



Property and Housing Services
Mobility Scooter policy (2026)

CONTENTS

1. **Introduction**
 - 1.1- Purpose of this policy
 - 1.2- Aim of this policy
 - 1.3- Scope of this policy
 - 1.4- Delegated authority to make minor changes to this policy
 - 1.5- Timescales for this policy
 - 1.6- Legal context of this policy
 - 1.7- Equal opportunities statement
 - 1.8- Data Protection statement

2. **Background**

3. **General provisions**
 - 3.1 - Mobility Scooter assistance
 - 3.2 - Storage for E-Bikes & E-Scooters
 - 3.3 - Insurance

4. **Storage Requirements**
 - 4.1 - Permitted storage locations
 - 4.2 - Prohibited storage locations
 - 4.3 - Sheltered Housing

5. **Charging Requirements**
 - 5.1 - Home Charging
 - 5.2 - Unsafe Batteries

6. **Permission Process**
 - 6.1 - Criteria for Permission
 - 6.2 - Grounds for Refusal

7. **Enforcement**

8. **Appeals Procedure**

9. **Dissemination and communication of this policy**

10. **Implementation of this policy**

11. **Monitoring and review of this policy**

1. Introduction

1.1 - Purpose of this policy

The purpose of this policy is to clearly set out Havering Council's ("the Council") approach to requests from tenants and leaseholders to store and use specialist vehicles, such as mobility scooters, e-bikes and e-scooters at Council properties.

The Council recognises that such vehicles can play an important role in supporting residents' independence, enabling them to maintain social connections, participate in the community, access essential services, and manage day-to-day living.

For many residents, these vehicles significantly improve mobility, confidence, wellbeing, and overall quality of life, and the Council wishes to support their safe and responsible use wherever possible.

At the same time, the Council has a legal, regulatory, and moral duty to ensure the safety of all residents, staff, contractors, and visitors in Council-managed buildings.

Electrically-operated vehicles powered by lithium-ion batteries can present significant fire-safety risks when stored, charged or used unsafely. Further, unsafe storage can obstruct evacuation routes, compromise building fire strategies, and heighten the likelihood of fire, smoke spread or injury.

This policy therefore sets out the required safety measures, storage arrangements, permission processes and responsibilities needed to balance residents' independence with the Council's obligations regarding fire safety, building safety, and the protection of shared spaces and means of escape.

The purpose of this policy is therefore two-fold:

1. To enable electrically-operated mobility vehicle users to benefit from increased independence, mobility, and overall quality of life, wherever safe and reasonable to do so; and
2. To ensure these devices are stored, charged and used in a manner that does not endanger others, complies with fire-safety legislation, and minimises risk to life and property.

This policy seeks to strike an appropriate, resident-centred balance between promoting independence and protecting safety, ensuring consistent and transparent decision-making across Housing Services.

The primary concern is resident safety and that any actions will prioritise safety and security of residents. Any scenario not covered in the policy but related to resident safety will be assessed with those optics and the appropriate action taken.

1.2 - Aim of this Policy

The aim of this policy is to ensure the fair and consistent processing of all requests to store electrically-powered mobility vehicles in Council dwellings whilst meeting its legal and moral obligations to safeguard resident and building safety.

1.3 - Scope of this Policy

This policy applies to all Council tenants and leaseholders.

The Council recognises that tenants and leaseholders with a disability that necessitates the use of an electrically-operated mobility vehicle, such as a scooter, to enable them to carry out normal day-to-day functions should have provision to a suitable and safe storage facility.

Electric wheelchairs are excluded due to their essential medical function and will be assessed separately on a case-by-case basis.

1.4 - Delegated authority to make minor changes to this policy

The Assistant Director of Housing Operations, in liaison with the Assistant of Property Services and with the approval of the Director of Housing, will be able to approve minor amendments; i.e. amendments that do not significantly change the existing policy or associated procedures.

1.5- Timescales for this policy

This policy will commence from February 2026 and will be subject to review every three years.

However, it may be revised before the scheduled review date to accommodate the introduction of any applicable legislative requirements that may occur during the interim.

1.6- Legal context of this policy

It is a legal requirement under The Regulatory Reform (Fire Safety) Order 2005 that we must ensure that:

“Routes to emergency exits from premises and the exits themselves are kept clear at all times and that we take such general fire precautions as may reasonably be required in the circumstances of the case to ensure that the premises are safe.”

Controlling the presence of combustible materials and ignition sources not only reduces the potential for accidental fires to start and develop in the common parts, it also significantly reduces the scope for deliberate fires.

It ensures escape routes are free of obstructions that might hinder the evacuation of people from the building and access for fire fighters.

The ignition of combustible material within the common corridors, stairways and landings will give rise to the presence of smoke in escape routes and the possibility of fire-spread into flats.

Combustible materials should be stored in rooms or cupboards separated from escape routes, by compartments that provide at least 30 – 60 minutes fire and smoke integrity; otherwise there is the possibility of a fire spreading to the escape routes.

To this end, the policy will establish procedures for the safe use, storage and charging of mobility scooters or other similar electrical mobility devices.

This is not designed to inconvenience users of scooters in any way, but to reduce the risk of a fire starting and spreading within Havering Council flats, communal areas, sheltered schemes and other areas within general needs buildings.

This policy takes into account the following legal and regulatory requirements:

- Regulatory Reform (Fire Safety) Order (2005)
- Fire Safety Act (2021)
- Building Safety Act (2022)
- Housing Act (1996)
- Equality Act (2010)
- Data Protection Act (2018)
- London Fire Brigade lithium-ion battery guidance

1.7 - Equal Opportunities statement

The Council will seek to ensure that this policy is, at all times, implemented in a manner that is fair to all sections of the local community.

All applicants for housing/re-housing will be invited to indicate if they wish to make use of the Council's translation and interpretation services, or if they require additional services to enable them to access or understand the policy to ensure that they are not disadvantaged in any way.

They will also be invited to provide details of their ethnic origin, sexuality, disability and other equalities information. Provision of this information is not obligatory or a requirement for acceptance of an application.

However, such information will help the Council to monitor the number and types of protected characteristics requiring temporary accommodation, and will help ensure that service improvements evolve in line with any changing local needs.

Equalities records will be kept and monitored to ensure temporary accommodation is allocated fairly. This policy will be reviewed annually to ensure it is not operated in any way that could discriminate or disadvantage against any particular group of people.

All information provided will be kept confidential and treated with respect at all times.

1.8 - Data Protection statement

Havering Council takes personal privacy very seriously and will never share an applicant's personal data without their prior knowledge, unless required to do so by law.

For full details about how the Council protects personal data, please visit [Havering Council Data Protection policy](#).

2. Definitions

This policy applies to the following vehicles:

- **Mobility scooters**

Class 2 vehicles (those with a top speed of 4mph), and

Class 3 vehicles (those with four wheels with a top speed of 8mph or above)

- **E-Bikes (EAPCs)**

Electrically Assisted Pedal Cycles with removable or integrated lithium-ion batteries.

- **E-Scooters**

Electrically powered scooters (private or hired), not classed as mobility aids.

- **Electric Wheelchairs**

This policy **does not apply to electric wheelchairs**.

It is recognised that Council tenants and leaseholders with a disability that necessitates the use of an electrically-powered wheelchair to enable them to carry out normal day-to-day functions would need to have a wheelchair stored in their property.

Electric wheelchair provision will be considered on a case-by-case basis separate to this policy.

Vehicles powered by Lithium-Ion batteries

These are rechargeable power systems with heightened fire risk when damaged, overcharged or used with incorrect chargers.

The Council will adhere to all regulatory and legal obligations that apply to the safe storage of these vehicles.

3. General provisions

3.1 Mobility Scooter Assistance

Assistance to mobility scooters only may be considered for residents who meet specified eligibility criteria.

The tenant/leaseholder must be in receipt of **one** of the following:

- Blue Badge
- PPE
- Disabled Person's Bus Pass
- High Rate Mobility Disability Living Allowance/Enhanced rate Mobility and Personal Independence Payments
- An Occupational Therapist Assessment
- Fire Risk Assessment
- A letter of support from a medical professional

Verification of the documents will be required. In some cases, the Council retains the right to give assistance to tenants/leaseholder's not meeting the above criteria if extenuating circumstances apply.

In some circumstances, the Council may provide assistance to its tenants/leaseholder for the provision of a hard standing with a ground anchor and an electric charging point following a formal Health & Safety and Fire safety risk assessments.

It is the tenant/leaseholder's responsibility to purchase, install and maintain a store and ensure they gain any planning permissions that may be required.

The tenant/leaseholder will need to pay for the electricity used either through their utility bills, service charges or when invoiced by the Council.

If a tenant/leaseholder does not meet the criteria, they may apply to build a storage area themselves. Permission must be sought from the Council by requesting an alteration to their home.

3.2 Storage for E-Bikes & E-Scooters

Storing electric scooters and e-bikes inside residents' homes **is not permitted** because they present a significant fire safety risk, primarily due to the lithium-ion batteries they contain.

These batteries can overheat, fail or explode without warning, leading to fast-spreading fires that produce intense heat, toxic smoke and can cause severe property damage in minutes. Havering's Fire Safety Team has already highlighted real incidents where e-bike batteries have ignited inside council properties, resulting in extensive damage and requiring rehousing of residents.

Charging or storing these devices indoors also blocks escape routes and increases the danger to neighbouring households. For these reasons, e-bikes and e-scooters must not be kept inside your homes.

The Council does not install bespoke storage for e-bikes or e-scooters due to fire-safety implications, but may designate safe storage areas where appropriate.

3.3 Insurance

In all cases, the tenant/leasehold should purchase appropriate insurance for operating the scooter.

4. Storage Requirements

4.1 Permitted storage locations

Storage is permitted only in:

- Designated scooter/e-bike/e-scooter storage rooms
- External storage pods where available

4.2 Prohibited storage locations

No device may be stored in:

- Internal communal corridors, stairwells, lobbies or landings
- Meter cupboards, risers, plant rooms
- Bin stores
- Any internal shared area not designated for storage
- Any place obstructing means of escape

4.3 Sheltered Housing

One device space per resident, subject to availability.

5. Charging Requirements

Charging in communal areas is strictly prohibited.

5.1 Home Charging

Allowed only if:

- Device uses manufacturer-approved charger
- No extension leads/adapters
- No overnight charging
- Device is on a hard, uncluttered surface
- Charging does not obstruct escape routes
- Device and battery are not damaged or overheating
- Charging is not left unattended

5.2 Unsafe Batteries

Batteries showing swelling, heat, smoke, damage or other warning signs must not be used on Council property.

6. Permission Process

Written Permission is required for storing devices in designated storage areas.

6.1 Criteria for Permission

- Building suitability
- FRA outcomes
- Device safety standards
- Availability of storage
- Resident needs (for scooters only)

6.2 Grounds for Refusal

- Storage area unavailable
- Unsafe devices
- Previous breaches
- Building fire strategy constraints

7. Enforcement

Permission to store any electrically-operated vehicle will be revoked following any safety breaches.

Such devices stored in communal areas that block access and/or emergency evacuation routes, and/or present a fire risk, may be removed without prior notice to the owner.

Any costs incurred by the Council will be claimed back from the tenant/leaseholder in breach of the policy including the costs of responding, removing items, and storage or disposal of them.

8. Appeals Procedure

Appeals will be considered by a Council Housing Services Officer where additional information is provided to support the applicant's request to store an electrically-powered vehicle or there is a material change of circumstances.

A more senior officer will review the decision made, taking into account any new supporting information provided by the applicant. The reviewing officer may consult with the officer whom made the original decision.

Where an applicant is appealing against how the policy and procedure have been applied, a Senior officer will investigate the case and respond.

The Council's primary concern is resident safety and that any actions will prioritise safety and security of residents. Any scenario not covered in the policy but related to resident safety will be assessed with those optics and the appropriate action taken.

9. Dissemination and communication of this policy

This policy will be communicated through:

- Resident newsletters
- Website/intranet
- Social media
- Staff training
- Building Safety resident engagement

The Council will provide sufficient training to enable staff to understand and comply with the policy.

10. Implementation of this policy

This policy will take effect from February 2026.

Responsibility for the successful implementation of this policy will be with the Council's Assistant Director of Housing Operations.

11. Monitoring and review of this policy

In the interests of continuous improvement, this policy will be reviewed every three years to ensure it remains fit-for-purpose for the Council and the residents of Havering.

Or earlier, if:

- Fire risk assessments indicate a need, or
- There are legal or guidance changes. or
- Safety incidents require a policy update