

**Mobility Scooter Policy**

**Approved: OD Sept 2023**  
**Review: OD Sept 2026**

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**If you require this document translated or issued in a format which is more appropriate for you please contact us.**

**MOBILITY SCOOTER POLICY**

**1. Introduction**

- 1.1. Mobility scooters enable outdoor mobility to those who would otherwise be confined to their home and help to maximise independence. Whilst an individual must meet the costs of ownership or leasing privately, Sutton Housing Society has a duty to ensure that the mobility scooters are being used, stored and charged appropriately within the building.
- 1.2. Sutton Housing Society wishes to encourage and maximise independence for individuals and recognises the value mobility scooters can bring. However, Sutton Housing Society also has a duty to ensure high standards of health and safety within blocks of flats and its schemes designated for older people, for residents, staff and visitors. Residents need to seek permission from Sutton Housing Society to store a scooter at their scheme; residents should discuss this with us to ensure that the scooter can be stored responsibly and in line with the guidance detailed in this policy.
- 1.3. Sutton Housing Society has limited storage facilities for mobility scooters; this policy aims to balance the needs of residents to keep mobility scooters on site with its duties to maintain a safe environment for all residents, particularly in relation to potential fire risks. Where applicable, residents must comply with the outcome of a risk assessment and failure to do so may lead to permission to keep the mobility scooter on Sutton Housing Society land being denied / withdrawn.

**2. Definition of mobility scooters**

- 2.1. Powered scooters are defined as “invalid carriages” under the Use of Invalid Carriages on Highway Regulations 1988.
- 2.2. In this policy, “mobility scooter” means Class 2 or 3 machines, other than battery powered wheelchairs. Class 2 are machines designated for use on the footpath, travelling at speeds of up to 4 miles per hour. Class 3 applies to machines that can be used on both the footpath and the highway and travel up to 8 miles per hour.
- 2.3. Appropriate insurance will be a standard requirement for any residents owning or using a mobility scooter within any part of any Sutton Housing Society scheme. This includes liability insurance in case of either damage to buildings or injury involving other people living or visiting the building.

**3. Health & safety**

- 3.1. Sutton Housing Society’s priority is to ensure the safety of all residents, visitors, staff and contractors to our homes. Sutton Housing Society has a legal duty to maintain communal

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areas in a safe condition and to ensure that all fire routes and fire escapes are always kept clear .

- 3.2 We do not permit possessions to be stored in communal hallways and this includes mobility scooters.
- 3.3 No petrol fuelled mobility scooters are permitted on Sutton Housing Society land – including its external areas.
- 3.4 Where there are no adequate and safe storage and charging facilities available within a scheme, the resident must store their mobility scooter within their flat. This option is limited to those living on the ground floor only, with smaller mobility scooters and where the layout of the accommodation is suitable. Residents that store mobility scooters in their homes must ensure the mobility scooter does not block any fire exits. Scooters and chargers must also be maintained in line with the manufacturer’s guidance. This type of arrangement will be rare; should this be agreed, it will be recorded and the London Fire Brigade will be notified accordingly.
- 3.5 No mobility scooter is to be ridden in the communal corridors and around the scheme as it is likely to cause damage to the communal areas and is a health and safety hazard to other residents.

**4. Responsibilities**

- 4.1 The Community Housing Officers and the Housing with Care Manager (HwCM) are responsible for ensuring compliance with this policy and for allocating and monitoring the use of the scooter rooms at each of their allocated schemes.
- 4.2 The Community Housing Officers and the Compliance and Monitoring Officer will ensure that their regular estate/site inspections and health and safety inspections include designated mobility scooter storage areas/rooms. These areas are included within our fire risk assessments for individual schemes.
- 4.3 All residents with mobility scooters are responsible for the maintenance and servicing of their mobility scooters and batteries and for ensuring their proper use. This includes ensuring appropriate insurance is in place for accidents and damage to property. A copy of the insurance and servicing documents must be provided to Sutton Housing Society on an annual basis. Failure to provide the documents will lead to Sutton Housing Society withdrawing consent for the use of the storage area and to potential enforcement action being instigated.
- 4.4 The Community Housing Officers and the HwCM must ensure that the mobility scooter log is kept up to date. This log details all individuals living in our homes with mobility scooters, the type of vehicle, confirmation of insurance and servicing documents in place, where the mobility scooter is stored.

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**5. Allocation of Spaces**

- 5.1 No mobility scooters will be stored in communal areas of a building, including under stairs, landings, corridors or lounges.
- 5.2 Residents must seek consent to keep a mobility scooter at their home / scheme before they purchase / lease a mobility scooter. This is to ensure that adequate, safe storage space is available at the scheme and that the resident understands the need for insurance and regular maintenance. Allocation of a space for mobility scooters will be on a first come first served basis.
- 5.3 Where there is no safe storage or charging facilities available, residents may store their non-petrol fuelled mobility scooter inside their own home subject to certain restrictions and the resident must seek consent from Sutton Housing Society beforehand. This information will be recorded on the mobility scooter log. Should a space arise within the designated scooter store, the person next in line will be contacted and offered the space.

**6. Insurance & maintenance of mobility scooters**

- 6.1 The Community Housing Officers and the HwCM will record details of all mobility scooters, including copies of insurance and maintenance records, with renewal dates. This information will be monitored on a quarterly basis via the Housing Assistant who will flag up to colleagues which residents insurance/servicing is due for the coming quarter. To enable them to liaise with the resident to ensure this is carried out.
- 6.2 Should residents not comply with the provision of insurance and maintenance documents; staff will discuss what action is required with the Housing Manager.
- 6.3 Any damage to Sutton Housing Society property caused by mobility scooters will be recovered through the owners' insurance company. If there is no valid insurance in place for any reason the owner will be liable for all costs and the current recharge policy will apply. Any failure to pay for damage to Sutton Housing Society property would be a breach of the tenancy agreement.

**7. Charging of mobility scooters**

- 7.1 Mobility scooters where possible should be charged inside residents' homes, unless specific provision is made by Sutton Housing Society in designated scooter stores or established areas with suitable charging points.
- 7.2 Charging should be undertaken in accordance with the manufacturer's instructions.
- 7.3 Sutton Housing Society reserves the right to charge mobility scooter owners for the use of a designated scooter store and for the electricity used.

**8. Equality and Diversity**

- 8.1 Sutton Housing Society continually seeks to be a genuinely inclusive organisation, integrating equality, diversity and inclusion into all aspects of our day to day work.

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- 8.2 We treat all our residents with dignity and respect, tailoring our services to meet the needs of individuals. We provide a supportive environment for our staff, residents and visitors.
- 8.3 Our staff are regularly trained on issues relating to equality, diversity and inclusion. They are sensitive to residents' individual needs and will tailor services accordingly.
- 8.4 All residents have access to this Policy upon request and it is available on our website.