

# Mobility Scooter Guidance for Residents



**Winchester**  
City Council

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## **Introduction**

As a Landlord we recognise that some residents may benefit from a mobility scooter to enable them to retain their independence.

Not all our properties and schemes are suitable for the use or storage of mobility scooters. We ask you to contact the Sheltered Housing Team, Tenancy Services Team or the Leaseholder Management Officer for guidance on the suitability of your accommodation for a mobility scooter prior to obtaining one.

If you are thinking of purchasing or hiring a mobility scooter you should discuss and agree this with our Housing staff. You will need to agree where you can store and charge it, and get the relevant permission before obtaining your mobility scooter.

***If residents bring a mobility scooter into their home, communal area or mobility scooter store without prior authorisation they will be need to remove them.***

## **Where can I store my mobility scooter?**

No mobility scooter can be stored or charged in any internal or external communal space unless an area has been specifically designated and set aside for this purpose.

Mobility scooters should be stored in your property if it is practical and safe to do so and does not affect your means of escape from your property. If you are given permission to keep a scooter in their home we would recommend you have the smaller collapsible models which can be more easily stored.

If you are looking to store your mobility scooter in your home you will need to have a Safe and Well visit from Hampshire Fire and Rescue Service before permission is given. Please see [www.hantsfire.gov.uk/keeping-safe/loveyourhome/safeandwell/](http://www.hantsfire.gov.uk/keeping-safe/loveyourhome/safeandwell/) for further information or call 023 8063 6751 weekdays 9am – 5pm or email [community.firesafety@hantsfire.gov.uk](mailto:community.firesafety@hantsfire.gov.uk)

If there is a mobility scooter store available at your accommodation you may be able to store your mobility scooter there.

## **What if neither of these options is available to me?**

You should contact OT Direct Hampshire County Council (tel. 0300 555 1386) and request an assessment.

Tenants who have an assessed need for a mobility scooter will be considered in line with the Councils Adaptations for Persons with a Disability Policy. The Council will confirm whether it can complete the necessary works to enable the mobility scooter

to be stored and charged within your property or in an appropriate external area if available, through the Council's adaptations budget.

### **How are spaces allocated in mobility scooter stores?**

The allocation of a space within a mobility scooter store will be on a first come first serve basis. Priority will be given if a request is made on medical or disability grounds and you will need to provide supporting information from a GP, Occupational Therapist or other medical professional confirming your need for a mobility scooter.

When there are no spaces available, a waiting list will be maintained.

### **How do I get permission for a mobility scooter?**

Please contact the Sheltered Housing Team, Tenancy Services Team or the Leaseholder Management Officer who will explain our mobility scooter policy to you and provide you with our mobility scooter storage application form.

We aim to respond to mobility scooter requests within 10 working days of receiving the permission request.

If you are granted permission for your mobility scooter you will be asked to sign an agreement and provide certain documentation.

### **Does the Council have the right to refuse my request?**

Yes. The Council reserves the right to refuse requests to store mobility scooters. However permission will not be unreasonably withheld, subject to there being available, safe storage which is accessible for your scooter and does not cause a health and safety risk.

You will be informed in writing of any refusal and the reasons for this. If you are dissatisfied you can make a complaint to the Council explaining why you disagree.

### **Do I need insurance cover?**

We require you to take out public liability insurance for your mobility scooter although this not currently a legal requirement. This is because you will be liable to pay compensation or third party claims if you have an accident and cause damage to property or personal injury to a third party. You should also consider insurance which covers your mobility scooter in the event of theft, fire or other damage.

Insurance is readily available and some scooter suppliers offer insurance in their range of additional items at the point of sale.

## **What are the registration and licence requirements?**

If you have a class 3 mobility scooter you must register it with the DVLA. A class 3 mobility vehicle is capable of exceeding 4mph but is limited to a speed of 8mph and can be used on the public highway.

To register, go to <https://www.gov.uk/mobility-scooters-and-powered-wheelchairs-rules/vehicle-tax-registration-and-insurance> or call the DVLA on 0300 790 6802 for details.

## **What safety issues should I be aware of?**

Mobility scooters can pose a hazard to yourself and pedestrians, especially those who have mobility problems. You are expected to be capable of driving your mobility scooter carefully with due consideration for others. Please consider the following:

- Check with your doctor to ensure that you are fit to use a mobility scooter.
- Strong medication can affect you, so always read the instructions carefully and ask your GP or pharmacist about any side effects that could affect your ability to drive your mobility scooter.
- If you have a disability that will restrict your movement, for example looking behind you, then you will need to consider if a mobility scooter will be suitable for you.
- If you wear glasses or contact lenses, make sure you wear them every time you drive your mobility scooter.
- Do not drive a mobility scooter if you have consumed alcohol or are impaired by the use of any drugs, it is unsafe and you could be prosecuted.
- See and be seen! If you are using anything to protect you from the weather, make sure that it does not restrict your vision. Wear fluorescent and reflective materials and have fluorescent and reflective markings on your mobility scooter, and put on your lights to help other road users see you.
- Do not wear loose-fitting clothing, scarves or long coats, which can easily get caught in the wheels of your mobility scooter.
- Mobility scooters are designed and constructed for the driver only. Do not put yourself or others in any danger by carrying passengers.
- Mobile phones can be a distraction, so pull over and stop before using one.
- Do not carry or lead a pet while you are on your mobility scooter.
- Do not overload your mobility scooter with shopping or other goods as this can make the vehicle unstable. Bags hanging from the handlebars will also make the mobility scooter more difficult to control.
- Make sure the mobility scooter is turned off before getting on and off, otherwise controls can get knocked accidentally by your body or catch on clothing causing injury to yourself and other people and damage to property.

- Do not lean forward or reach to put items into your mobility scooter basket on the tiller, otherwise controls can get knocked accidentally by your body or catch on clothing causing injury to yourself and other people and damage to property.
- Adjust the tiller so that it is not too close to your body, otherwise steering could be hindered, and controls could get knocked accidentally causing injury to yourself and other people and damage to property.
- Always follow the Highway Code. Drive on the left-hand side and obey traffic lights and road signs.

You are also expected to store, charge and maintain your mobility scooter in line with the manufacturers guidelines and instructions. Please consider the following:

- To protect the health and safety of all residents, mobility scooters must not be stored or charged in communal areas.
- You must make sure that your mobility scooter fits into your home or that you can store it in a designated scooter store.
- You must only charge your mobility scooter (whether it is stored in a property or a mobility scooter store) between 8.00am and 8.00pm to reduce the potential risk of a fire.
- The battery must be separated from the mobility scooter (if designed to have the battery removed) when the mobility scooter is not being charged to reduce the risk of fire.
- Mobility scooters must be charged directly from the mains electric in the mobility scooter store. Extension leads are not to be used when charging any mobility scooter.
- When charging in your home the door to the property must be shut whilst charging the mobility scooter and care should be taken to ensure that the leads will not cause a trip hazard within the property.
- There must be a working smoke detector in the room/s in the property the mobility scooter is being stored and charged in, ideally a multi-sensor heat and optical smoke detector.
- Do not leave the mobility scooter plugged in for longer than necessary as to do so would create a fire risk.
- Mobility scooters must be maintained and serviced in accordance with manufacturers guidelines to make sure all the relevant parts are in good working order and that the battery is safe.
- You are responsible for ensuring a Portable Appliance Test (PAT) is undertaken on the mobility scooter in accordance with manufacturer's guidelines to ensure it is safe to use. This must be carried out by a certified electrician.

### **Mobility Scooter Policy**

A copy of our mobility scooter policy and all associated documentation can be found on our website or alternatively please speak to a member of the Housing team.