Mobility scooter and electric vehicle charging 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 (SHS) has a duty to ensure that the mobility scooters are being used, stored and charged appropriately within our schemes / buildings.

1.2 Residents must seek permission from SHS to store a scooter at their scheme; residents should discuss this with their Housing Manager to ensure that the scooter can be stored responsibly and in line with the guidance detailed in this policy.

1.3 We have 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assessment and failure to do so may lead to permission to keep the mobility scooter on SHS owned land being denied / withdrawn.

1.4 Information relating to electric vehicle charging is included within this policy. A separate electric vehicle charging policy will be developed as we see demand grow for charging points on our estates and at our schemes.

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 SHS scheme. This includes liability insurance in case of either damage to buildings or injury involving other people living or visiting the building. The requirement for insurance is monitored by the Housing Managers / Housing with Care Manager on a (rolling) annual basis.

3. Health and safety

3.1 We have a legal duty to maintain communal areas in a safe condition and to ensure that all fire routes and fire escapes are always kept clear. We carry out annual fire risk assessments and this supports our clear fire routes approach.

3.2 We do not permit possessions to be stored in communal hallways, which includes mobility scooters.

3.3 NO petrol fuelled mobility scooters are permitted on SHS 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 obtain SHS permission to 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 must be able to exit their home safely in the event of a fire. 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.

3.5 No mobility scooter is to be ridden in the communal corridors and around the scheme.

4. Responsibilities

4.1 The Housing Manager's 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 Housing Manager's and the Property Compliance 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, 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 SHS on an annual basis. Failure to provide the documents will lead to SHS withdrawing consent for the use of the storage area and to potential enforcement action being instigated.

4.4 The Housing Managers 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 are in place.

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 Allocation of a space for mobility scooters will be on a first come first served basis.

5.3 Any damage to SHS 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 SHS property would be a breach of the tenancy agreement.

6. Charging of mobility scooters

6.1 Mobility scooters should be charged using the specific provision made by SHS, in designated scooter stores or established areas with suitable charging points.

6.2 Charging should be undertaken in accordance with the manufacturer's instructions and only manufacturer-approved charges may be used. Damaged batteries must not be charged.

6.3 For lithium-ion battery charging and storage, the following conditions also apply:

- Chargers must not be modified
- Residents must report overheating, swelling, smoke, damage or charging defects immediately
- Batteries must not be charged overnight when residents are asleep unless specifically approved by the manufacturer
- Second-hand or converted battery systems are prohibited.

6.4 Mobility scooters that have been modified from their original specification are not permitted.

6.5 From November 2026, Sutton Housing Society will make a notional charge to all new mobility scooter owners for the use of a designated scooter store and for the electricity used.

7 Electric vehicle charging

7.1 SHS supports the use of electric vehicles and is committed to encouraging sustainable transport wherever possible. If residents are considering purchasing an electric vehicle and wish to charge it on land owned or managed by SHS, they must obtain our written permission before making any arrangements. This is because

parking spaces are not allocated to individual residents, and charging facilities may affect other residents' access, safety, and parking availability.

7.2 Residents must not install charging equipment or run cables across communal areas without prior approval. When developing new homes, SHS installs passive charging infrastructure where appropriate, enabling electric vehicle charging points to be added in the future as demand grows.

7.3 Where charging facilities are approved, residents will be responsible for the cost of the electricity they use and for complying with any conditions set by the Society to ensure safety and fair access for all residents.

8. Equality, diversity and inclusion

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

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 employees, residents and visitors.

8.3 Our employees 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.