will adhere to the Data Protection Act and comply with General Data Protection Regulation for Sharing Personal Information to ensure that we maintain confidentiality of all parties.
- 6.2 We will share information with third parties where we have an information sharing protocol in place, if there are safeguarding concerns, or we have a duty to do so for the purpose of crime prevention under the provisions of the Crime and Disorder Act 1998, and the provisions of the Data Protection Act 2018 (and any other relevant legislation) justify it.

7. EQUALITY, DIVERSITY, AND INCLUSION

- 7.1 We are committed to embedding the Equality Act 2010 into our Policies and Procedures. As part of this commitment, staff should facilitate reasonable adjustments and adapt our standard policies and procedures wherever possible, to ensure every individual can access our services.

7.2 To make an adjustment means to change work practices to avoid or correct the disadvantage to a person with a disability. This may include:

- Allowing more time than we would usually for someone to provide information that we needed.
- Providing specialist equipment or additional support such as a sign language interpreter.

8. REVIEWING THIS POLICY

8.1 This policy will be reviewed every 3 years, or with any changes to regulation or legislation.



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