

Mobility Scooter Policy



We want everyone to stay safe and live independently.

If you want to use a mobility scooter or powered wheelchair in your home or building, here's what you need to know:

Asking for a mobility scooter or powered wheelchair

- You must ask us in writing before getting or using a mobility scooter or powered wheelchair
- We check if your home has safe space to store and charge it.
- Sometimes we may need to say no if there is not enough space or it is not safe - but we will try to help you find other options.

Using your mobility scooter or powered wheelchair safely

- You must be able to use it safely and take care of it.
- You need insurance in case anyone is hurt or something gets damaged.
- Scooters should only be used by the person they belong to.

Storing and charging

- Mobility scooter or powered wheelchairs must not be kept or charged in hallways, stairs, or anywhere that blocks an escape route.
- Charging must be done safely, in a room with a smoke alarm and never in a corridor.
- Some buildings have special storage rooms. If these are full, you may need to keep the mobility scooter or powered wheelchair inside your own home (if safe to do so) or choose a smaller one.

If you don't follow the rules

- We may ask you to remove the mobility scooter or powered wheelchair
- In serious cases (especially fire safety), we may need to take legal action.

Abandoned mobility scooters or powered wheelchairs

- If a mobility scooter or powered wheelchair is left unused or in the wrong place, we will put a warning sticker on it.
- If it's still there after 14 days, we may remove it and charge you for the cost.