

Personal Electric Vehicle (PEV) Policy



Personal Electric Vehicles	
Purpose	This policy outlines how Mount Green ensures the safe use, storage and charging of mobility scooters and other powered transporters in our properties and designated storage areas.
Applies to	This policy applies to any tenant or leaseholder with shared communal spaces who requires or owns a mobility scooter or other battery powered personal electric vehicle.
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Author	ADHS
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Service Area	Housing Services
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CONSEQUENTIAL AMENDMENTS (made prior to full policy revision)		
Amendment Date	Nature of Amendment	Revised by

VERSION HISTORY			
Revision Date	Version No.	Revised by	Approved by

CURRENT POLICY REVISION	
Date revised	February 2023
Revised by	Assistant Director of Housing Services
Executive approval date	March 2023
Next revision due	March 2026



1. Policy Statement

- 1.1 Mount Green recognises that residents have a right to purchase mobility scooters and that the use of these vehicles can significantly enhance independence and quality of life. Although Mount Green does not have an obligation to provide scooter storage, we will work with and support our residents to use and store their mobility scooters safely and considerately wherever possible.
- 1.2 For the purposes of this policy, a mobility scooter is defined as an electric scooter or electric wheelchair designed specifically for outdoor use; this does not apply to lightweight wheelchairs suitable for indoor use.
- 1.3 This policy also applies to e-scooters, e-bikes, e-skateboards or other powered transporter. Collectively these items are known as Personal Electric Vehicles (PEV).
- 1.4 Mount Green are currently investigating pilot schemes for scooter storage and therefore this policy will be reviewed on an annual basis whilst any pilots are implemented and evaluated.

2. Policy Principles

- 2.1 We want all our communal areas to be safe, secure and free from hazards. To achieve this, residents must follow this policy if they wish to purchase, store and charge a PEV.
- 2.2 The policy follows the NFCC Mobility Scooter guidance for residential buildings and the advice of our fire risk assessors. Other key legislation and guidance can be found in the Equality Act 2010 and the Regulatory Reform (Fire Safety) Order 2005.

3. Implementation

- 3.1 Residents will be made aware of this policy if they enquire about keeping a personal electric vehicle (PEV). Residents of our Independent Living Schemes will be made aware of this policy when they discuss their mobility with their Independent Living Officer.
- 3.2 Changes to this policy will be communicated to residents who have PEVs.
- 3.3 All Neighbourhood, Independent Living, compliance, customer experience and surveyor team members will be required to read this policy, and to confirm that they have read and understood it.

4. Other Policies

- 4.1 This policy should read in line with the following Mount Green policies:



- Communal Areas Policy
- Aids and Adaptations Policy
- Health & Safety Policy
- Neighbourhood Management Policy

5. Policy Responsibility

- 5.1 The Assistant Director of Housing Services and the Assistant Director of Property Services are responsible for ensuring staff are following this policy in their guidance to residents.
- 5.2 The Compliance Manager is responsible for advising of any legislation that should influence or amend this policy. They will also coordinate any actions resulting from our fire risk assessments that may concern PEVs.
- 5.3 All team members are responsible for advising residents of this policy
- 5.4 All employees are responsible for feeding back any improvements that could be made to this policy or problems they have found while trying to implement it.

6. Policy Detail

- 6.1 Mount Green will, wherever possible, support residents who require a mobility scooter to maintain their mobility, independence and enhance their quality of life. However, there are health and safety concerns about the storage, parking and charging of all PEV's, which must be taken into account.
- 6.2 We aim to:
- Recognise the value of mobility scooters to people's lives
 - Reconcile the expectations of residents who require mobility scooters with our duty to manage our communal areas effectively and mitigate against any health and safety issues
 - Provide clear guidance regarding the storage and charging of PEVs.
 - Ensure residents and their visitors understand their responsibilities and obligations in relation to the ownership and/or use of PEVs in Mount Green properties.
 - Set out the criteria by which Mount Green will assess all requests for mobility scooters or other PEVs.

7. Permission

- 7.1 Whilst we recognise the value of a mobility scooter for some of our residents, residents must seek permission for a mobility scooter from Mount Green prior to its purchase in order to ensure that there is a safe location to park it and therefore not cause a health, safety or fire risk in our



neighbourhoods or schemes.

- 7.2 Permission for a mobility scooter is likely to be refused where:
- There is no safe storage in the resident's home and no safe alternative storage and charging space can be provided.
 - A major physical alteration to the property/scheme is required which we believe to be unreasonable in terms of cost and/or disruption to other residents
 - A resident has failed to take out the necessary insurance cover or provide the relevant documentation
- 7.3 If a PEV is being stored or charged on Mount Green property without the appropriate permission, Mount Green will ensure it is removed.
- 7.4 We also reserve the right to withdraw permission for an area to be used for mobility scooter storage should it be required for an alternative use in the future or as a result of a subsequent risk assessment.

8. Storage

- 8.1 PEVs must be stored and charged in the resident's home if there is no specific storage area on site. PEVs must not be stored in communal areas where they may be a trip or fire hazard and Mount Green reserves the right to remove any PEV which are causing a hazard.

However, we appreciate that it is often not possible for residents to store mobility scooters in their own home and therefore we will work with residents to explore alternative means of safe storage wherever possible.

8.2 Mobility Scooter Storage in Independent Living Schemes

We aim to provide a limited number of self-contained secure, scooter storage units within our independent living schemes, subject to the practical constraints of the scheme and the costs involved. These storage facilities will be piloted at some schemes to investigate their use and feasibility. These facilities are not available at all schemes.

8.3 Storage in General Needs Neighbourhoods

We do not supply designated storage areas for mobility scooters within any of our general needs neighbourhoods. However, we do recognise that the requirement for mobility scooters is not exclusive to our independent living schemes and we will work with any general needs resident who requires a mobility scooter to explore alternative solutions.

8.4 Allocation

Where scooter storage is provided, the allocation of storage units will be assessed on an individual basis. If a scooter storage unit is not available, the Housing team will work with residents to achieve a mutually agreed solution



to scooter storage. It may not be possible to provide extra storage.

8.5 Aids and Adaptations

Where an additional electricity socket is required to allow a resident to store and charge a mobility scooter in their own home, this will be dealt with in line with our Aids and Adaptations Policy.

8.6 Storage of other PEV

Other forms of PEV must be stored within residents' homes or within designated bike stores, at the resident's own risk.

9. Charging PEVs

- 9.1 Residents must follow the manufacturer's instructions when charging and always unplug the charge when it has finished charging. Do not leave batteries charging while asleep or away from the home. There have been a number of house fires reported in the UK as a result of PEV batteries being left unattended whilst charging. We urge residents to be cautious and vigilant when charging PEV batteries in their homes.
- 9.2 Mount Green will not cover the cost of the charging of PEV batteries within a scooter or bike storage unit. Residents who are allocated a storage unit will be charged for this facility.
- 9.3 If permission has been provided to charge a mobility scooter or other powered transporter within a storage area, we will seek to recharge the resident for the costs incurred.

10. Responsible Use

- 10.1 We expect our residents who own electric scooters or other battery powered transportation to use them considerately and be mindful of other residents, members of staff, guests and members of the public.
- 10.2 Residents must insure their scooters as part of their household contents insurance, and carefully follow the manufacturer's instructions.
- 10.3 If a resident is seen to using their PEV irresponsibly or not adhering to our requirements, we reserve the right to withdraw our permission and seek the removal of the PEV.
- 10.4 If a resident causes any damage to Mount Green property when using a PEV, the resident will be recharged for any costs in line with our Recharge Policy.



- 10.5 Lithium-ion batteries must not be disposed of in general household and recycling waste as they can lead to significant waste fires. Residents must dispose of items containing these batteries at a designated refuse centre.
- 10.6 Residents are also urged to only purchase any PEV containing a chargeable Lithium-ion battery from a reputable retailer and to avoid second-hand purchases. Second-hand and non-branded retail Lithium-ion batteries are associated with a higher risk of causing fire and other damage to homes and possessions.

11. Monitoring

- 11.1 An annual report will outline:
- Number of mobility scooters within each scheme/neighbourhood
 - Allocation of storage spaces for mobility scooters
 - Any issues with PEV management and the outcome of any subsequent actions

12. Equality, Diversity and Inclusion

- 12.1 For Mount Green, diversity is about respecting people's individual differences and ensuring that all people that come into contact with us have access to the same high standards of behaviour and service.
- 12.2 We are committed to ensuring that no resident will be treated less favourably because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.

