



# Powered wheelchair and mobility scooter policy

14 December 2021

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## 1 Introduction

- 1.1. Our vision is a Scotland where people of all ages are respected can make their own choices and lead independent and fulfilling lives.
- 1.2. Our mission is to improve the quality of life of older people by offering a diverse range of housing, care, and other services.
- 1.3. This policy embodies our values, which are:

Honesty	Equality and Diversity	Ambition	
Dignity	Integrity	Caring	Kindness

- 1.4. We recognise the positive benefits that a mobility scooter or powered- wheelchair may have for customers with a mobility impairment. However, if used or stored incorrectly, mobility scooters and powered- wheelchairs can cause serious injury, damage, or fire.
- 1.5. To help us keep everyone safe, customers are required to apply for and receive permission to keep and use a mobility scooter at a Bield property.
- 1.6. Tenants using a powered wheelchair will be asked to adhere to safe use and storage of their powered wheelchairs.
- 1.7. In line with our vision, mission, and values, we will balance the positive benefits of mobility scooter use with the requirement to keep our customers and colleagues safe from improper use or lack of safe storage.
- 1.8. The decision to grant or withhold permission will be based on an assessment of several factors, including capacity to safely operate the mobility scooter, and adequate space for safe storage and charging.

## 2. Principle of implementation

- 2.1. In the implementation of this policy, we commit to
  - Balancing the needs of individuals with the safety of our customers and colleagues
  - Exploring all storage options before withholding permission to store a mobility scooter
  - Being open and honest with customers if our assessment shows we cannot grant permission to keep and operate a mobility scooter at a Bield development.

### 3. Policy Outcome

3.1. The purpose of this policy is to:

- Provide clarity on our approach to the safe use and storage of powered wheelchairs and mobility scooters and the factors we will take into account when granting, refusing, or withdrawing permission to store and charge powered wheelchairs or mobility scooters.

3.2. The policy aims to:

- offer consistency by:
  - providing clear information on the terms permission is granted
  - providing a clear explanation in writing of the reason(s) for refusing permission
  - accommodating all requests for permission to keep a scooter where practicable, and not to refuse permission unreasonably
  - requiring a full assessment before a decision on whether to grant permission
- protect customers, colleagues, and visitors by:
  - requiring customers to seek written permission to store before obtaining a new scooter
  - requiring evidence of adequate insurance
  - requiring evidence that customers understand and commit to the terms and conditions associated with storing a mobility scooter at a Bield development
  - managing the number of scooters in any one site so as not to compromise the safety of customers or other users of the development
  - ensuring that customers are aware of their responsibilities to others.

### 4. Equality, Diversity, and Inclusion

4.1. When carrying out this policy we will adhere to our Equality and Diversity Policy which aims to promote diversity, fairness, social justice, and equality of opportunity. An Equality Impact Assessment was carried out concerning this policy and this is included in [Appendix 1](#).

4.2. Improving mobility can have a very positive impact on the quality of life for people with physical impairment due to disability or age. We have a responsibility to ensure that customers have good quality information available to them to maximise their opportunity to use a mobility scooter or electric wheelchair if this will assist them.

4.3. To help with this, we will make sure information about the responsibilities and requirements of owning and operating a mobility scooter within Bield developments is available for all applicants and customers. An example of the information that will be included is outlined in [Appendix 2](#).

4.4. In addition to the points made above, to help promote equality and inclusion, the following steps will be taken for this policy:

- Large print version
- Translation and interpretation message on the back of the policy
- Easy to read version for people with mental impairment should be a presumption against use within lounges and common areas.

## 5. Definitions

5.1. A mobility scooter is defined for this policy as

*“an electric scooter or electric wheelchair designed specifically for outdoor use. This does not apply to lightweight wheelchairs suitable for indoor use.”*

5.2. Powered scooters are defined as ‘Invalid Carriages’ under the Use of Invalid Carriages on Highways Regulations 1988.

5.3. The regulations divide these machines into three classes:

Class	Description
Class 1	Manual wheelchair (not covered by the policy)
Class 2	Motorised wheelchairs, designed for use on the pavement travelling at speed of up to 4 miles per hour (mph). They may also be used to cross the road or where there is no pavement.
Class 3	Vehicles that can be used both on the pavement where like class 2 vehicles they are limited to 4 mph and on the road where they can travel at up to 8 mph.  These vehicles are required by law to be registered with the DVLA for road use. These vehicles will be licensed in the disabled taxation class.

5.4. Insurance is not a legal requirement for these vehicles. However, **customers will be required to provide evidence of relevant insurance for Class 2 and 3 vehicles** as a condition for permission to use and store a mobility scooter in a retirement housing development.

5.5. Because of the injury or damage Class 3 (larger) scooters can inflict if incorrectly used, this type of scooter is not allowed indoors at Bield developments. Customers must confirm the class of their mobility scooter as part of the application process before approval.

5.6. This policy applies to:

- all new requests to keep a scooter
- applicants
- existing customers retrospectively who already have a scooter without permission.

5.7. Only customers can use their mobility scooters inside Bield developments; visitors to the development are not permitted to use their mobility scooters inside.

## 6. Assessing need, granting permission, and conditions

6.1. The Bield Tenancy Agreement and Bield Management Contract set out the rights and responsibilities of customers and Bield:

*“If you wish to keep a mobility aid such as a scooter or motorised wheelchair you must get written permission first. This will normally be granted.”*

### Current tenant, new scooter / electric wheelchair

6.2. Before getting a mobility scooter, customers must complete and share a Mobility Scooter Application Form, a sample of which is shown in [Appendix 3](#).

6.3. This is to make sure the scooter can be stored safely and there is adequate storage space available.

6.4. Details of the application form are available within the Powered Wheelchair and Mobility Scooter Procedures.

### **Current tenant, pre-existing scooter / electric wheelchair**

6.5. Where we become aware of an existing scooter user, we will ask that user to complete an application form for retrospective permission.

### **Applicants and pre-tenancy checks**

6.6. Applicants who already have a mobility scooter will not automatically be permitted to keep a mobility scooter and will be subject to the same assessment criteria as existing tenants. Applicants will also be limited to permission for only one scooter within the building. To help keep customers and colleagues safe, permission may be withdrawn when required on grounds of unsafe use and unsafe storage.

### **Timescale**

6.7. We will respond to requests within 28 days of receipt of the application form.

### **Factors taken into account**

6.8. Factors that will be taken into account include:

- Safe charging and storage
- Safety factors, such as visual, cognitive, medical impairment or impairment due to alcohol or other substance

6.9. In general, Area Managers and Property Maintenance Officers will work together to follow the process outlined in [Appendix 4](#).

6.10. As part of the process, which is illustrated in [Appendix 5](#) and [Appendix 6](#) we will take the following into account:

- Information received from the customer
- Presence of an approved safe area to store and charge the scooter or electric wheelchair, based on the storage and charging options hierarchy outlined in [Appendix 7](#)
- The potential impact on other people, with particular focus on adverse risks to other customers, visitors, and other users of the building.

6.11. Permission will be refused or withdrawn if:

- there is no safe storage in the tenant's flat and no alternative safe storage and charging space can be provided
- a major physical alteration to the premises is required which we believe to be unreasonable in terms of cost and/or disruption to other customers
- the customer fails to take out the necessary insurance cover
- the scooter is too large to fit through internal or external entrances
- there is a concern relating to the customer's capacity to operate the scooter safely
- the customer wishes to keep more than one scooter.

- 6.12. To ensure the safety of our customers, colleagues, and visitors, customers must confirm they have capacity to operate a scooter or electric wheelchair in a safe and controlled manner.
- 6.13. Situations that may adversely affect a customer's ability to operate the scooter or electric wheelchair in a safe and controlled manner include, but are not restricted to:
- Visual impairment that cannot be corrected by glasses/contact lenses
  - Cognitive impairment
  - Medical impairment
  - Impairment due to alcohol or other substance such as prescription medicines
- 6.14. If the process reveals a high that cannot be mitigated, permission will be refused.
- 6.15. Where permission is refused or withdrawn, this will be confirmed in writing using the template letter in [Appendix 8](#), and we will explain the reasons and give details of the appeal process, which is outlined in [Appendix 9](#).

## 7. Terms and conditions of the permission

7.1. Where permission is granted, it is important to highlight that this will be based on certain conditions to ensure the safety of our customers, colleagues, and visitors. Customers will be asked to sign and complete the Mobility Scooter Agreement as illustrated in [Appendix 10](#).

7.2. In granting permission to store a mobility scooter:

We will:

- endeavour to identify safe and secure storage and charging area as set out in [Appendix 5](#). Where this is not possible, we will consider alternative options and wherever possible seek to negotiate a satisfactory outcome with the customer.
- Issue a letter granting permission to keep the scooter, which specifies
  - the size and type of scooter that can be kept and that
  - that permission is conditional on having relevant insurance and tax registration.
- Ask to see the customer's insurance certificate when the scooter is purchased
- Undertake annual checks to ensure the policy is being complied with

Our customers have several responsibilities:

- ensure their mobility scooter will fit in the external doors, lifts, and internal doors.
- ensure correct tax registration status
- arrange appropriate public liability insurance cover against accidents or other injuries, to third parties or themselves, as well as any damage to the internal or external parts of the building
- present relevant insurance certificate for inspection both at commencement and at annual renewal – the absence of adequate insurance cover may result in withdrawal of permission.
- ensure their scooter and charging equipment are serviced and maintained, as per the manufacturer's instructions.
- Be responsible for the costs to repair any damages to Bield property caused when using the scooter

- 7.3. Permission may be withdrawn if the conditions are not adhered to, if the customer purchases an additional or larger scooter or if the policy is updated to meet new regulatory requirements.
- 7.4. Any damage to Bield property caused by a mobility scooter will be recovered through the owner's insurance company. If the owner does not have a current insurance certificate, they will be personally liable for all costs and asked to remove the scooter from the development immediately.
- 7.5. Residents must ensure that their mobility scooters do not cause nuisance, annoyance, or damage and must ensure they cause no injury to others. Permission may be withdrawn if this happens.

## 8. Storage and charging

- 8.1. Mobility scooters are highly flammable and may compromise escape routes in the case of fire. It is for that reason that **mobility scooters will not be permitted to be stored or charged in communal hallways or stairwells at any time.**
- 8.2. Some developments have designated storage facilities for mobility scooters. These will normally be allocated on a first come first served basis and permission for the scooter is still required.
- 8.3. If a mobility scooter is stored within a customer's home, sufficient space must be identified to store it safely and does not compromise their safety if there is a fire.
- 8.4. Service charges may apply for the use of the scooter store provided, which will cover the use of the provision of an electricity supply for charging the scooter.
- 8.5. This will be reviewed regularly, at least on a three-yearly basis.

## 9. Unacceptable storage

- 9.1. Storage and charging of mobility scooters within any communal area are strictly forbidden with all developments. In particular, under-stairs spaces must not be used for storage as this compromises the fire safety of the means of escape in the event of a fire.
- 9.2. These areas will be checked regularly and may result in withdrawal of permission.

## 10. Breach of policy

- 10.1. We understand the positive difference in the quality of life a scooter can make. However, our Tenancy Agreement / Management Agreement requires customers to obtain written permission to keep a mobility scooter, so that we can keep customers, colleagues, and visitors safe.
- 10.2. Where a scooter is stored or charged on Bield premises without permission, or outside the terms of the permission granted, we will write to the customer to allow them to rectify the situation ([Appendix 11](#)).

- 10.3. Where there is a breach of the agreement we will take appropriate action, which may include but is not limited to:
- Warning letter(s)
  - Visit
  - Tenancy breach

10.4. Details of the processes we will follow are shown in [Appendix 12.](#)

10.5. Routine breaches will be investigated and action taken.

## **11. New build and renovation**

- 11.1. When exploring new build developments or undertaking significant renovation of existing schemes, careful consideration will be given to the inclusion of access and storage of electric wheelchairs and mobility scooters to meet the needs of current and future customers.
- 11.2. Where possible, this will consider the use of renewable energy for the charging of vehicles.

## **12. Scheme of Delegation**

- 12.1. The Chief Executive and senior management team provide leadership and direction in ways that guide and enable us to perform effectively across all services.
- 12.2. This includes ensuring that there is an effective Powered Wheelchair and Mobility Scooter Policy in place.
- 12.3. The **Leadership Team** is responsible for cascading the policy to relevant colleagues and ensuring the policy is implemented through oversight and supervision.
- 12.4. Property Management Officers are responsible for undertaking the Storage and Charging Assessment and sharing the results with the Area Manager and Local Manager.
- 12.5. Area Managers are responsible for undertaking the Mobility Scooter Assessment and checking the relevant documents annually.
- 12.6. Local managers are required to trigger the annual review of relevant documents as well as understand the policy and advise customers on the need to adhere to the policy.

## **13. Complying with the Law and Good Practice**

- 13.1. The legal framework underpinning this policy includes:
- Use of Invalid Carriages on Highways Regulations 1988
  - Fire (Scotland) Act 2005
  - Health and safety at work Act 1974
  - Equality Act 2010

13.2. As a Registered Social Landlord (RSL), we are regulated by the Scottish Housing Regulator (SHR). The SHR's statutory objective is to safeguard and promote the interests of current and future tenants, homeless people, and other people who use services provided by social landlords. In developing our policy, we have taken account of good practice, including that developed by the Scottish Housing Regulator.

13.3. The SHR uses the outcomes and standards in the Charter to assess the performance of social landlords. The key outcomes that have been considered in the development of this policy are [delete as appropriate – should match those outlined at beginning of policy]

Outcome 1 Customers have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and housing services.

Outcome 6 Customers' live in well-maintained neighbourhoods where they feel safe

Outcome 11 Customers get the information they need on how to obtain support to remain in their home; and we ensure suitable support is available, including services provided directly by us or other organisations

13.4. As a provider of care, we are regulated by the Care Inspectorate. The Care Inspectorate uses Health and Social Care Standards to assess the performance of care providers. The key standards that have been considered in the development of this policy are:

Standard 5 I experience a high-quality environment if the organisation provides the premises.

## 14. GDPR

14.1. We will treat all personal data in line with our obligations under the current data protection regulations and our Privacy Policy. Information regarding how all data will be used and the basis for processing your data is provided in our Customer Fair Processing Notice.

## 15. Sustainability

15.1. We will work in a way that

- reduces the need for resources and travel
- uses renewal energy when possible.

## 16. Publicising and Accessibility

16.1. The policy will be made available on the

- Bield website
- Bield intranet – Grapevine.

16.2. We are happy to translate any of our policies and provide an interpreter if our customers need help.

## **17. Monitoring, Reporting, and Review**

- 17.1. This policy will be recorded and monitored using Bield's Policy Schedule.
- 17.2. The Electric Wheelchair and Mobility Scooter Policy will be reviewed every 60 months, or when required in response to legislative or regulatory change.
- 17.3. The purpose of the review is to assess the policy's effectiveness in meeting targets and objectives and identify any changes which may be required. As part of this policy review, a consultation will take place with customers through the Partnership Forum, the Staff Forum, and other relevant stakeholders to ensure that operational issues and the opinions of service users are taken into account.

## **18. Risk Management**

- 18.1. Several risk management activities have been identified to ensure this policy is adhered to and that Bield customers experience the best possible service.
  - Bield colleagues, Board members, and volunteers are made aware of this policy on publication and during induction of new colleagues.
  - Customers and carers are made aware of this policy during service entry.
  - Colleagues with complaints regarding management functions are provided with ongoing support and professional development.

## Appendix 1 Equality Impact Assessment

1	<b>Title of Policy to be assessed:</b> <b>Electric wheelchair and mobility scooter</b>
2	<b>Date:</b> <b>25/03/2021</b>
3	<b>Lead Officer/Manager:</b> <b>Zhan McIntyre Head of Policy and Customer Standards</b>
4	<b>EQIA Team (who will be involved):</b>
5	<b>Director/Manager: Tracey Howat</b>
6	<b>Is the function or policy existing, new, or review: Review</b>
7	<p><b>Set out the aims/objectives/purposes/outcomes of the function or policy, and give a summary of the service provided:</b></p> <p>The purpose of this policy is to provide clarity on our approach to considering requests to keep electric mobility scooters, and the factors we will take into account when granting or refusing permission for our customers, colleagues, and Board members.</p> <p>The policy aims to:</p> <ul style="list-style-type: none"> <li>• offer consistency by: <ul style="list-style-type: none"> <li>○ providing clear information on the terms permission is granted</li> <li>○ providing a clear explanation in writing of the reason(s) for refusing permission</li> <li>○ accommodating all requests for permission to keep a scooter where practicable, and not to refuse permission unreasonably</li> <li>○ requiring a full assessment before a decision on whether to grant permission</li> </ul> </li> <li>• protect customers, colleagues, and visitors by: <ul style="list-style-type: none"> <li>○ requiring customers to seek written permission to store before obtaining a new scooter</li> <li>○ requiring evidence of adequate insurance</li> <li>○ requiring evidence that customers understand and commit to the terms and conditions associated with storing a mobility scooter at a Bield development</li> <li>○ managing the number of scooters in any one site so as not to compromise the safety of customers or other users of the development</li> <li>○ ensuring that customers are aware of their responsibilities to others</li> </ul> </li> </ul> <p><b>The policy applies to all Bield colleagues and all tenants and applicants that own or are considering owning a mobility scooter.</b></p>
7a	<b>Who should benefit from the policy (target population):</b> <b>Customers, colleagues, and visitors.</b>
7b	<b>Linked policies, functions: Are there any other functions, policies or services, which might be linked with this one for this exercise? Please list.</b> <b>Fire safety policy</b> <b>Health and safety policy</b>
8	<b>State whether the policy will have a positive or negative impact across the following factors and provide initial comments/observations.</b>
	<p><b>Age:</b> Older people, people in the middle years, young people, and children.</p> <p><b>Disability:</b> includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems.</p> <p><b>Maternity and civil partnership</b> <b>The policy will have no impact on people expecting or recently giving birth or within a civil partnership</b></p>

**Race:** Minority ethnic people (includes Gypsy/Travellers, non-English speakers).

**Religion or belief:** includes people with no religion or belief.

**Sex:** Women, men, and transgender people (include issues relating to pregnancy and maternity).

**Gender reassignment:** The process of changing or transitioning from one gender to another.

**Sexual orientation:** Lesbian, gay, bisexual, and heterosexual people.

**People in remote, rural, and/or island locations**

**People in different work patterns:** e.g. part-/full-time, short-term, job share, seasonal

**People who have low literacy**

**People in different socio-economic groups** (includes those living in poverty/people on a low income)

	Population groups	Positive Impact	Negative Impact	Comments
	Age	Small – long-term	Small – long-term	<p>The updated policy should have a small long-term positive impact on older age groups who are more likely to own and operate a mobility scooter as they will have a clear understanding of rights and responsibilities relating to mobility scooter ownership and operation.</p> <p>The updated policy should have a small long-term negative impact on older age groups who are more likely to own and operate a mobility scooter as some customers will be denied permission to own operate and store a mobility scooter as the criteria are not met.</p>
	Disability	Small – long-term	Small – long-term	<p>The updated policy should have a small long-term positive impact on people with physical impairments who are more likely to own and operate a mobility scooter as they will have a clear understanding of rights and responsibilities relating to mobility scooter ownership and operation.</p> <p>The updated policy should have a small long-term negative impact on people with physical impairments who are more likely to own</p>

				<b>and operate a mobility scooter as some customers will be denied permission to own operate and store a mobility scooter as the criteria are not met.</b>
	Maternity and civil partnership	N/A	N/A	
	Race	Unknown	Unknown	We do not have data on the racial or ethnic profile of mobility scooter owners/operators
	Religion or belief	N/A	N/A	
	Sex and Gender reassignment	Unknown	Unknown	We do not have data on the gender or sex profile of mobility scooter owners/operators
	Sexual orientation	N/A	N/A	
	People in remote, rural, and/or island locations	N/A	N/A	
	People in different work patterns	N/A	N/A	
	People who have low literacy	N/A	N/A	
	People in different socio-economic groups		Small – long-term	Inequality may emerge between those that can afford mobility scooters and those who cannot.
9	<b>What evidence do you have for the statements you have made above? Focus on:</b> <ul style="list-style-type: none"> <li>Needs and experiences; Many tenants and applicants already use mobility scooters. We must update our policy to keep customers, colleagues, and visitors safe.</li> <li>Uptake of services; N/A</li> <li>Complaints; N/A</li> <li>Levels of participation. N/A</li> </ul>			
10	<b>From the evidence set out what actions, if any, will you take where the negative impact has been identified:</b>			
	<b>Population groups</b>	<b>Proposed action</b>		<b>How will it address the negative impact?</b>
	Age	<b>Ensure information about the responsibilities and requirements of owning and operating a mobility scooter within Bield developments is available for all applicants and customers.</b>		<b>Customers of all ages will be informed about the rights and responsibilities as well as the possible reasons that they may be refused permission to own and operate a mobility scooter.</b>

Disability:	Ensure information about the responsibilities and requirements of owning and operating a mobility scooter within Bield developments is available for all applicants and customers.	Customers of all abilities will be informed about the rights and responsibilities as well as the possible reasons that they may be refused permission to own and operate a mobility scooter.
Maternity and civil partnership	N/A	N/A
Race	Include an optional question in the application form to start capturing information about the ethnicity of mobility scooter owners	Start to capture information about the ethnicity of mobility scooter owners
Religion or belief	N/A	N/A
Sex and Gender reassignment	Include an optional question in the application form to start capturing information about the sex and gender of mobility scooter owners	Start to capture information about the sex and gender of mobility scooter owners
Sexual orientation	N/A	N/A
People in remote, rural, and/or island locations	N/A	N/A
People in different work patterns	N/A	N/A
People who have low literacy	N/A	N/A
People in different socio-economic groups	N/A	N/A
<p><b>Briefly explain how the policy contributes to our equality and diversity values by answering the following questions:</b></p> <ul style="list-style-type: none"> <li>• How will it provide equality of access to services, information, and employment?</li> <li>• Does it or could it celebrate diversity?</li> <li>• Will it or could it promote good relationships within and between communities?</li> <li>• How will it provide good quality, inclusive services?</li> </ul> <p>N/A</p>		
<p><b>Any additional information, questions, or actions required? Please explain.</b></p>		
<p><b>Sign off:</b>  <b>As Director I am satisfied with the results of this EIA</b>  <b>The findings will be referred to within Service Plans and target set. The Action Plan will be reviewed annually within Business planning reporting.</b></p> <p><b>Signature:</b> _____ <b>Date:</b> _____</p>		

## **Appendix 2 Safe operating and storage of mobility scooters and powered wheelchairs in Bield developments**

### **Introduction**

At Bield we want our customers to 'Be Free to Be'. Many of our customers have been helped to be as independent as possible by a mobility scooter or powered wheelchair.

However, many Bield properties were not built with mobility scooters or powered wheelchairs in mind and safe storage in these buildings can often be difficult.

This leaflet outlines our approach to scooter-use in Bield buildings which is primarily designed to protect tenants, staff, and visitors from injury or harm

### **Staying Safe**

The inappropriate use of scooters and powered wheelchairs presents many risks, not only to the building but to other occupants too, these include:

- Collisions with vehicles, buildings, and people, causing injury and damage,
- Trip hazards from inappropriate storage,
- Fire risk caused by faulty mechanisms,
- Blockage of fire exit routes.

We want to make sure that the storage, use, and charging of scooters is done safely. We thank you for reading this information and using it to use your scooter safely.

### **What should I do if I need to get a mobility scooter?**

Tenants considering getting a scooter should seek advice from the Local Manager who can provide them with an application form to complete to ask permission to store on Bield property.

There is an electronic copy available online

### **What happens when I apply?**

Every effort will be made to accommodate all requests to have a mobility scooter or powered wheelchair in development and permission will not be withheld unreasonably.

However, as a Landlord, we have a duty of care to all people who enter our premises. Therefore, before granting permission, we must assess to ensure a safe, suitable area can be identified for storing and charging the scooter or powered wheelchair.

### **What does an assessment involve?**

The assessment will address the below issues:

- Can the item be stored and charged safely
- Will the storage, charging and use of the scooter in the premises present any risk, including fire hazard, to anyone in the building?
- Are the storage, charging, and use of the item in the premises likely to cause damage to Bield property?
- Capacity of driver

### **How long will be application take to assess?**

We will assess the application as quickly as possible and will aim to have a decision for you within 28 days.

### **Will I need insurance?**

It is ESSENTIAL that you get insurance for your scooter or powered wheelchair- Accidental Damage, Theft, and Third Party cover.

Evidence of this cover must be made available to us when requested, and we will ask to see this has been renewed every year.

Failure to take out insurance will result in permission being refused or withdrawn.

### **What are the conditions if I am granted permission?**

Permission will be subject to an owner/user signing a mandate agreeing to the following terms and conditions:

1. You must exercise special care and attention at all times when using the scooter on our grounds and premises.
2. You must comply with the restrictions on the use of the scooter within our premises.
3. You must take appropriate Accidental Damage, Theft and Third Party insurance cover provide evidence of this to us, at the time of permission being granted, and thereafter requested.
4. You must maintain the scooter in accordance with the manufacturer's requirements, and only sealed batteries must be used. Up-to-date Portable Appliance Test (PAT) to ensure the charging equipment is in good condition.
5. You must charge the scooter in accordance with the manufacturer's instructions
6. You accept that use and storage of the scooter within our premises or grounds is entirely at your own risk
7. You understand that we reserve the right to withdraw the permission for an area to be used for storage should it be required in the future for alternative use
8. Permission may be withdrawn should a user fail to adhere to these requirements or should any subsequent risk assessment carried out at a later date indicate that the use and/or storage presents an unacceptable risk, and an alternative cannot be identified by us.
9. Permission may be withdrawn should an inspection undertaken by a competent authority e.g. Fire and Rescue inspections request the removal of such equipment from that location and an alternative location cannot be found by us.
10. If any damage occurs to our buildings due to the use of the mobility scooter, you will be charged for any repair costs.

### **Scooter use within passenger lifts**

The use of scooters within passenger lifts is discouraged. Where it is necessary for mobility reasons then the following rules will apply:

- Pedestrians waiting to use the lift must be given priority. When using your mobility scooter, you must wait for the lift to return.

- Only one scooter and scooter driver can use the lift at any time. Even if there appears to be room in the lift, no other pedestrians should use the lift at the same time. This is to ensure that weight limits on the lift are not exceeded and that accidental collisions between scooters and pedestrians in a confined space do not occur.
- Scooters must be positioned centrally (both width and depth) within the passenger lift car.
- Scooters should be driven forwards into the lift car and reversed out. All lifts have a mirror on the rear wall of the lift which will aid with reversing.
- Care must be taken not to collide or cause damage to any parts of the lift cabin or door machinery

### **How do you consider where I can store and charge my scooter?**

When considering requests for scooter storage within Bield developments, the following options will be considered in priority order:

#### **Option 1: External parking with charging facilities:**

The parking of mobility scooters within external areas of the development will consider security, the risk of arson, and access to a charging point. Any such location will normally be as far away from any combustible part of the building as possible, so as not to present a risk of fire spread into the building in the event of a fire.

#### **Option 2: External storage with charging facilities:**

The provision of purpose-built secure storage with charging, these may be existing external facilities, such as garages or storerooms, or space for individual storage units to provide secure storage and charging facilities may be possible

Dependent on their location and proximity to the building, such facilities may need to be fire-resisting enclosures and may also be fitted with automatic fire detection.

#### **Option 3: Purpose-built internal storage rooms:**

The provision of internal purpose-built rooms within Bield's buildings, for the storage and charging of one or more mobility scooters. These will be of a fire-resisting construction and be fitted with fire-resisting, self-closing doors, and automatic fire detection.

#### **Option 4: Adapted internal storage rooms:**

The provision of specifically adapted rooms inside Bield's buildings for the storage and charging of one or more mobility scooters might be an option. Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors, and automatic fire detection.

#### **Option 5: Existing fire-resisting rooms utilized for storage:**

The storage and charging inside rooms, not originally designed for this purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing fire doors, might be considered. This may include options to utilise storerooms, utility rooms, on a permanent or temporary basis. In these instances, the use of the rooms, or clearly separated areas, might need to be restricted to the storage and charging of mobility scooters and not combined with other uses.

#### **Option 6: Storage and charging within tenants own accommodation:**

Suitable storage and charging arrangements might be possible inside the home of individual tenants. This option removes the risk from the common areas, and it places the storage and charging of scooters within a fire-resisting enclosure beyond a fire-resisting, self-closing door. However, this potentially places individual tenants at risk from a fire involving a mobility scooter in their own homes. If this option is considered, the scooter should not be stored or charged in the hallway, if this is the only means of escape available. The scooter should,

preferably, be stored and charged in a separate room, which is fitted with a fire-resisting or substantial door and fire detection. Tenants are advised that the charging of scooters within their own homes should not take place between 8 pm and 8 am to help reduce the risk of fires overnight.

**Please Remember**

**Customers that bring a scooter into their building without prior consent, they will be asked to remove it.**

**Visitors using mobility scooters are asked to adhere to the guidelines set out to help keep customers, colleagues, and visitors safe.**

**Mobility scooters, on fire, give out lots of smoke. They very quickly create extreme heat as well. Storing scooters on your 'escape route' means that you won't be able to get to safety because of the smoke and heat. Scooters can cause serious and deadly fires.**

**Storing scooters in escape routes is strictly prohibited; it may impede the fire and rescue and ambulance services attending emergencies.**

**Unfortunately, Bield cannot guarantee that every tenant who requests to bring a mobility scooter into the building will be permitted to do so.**

**You should discuss the full terms and conditions of scooter use with your development manager before purchasing a scooter so that you understand the implications and your responsibility.**

## Appendix 3 Bield mobility scooter and powered wheelchair application form

Your data, you should know...

Bield Housing and Care will store and process the information you give, including your personal data. By completing this application form it will enable us to keep a record of all customers who own / or intend to own a mobility scooter for health and safety purposes.

Bield Housing and Care is subject to data protection laws, which include ensuring that you are aware of both your rights and how we, use your data. By continuing to complete this application form you are agreeing to Bield Housing and Care processing your personal data, and sharing your data with relevant partners, such as Scottish Fire and Rescue Service. You have the right to ask for a copy of your personal information.

Name

---

Address

Phone Number

Email Address

Date

Classification of Scooter

Class 1

Class 2

Class 3

Type of Scooter

Do you agree to the following?	<input type="checkbox"/>	I will check that my mobility scooter / powered wheelchair will fit in external doors, lifts, and internal doors (as appropriate)	<input type="checkbox"/>	<p><b>[Mobility scooter applications only]</b> I will ensure that my mobility scooter will have the correct tax registration status</p>
	<input type="checkbox"/>	I will maintain and service my mobility scooter / powered wheelchair in line with manufacturers requirements	<input type="checkbox"/>	I do not have a visual, physical, or cognitive impairment that would prevent me from operating the scooter or dependency on alcohol or other substance that may impact my ability to operate the scooter safely
	<input type="checkbox"/>	I will arrange appropriate public liability insurance cover, and present it for inspection by Bield colleagues		

Signature

---

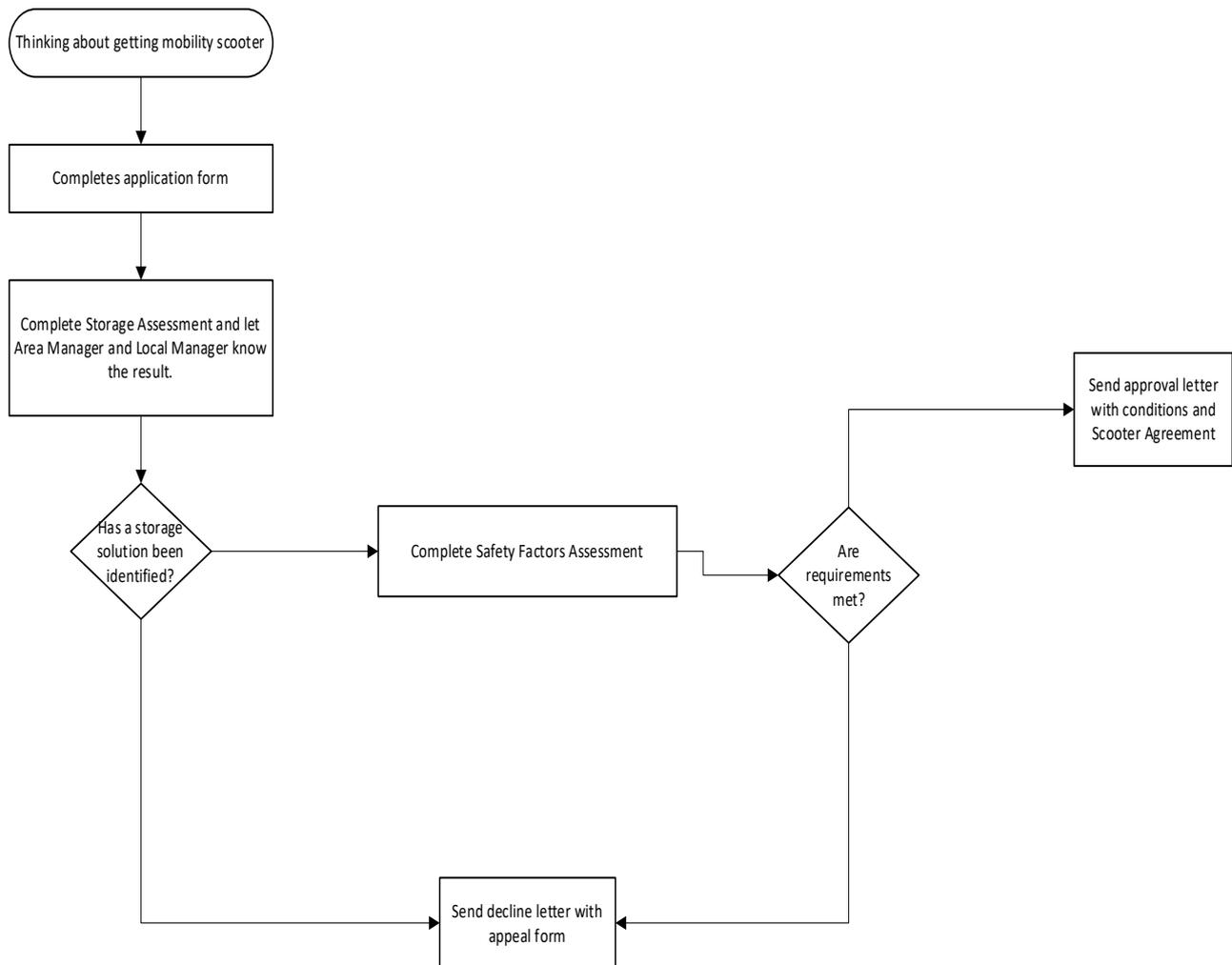
Once completed, please share this with your Local Manager

## Equality monitoring form

Can you help us understand how mobility scooter ownership impacts different groups? Please help by answering the questions below.

<b>Sex</b>	<b>Female</b>	<input type="checkbox"/>	<b>Male</b>	<input type="checkbox"/>
<b>Age group</b>	<b>55 - 64</b>	<input type="checkbox"/>	<b>65 - 74</b>	<input type="checkbox"/>
	<b>75 - 84</b>	<input type="checkbox"/>	<b>85+</b>	<input type="checkbox"/>
	<b>Other age</b>			<input type="checkbox"/>
<b>Do you live in a gender other than that assigned at birth?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
			<b>Prefer not to say</b>	<input type="checkbox"/>
<b>Do you consider yourself to have a disability?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
			<b>Prefer not to say</b>	<input type="checkbox"/>
<b>If yes, please state the impairment(s) which apply to you</b>	<b>Physical impairment</b>	<input type="checkbox"/>	<b>Sensory impairment</b>	<input type="checkbox"/>
	<b>Mental health condition</b>	<input type="checkbox"/>	<b>Learning disability</b>	<input type="checkbox"/>
	<b>Longstanding illness</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/>
<b>How would you describe your ethnic origin?</b>	<b>Asian</b>		<b>Indian</b>	<input type="checkbox"/>
	<b>Bangladeshi</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/>
	<b>Pakistani</b>	<input type="checkbox"/>		
	<b>Chinese</b>	<input type="checkbox"/>		
	<b>African, Caribbean, or Black</b>			
	<b>African</b>	<input type="checkbox"/>	<b>Caribbean</b>	<input type="checkbox"/>
	<b>Black</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/>
	<b>White</b>			
	<b>Scottish</b>	<input type="checkbox"/>	<b>British</b>	<input type="checkbox"/>
	<b>Irish group</b>	<input type="checkbox"/>	<b>Polish</b>	<input type="checkbox"/>
	<b>English</b>		<b>Northern Irish</b>	
	<b>Welsh</b>		<b>Gypsy / Traveller</b>	
	<b>Other</b>	<input type="checkbox"/>		
<b>Mixed or multiple ethnic groups</b>				
Any mixed or multiple ethnic groups				

## Appendix 4 Mobility scooter assessment process



## Appendix 5 Storage and charging assessment

Development			Number		
Persons involved in assessment	Date completed Click or tap to enter a date.	Click or tap to enter a date.	Date of previous (if applicable) Click or tap to enter a date.	Click or tap to enter a date.	Review date Click or tap to enter a date.
<b>Classification of scooter</b>	<input type="checkbox"/> <b>Cat 1</b>	<input type="checkbox"/> <b>Cat 2</b>	<input type="checkbox"/> <b>Cat 3</b>		
<b>Make / Model</b>					
<b>Serial number</b>					

Option	Please indicate options selected
<p><b>Option 1 External Parking with Charging Facilities</b> The parking of mobility scooters outside developments is potentially an option. In most instances, it would be expected that a charging facility would be provided adjacent to the parking area.</p> <p>Security and the risk of arson would need to be considered, as would the location, which should not present a risk of fire spread into the building in the event of a fire.</p>	<input type="checkbox"/>
<p><b>Option 2: External Storage with Charging Facilities</b> The provision of purpose-built secure storage and charging facilities (including individual storage units), or the conversion of existing facilities, such as garages or storerooms, to provide storage and charging facilities, might be considered. Any works proposed will have to be fully costed and will be subject to approval and available funding.</p> <p>Dependent on their location and proximity to the building, such facilities may need to be fire-resisting enclosures and may also be fitted with automatic detection.</p>	<input type="checkbox"/>
<p><b>Option 3: Purpose-Designed Internal Storage Rooms</b> The provision of purpose-designed or specifically adapted rooms inside premises for the storage and charging of one or more mobility scooters might be an option.</p> <p>Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors, and automatic detection. Any works proposed will have to be fully costed and will be subject to approval and available funding.</p>	<input type="checkbox"/>
<p><b>Option 4: Internal Area Enclosed in Fire-Resisting Construction</b> This could include the provision of storage in areas located off common stairways and circulation spaces that have been enclosed in fire-resisting construction to separate them from the remainder of the adjacent space.</p>	<input type="checkbox"/>

<p>These areas would be specifically provided for the storage and/or charging of possibly one or a small number of mobility scooters. These areas would as a minimum, need to be fitted with fire-resisting, self-closing doors, and automatic fire detection.</p> <p>Any works proposed will have to be fully costed and will be subject to approval and available funding.</p>	
<p><b>Option 5: Existing Fire-Resisting Rooms Utilised for Storage</b></p> <p>The storage and charging inside rooms, not originally designed for the purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing doors, might be considered.</p> <p>This may include options to utilise storerooms, utility rooms, unused offices, or meeting rooms on a permanent or temporary basis. In the instances, the use of the rooms, or clearly separated areas, might need to be restricted to the storage and charging of mobility scooters and not combined with other uses.</p> <p>These rooms would be generally be separated from the remainder of the building with fire-resisting construction and fire-resisting, self-closing doors, and will already have automatic detection.</p>	<input type="checkbox"/>
<p><b>Option 6: Storage and Charging within Tenants own Accommodation</b></p> <p>Suitable storage and charging arrangements might be possible inside the accommodation of individual tenants.</p> <p>This option removes the risk from the common areas, and it places the storage and charging of scooters within a fire-resisting enclosure beyond a fire-resisting, self-closing door.</p> <p>However, this potentially places individual tenants at risk from a fire involving a mobility scooter in their own homes. If this option is considered, the scooter should not be stored or charged in the hallway, if this is the only means of escape available.</p> <p>The scooter should, preferably, be stored and charged in a separate room, which is fitted with fire-resisting or substantial door and fire detection. Tenants should be provided with advice on the safe use and charging of scooters as part of a person-centred approach.</p>	<input type="checkbox"/>
<p><b>No safe area identified</b></p>	<input type="checkbox"/>
<p>Please write specifically where permission has been granted</p>	

## Appendix 6 Safety Factors Assessment

Development				Number	
Persons involved in assessment	Date completed Click or tap to enter a date.	Click or tap to enter a date.	Date of previous (if applicable) Click or tap to enter a date.	Click or tap to enter a date.	Review date Click or tap to enter a date.
<b>Is there a safe place for storage and charging?</b>		Choose an item.	<b>If yes, where</b>	Choose an item.	
<b>Classification of scooter</b>	<input type="checkbox"/> <b>Cat 1</b>		<input type="checkbox"/> <b>Cat 2</b>		<input type="checkbox"/> <b>Cat 3</b>
<b>Make / Model</b>					
<b>Serial number</b>					

<b>Activity / Process / Operation</b>	<b>What are the hazards to health and safety</b>	<b>What risks do they pose and to whom?</b>	<b>How are we controlling this?</b>	<b>Any other notes</b>
Maintenance	Mobility scooter not fit for purpose / damaged	Mobility scooter does not respond to controls and may cause injury.  Mobility scooter poses a fire risk Customers Colleagues Visitors	Information to be given to the customer that scooter service is required at the frequency as detailed in the manufacturer's manual (approximately annually depending on use).	
Charging	Battery is flammable	Injury eg burns, smoke inhalation Customers Colleagues Visitors	Information to be given to the customer that scooter service is required at the frequency as detailed in the manufacturer's manual (approximately annually depending on use).  Scooter only to be charged in specified area outwith 8pm – 8am	
Everyday use	Unsafe use by customer	Collision Damage to property  Customers Colleagues	The customer advised on the safe use of scooter through information leaflet.	

Activity / Process / Operation	What are the hazards to health and safety	What risks do they pose and to whom?	How are we controlling this?	Any other notes
		Visitors		

**Fitness to operate**

Potential issue	As far as you know, is this applicable to the customer, and would it prevent them from operating a scooter safely?				Action required?
Visual impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Cognitive impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Medical impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Impairment due to alcohol or other substance	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Any other issue	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	

<b>Decision</b>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Grant permission to the customer?				
Reason				
Where can customer use their scooter?				

Once completed, please use the appropriate letter to inform the customer, and inform the local manager.

## **Appendix 7 Storage and charging options**

The options detailed below present a best practice approach that will be applied, based on a hierarchy of risk to life, from low to high, but any one of which might be acceptable in the right circumstance.

Where, in the following options, there is a reference to fire-resisting construction and fire-resisting doors, the period of fire resistance should normally be 60 minutes, except where an area contains no more than three mobility scooters or is provided with automatic fire suppression, in which cases 30 minutes fire resistance will normally be adequate.

### **Option 1: External Parking with Charging Facilities**

The parking of mobility scooters outside developments is potentially an option. In most instances, it would be expected that a charging facility would be provided adjacent to the parking area.

Security and the risk of arson would need to be considered, as would the location, which should not present a risk of fire spread into the building in the event of a fire.

### **Option 2: External Storage with Charging Facilities**

The provision of purpose-built secure storage and charging facilities (including individual storage units), or the conversion of existing facilities, such as garages or storerooms, to provide storage and charging facilities, might be considered.

Dependent on their location and proximity to the building, such facilities may need to be fire-resisting enclosures and may also be fitted with automatic detection.

### **Option 3: Purpose-Designed Internal Storage Rooms**

The provision of purpose-designed or specifically adapted rooms inside premises for the storage and charging of one or more mobility scooters might be an option.

Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors, and automatic detection.

### **Option 4: Internal Area Enclosed in Fire-Resisting Construction**

This could include the provision of storage in areas located off common stairways and circulation spaces that have been enclosed in fire-resisting construction to separate them from the remainder of the adjacent space.

These areas would be specifically provided for the storage and/or charging of possibly one or a small number of mobility scooters. These areas would as a minimum, need to be fitted with fire-resisting, self-closing doors, and automatic fire detection.

### **Option 5: Existing Fire-Resisting Rooms Utilised for Storage**

The storage and charging inside rooms, not originally designed for the purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing doors, might be considered.

This may include options to utilise storerooms, utility rooms, unused offices, or meeting rooms on a permanent or temporary basis. In the instances, the use of the rooms, or clearly separated areas, might need to be restricted to the storage and charging of mobility scooters and not combined with other uses.

These rooms would be generally be separated from the remainder of the building with fire-resisting construction and fire-resisting, self-closing doors, and will already have automatic detection.

### **Option 6: Storage and Charging within Tenants own Accommodation**

Suitable storage and charging arrangements might be possible inside the accommodation of individual tenants.

This option removes the risk from the common areas, and it places the storage and charging of scooters within a fire-resisting enclosure beyond a fire-resisting, self-closing door.

However, this potentially places individual tenants at risk from a fire involving a mobility scooter in their own homes. If this option is considered, the scooter should not be stored or charged in the hallway, if this is the only means of escape available.

The scooter should, preferably, be stored and charged in a separate room, which is fitted with fire-resisting or substantial door and fire detection. Tenants should be provided with advice on the safe use and charging of scooters as part of a person-centred approach.

## Appendix 8 Permission refused letter template

Choose a building block.

### Private and Confidential

Click here to enter text.  
Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

### Permission refused / WITHDRAWN

Thank you for taking the time to complete and send your request to keep a mobility scooter/motorised wheelchair within your flat/development.

I am sorry to let you know that at this time, we will not be able to grant permission for the following reason(s). [delete as appropriate]

- There is not a safe space to store and charge your mobility scooter
- We believe that you do not have the capacity to operate the mobility scooter safely

We will keep your details on file in case a safe space becomes available or your circumstances change.

I hope that this letter offers you the reassurance that we have taken full consideration of your request. However, should you remain dissatisfied with the outcome you can appeal the decision by completing the enclosed form and returning it to your local manager within 28 days of receiving this letter.

Yours sincerely

Name  
Title

Direct Dial:

E-mail:

## Request to appeal

I would like to appeal the decision to refuse me permission to store charge and operate a mobility scooter within my development based on the following grounds.

- I believe there is a safe space to store and charge the mobility scooter that has not been considered  
Please provide details in the space below
  
- I believe that I do have capacity to operate the mobility scooter safely  
Please provide details in the space below
  
- I believe more information has become available since the original assessment was undertaken  
Please provide details in the space below

Please use this space to provide details in support of your appeal

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Signature

Date

Address

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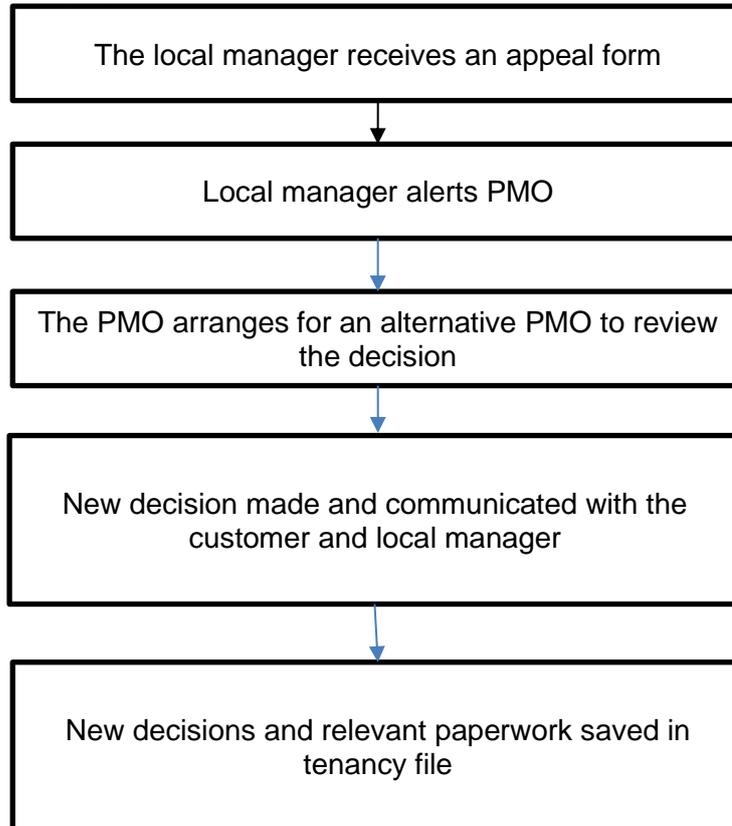
Office use

Uploaded and started process

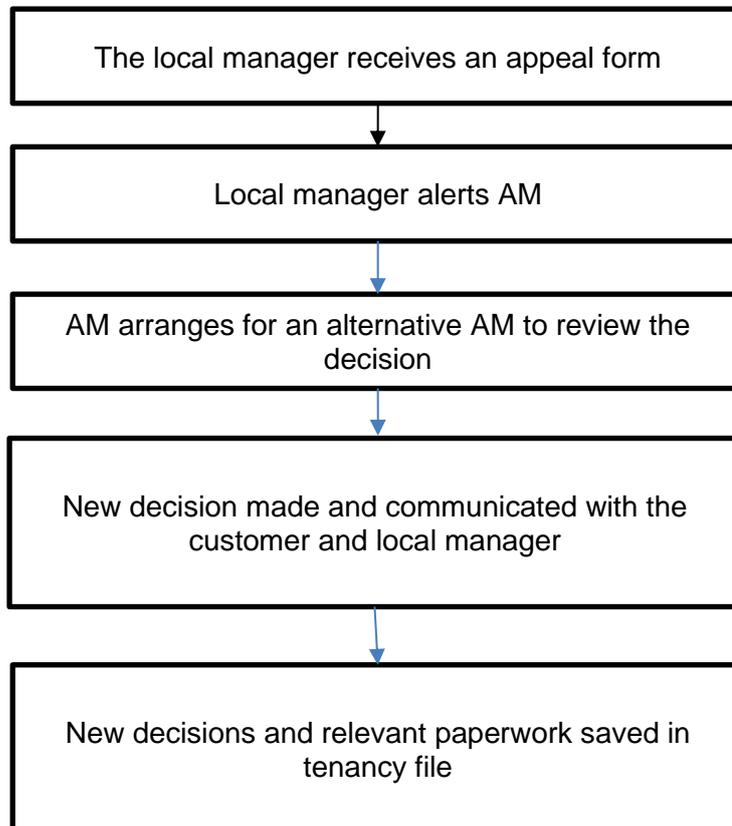
Date

## Appendix 9 Customer appeal process

### Appeal for Storage and Charging Decision



### Appeal Safety Factors



## Appendix 10 Permission Granted Letter and Mobility scooter agreement

Choose a building block.

### Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

### Permission granted- mobility scooter request

Thank you for taking the time to complete and send your request to keep a mobility scooter/powerd wheelchair within your flat/development.

I am pleased to let you know that we are happy to grant permission for you to use, store and charge a mobility scooter.

This permission is based on the following information

Scooter Type	
Classification	
Charging location	
Storage location (if different)	

This permission is contingent upon you

- signing and returning the Mobility Scooter Agreement enclosed with this letter
- getting relevant insurance and providing evidence of this
- getting your scooter serviced regularly in accordance with the manufacturer's specifications

I hope this is the outcome you were looking for and would like to wish you safe use of your mobility scooter.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

## **Mobility Scooter Agreement**

**Name**

---

**Address**

---

- I am liable for the cost of any damage I cause to the building fabric, furnishing, and persons whilst using my mobility scooter on Bield property
- I will get appropriate insurance cover in place for the use/storage and charging of my mobility scooter and renew this annually
- I will only use, store and charge my scooter within the specified areas and times.
- I will exercise caution when using my mobility scooter around the Bield development to ensure that I do not injure myself or other people, or damage property
- I will only use my scooter in the designated areas
- I will observe a speed limit equivalent to a slow walking pace
- I will store my mobility scooter in a safe way that does not pose a hazard to myself or other people, taking extra care to make sure it does not prevent a means of escape or entry
- I will make sure that my mobility scooter is charged and maintained in accordance with the manufacturer's instructions to guarantee safe operation

- I will make sure my mobility scooter is free from mud/dirt when in the development
  
- I will not leave any items stored in the mobility scooter while it is being stored or charged in the development
  
- I know that Bield cannot be held responsible for any damage to my mobility scooter whilst stored on Bield property (indoors or outdoors)

**Designated area for storage**

---

**Designated area for charging**

---

**Customer signature**

---

**Date**

---

## Appendix 11 No permission letter template

Choose a building block.

### Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

### Permission required - mobility scooter

It has come to our attention that you have been storing and operating a mobility scooter within your home. We appreciate the benefits a mobility scooter can bring to our tenants, you may not have realised that your tenancy agreement states that

*“If you wish to keep a mobility aid such as a scooter or motorised wheelchair you must get written permission first.”*

We would normally try to grant permission, but we need to check that the scooter can be stored and charged safely.

An application form has been included with this letter, and you are asked to complete the form and share it with your local manager within 14 days from the date of this letter so that we can carry out the relevant assessments and checks.

I look forward to hearing from you.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

## Appendix 12 Enforcement process

If there is a serious and/or persistent breach of the Electric Wheelchair and Mobility Scooter Policy, we will take enforcement steps.

As soon as the breach is identified

Warning letter

14 days after warning letter sent

Visit

Timeframe agreed at visit

[Permission withdrawn letter](#)

Tenancy Breach or ASB process

Breach of tenancy – tenancy management path

## Warning letter template

Choose a building block.

### Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

### Mobility scooter – failure to comply with conditions

We appreciate the benefits a mobility scooter can bring to our tenants and try to support our customers to operate a mobility scooter if it helps them overcome mobility issues.

You were granted permission by way of a letter to keep a mobility scooter on Click or tap to enter a date. Included with that letter was a list of conditions that you were required to adhere to. It has recently come to our attention that the following conditions have been breached:

Delete as required

- You are liable for the cost of any damage you cause to the building fabric, furnishing, and persons whilst using your mobility scooter on Bield property
- You must have appropriate insurance cover in place for the use/storage and charging of your mobility scooter and renew this annually
- You must only use /store and charge your scooter within the designated areas
- Mobility scooters must only be used around the development to and from the designated area to outside, and vice versa
- You must observe a speed limit equivalent to a slow walking pace
- When stored in your home, your mobility scooter must not prevent a means of escape or entry
- You must make sure that my mobility scooter is charged and maintained in accordance with the manufacturer's instructions to guarantee safe operation

- You must make sure my mobility scooter is free from mud/dirt when in the development
- You will not leave any items stored in the mobility scooter while it is being stored or charged in the development

**We understand this might be an oversight; you are asked to rectify this situation within 14 days of the date on this letter.** If you have any queries regarding the above, please contact me using the details below.

Yours sincerely

Name  
Title

Direct Dial:  
E-mail:

## Visit letter template

Choose a building block.

### Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

### Mobility scooter – failure to comply with conditions

I wrote to you on Click or tap to enter a date.to bring to your attention the breach of the conditions for your permission to operate, store and charge a mobility scooter on Bield property.

I asked that you take steps to rectify the breach within 14 days. However, I have been informed that you have not as yet taken this action.

I would like to visit you at your home to discuss the reasons why you have not been able to rectify the breach in the mobility scooter conditions and explore if there is any other assistance we can offer.

Date of meeting

Time of meeting

If you have any queries regarding the above, please contact me using the details below.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

## Permission withdrawn letter template

Choose a building block.

### Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

### Permission withdrawn - mobility scooter

I wrote to you on Click or tap to enter a date.to bring to your attention the breach of the conditions for your permission to operate, store and charge a mobility scooter on Bield property.

I asked that you take steps to rectify the breach within 14 days.

I visited you at your home on the Click or tap to enter a date. to discuss this issue.

Since then, the conditions have still not been met. As a result, I am sorry to inform you that your permission to store and operate your mobility scooter on Bield property has been withdrawn effective immediately.

You are required to remove the mobility scooter within seven days from receipt of this letter.

If your circumstances change, please do not hesitate to complete a new application form. If you have any queries regarding the above, please contact me using the details below.

Yours sincerely

Name

Title

Direct Dial:

E-mail:



**Speaking your language - we are happy to translate our policies on request.**

يمكن ترجمة سياساتنا عند الطلب  
إذا كنت بحاجة إلى مساعدة ، فيمكننا توفير مترجم

**Nasze zasady mogą być przetłumaczone na żądanie.  
Jeśli potrzebujesz pomocy, możemy zapewnić tłumacza**

**我们的政策可以应要求翻译。  
如果您需要帮助，我们可以提供翻译**

ہماری پالیسی کا درخواست پر ترجمہ کیا جاسکتا ہے۔  
اگر آپ کو مدد کی ضرورت ہو تو ہم ایک ترجمان فراہم  
کرسکتے ہیں