

# Mobility scooter, e-bike and e-scooter policy

November 2025

Housing  
Management



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

<b>Version</b>	<b>Date</b>	<b>Reason for change</b>	<b>Authorised</b>	<b>Review by Date</b>
1	Jan 2023	Amendments of previous doc	AB/RB	Jan 2026
2	Dec 2024	New Policy template merger and review by SI	Service Improvement	
3	Jan 2025	Operational review / Consumer Standards review	AB / MF Building Safety Managers	
4	May 2025	Operational Sign Off	Head of Fire Safety, Health and Safety	May 2030

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## **2 Introduction**

2.1 This policy sets out the Royal Borough of Kensington and Chelsea Housing Management (RBKC HM) position on the use of mobility scooters, e-bikes, e-scooters (or any other similar motorised battery-operated vehicle) on its estates and properties.

2.2 The storage of scooters in communal areas is a risk of combustion that has been identified, due to numerous high-profile fires around the country. Our fire risk assessments and estate inspections have identified this as a persistent issue in the borough. This document sets out how we intend to manage this risk.

## **3 Policy Statement**

3.1 RBKC HM recognises its statutory responsibilities and is committed to achieving and maintaining the highest standards of fire safety within its residential stock to ensure the health and safety of all its residents, employees, contracted representatives and other visitors.

3.2 RBKC HM recognise the importance of maintaining internal communal areas – in particular the lobbies, walkways, staircases etc, that form part of the designated escape route, free of obstructions that could potentially increase fire loading, impede access or egress or present a trip hazard and obstruct evacuation in the event of a fire or emergency. The requirement to keep common areas clear is also reflected with tenancy agreements and lease agreements. In addition, we have a legal duty to reduce the risks as far as is reasonably practicable.

3.3 RBKC HM recognise that the safe use of mobility scooters enables its residents to maintain and increase their independence, positively impacting their quality of life.

3.4 Whilst RBKC HM appreciates the role that mobility scooters can play in maintaining independence for residents who need to use them, it also has a duty to consider the health and safety of all building users.

## **4 Related Documents**

- Communal Areas and Private Balcony Storage Policy
- RBKC HM Fire Safety Policy
- RBKC Tenancy Agreement
- HM Health and Safety Policy
- Shed Policy
- Decant Policy
- Allocations Scheme
- Aids and Adaptation Policy

## **5 RBKC HM Position on Mobility Scooters**

- 5.1 RBKC HM has to consider and do all that is reasonable to mitigate the risks to residents from the use, storage or charging of mobility scooters within communal areas and also within dwellings where their presence is known. These risks include, but are not limited to:
- Obstruction of communal areas (means of escape), and access / egress at all times. If mobility scooters are stored on escape routes and are involved in a fire, there is a potential that escape routes will become blocked/unusable and residents could be placed at significant risk in the event of a fire.
  - Increased fire loading risk – especially during charging or due to poor maintenance. Mobility scooters are generally constructed around a steel frame, with plastic fairings, rubber tyres, foam seats, wiring and batteries. They are often retro fitted with vehicle registration number plates, waterproof covers and storage bags.
  - Arson
  - Damage to fixtures and fittings when they are used in buildings without adequate turning circles and for which their use was not designed.
- 5.2 In view of the risks, RBKC HM will not permit mobility scooters or other motorised vehicles to be stored or charged in any of the communal parts of the buildings it manages.
- 5.3 Residents are encouraged to take suitable precautions when storing or charging mobility scooters, electric bikes or electric scooters (including batteries) within their property. They should avoid charging or storing in any part of their property that may affect their means of escape. We provide advice to residents regarding fire safety via the monthly newsletters and Electronic Notice Boards.

## **6 Mobility Vehicles**

- 6.1 Before purchasing a mobility scooter, residents should ensure it can fit within the property and in an area that does not affect any escape route by checking the scooter's specifications. We would recommend for all residents who would like advice on obtaining a scooter, to contact the Adult Social Care team who will be able to assess suitability via an Occupational Therapist Assessment.
- 6.2 Residents that use a mobility scooter are encouraged to notify RBKC HM, so that we are made aware in cases of emergency/evacuation.
- 6.3 Where RBKC HM becomes aware of a mobility scooter being stored or charged in communal areas, arrangements will be made to have it removed and stored for 28 days before being disposed. This is due to the increased fire risk, health and safety risks and obstruction hazards posed. This is in accordance with the *Communal Areas and Private Balcony Storage Policy*. RBKC is not liable for any costs incurred from loss or damage of items.

- 6.4 RBKC HM will attempt to make contact with residents who have left their mobility scooter in a communal area before it is removed. We will act swiftly to remove the scooter due to the serious fire hazard whether we have been able to make contact with the resident or not.
- 6.5 Where this action is taken, RBKC HM reserves the right to recharge the tenant or leaseholder for any of the associated costs.
- 6.6 Where individuals use such vehicles, and they are stored and charged entirely within the confines of their own home and this is not brought to the attention of RBKC HM, it will be at the residents own risk. The risks posed are not only for the resident but the entire block, if there is a fire.
- 6.7 Where RBKC HM are made aware of a resident storing a scooter within their property, a person-centred fire risk assessment will be offered to ensure that the resident has the capacity to be alerted to, and to respond to a fire incident, and that there are adequate fire protection measures.
- 6.8 Due to the risks which Mobility Scooters pose; we would always recommend for residents to have a person-centred fire risk assessment completed to ensure your escape route is not compromised but also the safety of those within the building.
- 6.9 Where the current storage arrangements are unsuitable and pose a potential fire risk, RBKC HM will consider alternative options. If these options cannot resolve the risks, RBKC HM may consider gifting smaller 4mph mobility scooters in cases. This applies if residents currently have a larger scooter that cannot be stored in their home. The gifted mobility scooter must be stored safely inside the resident's property or in a fire rated storage area (Scooter Store).
- 6.10 Residents can contact (or self-refer to) the Neighbourhood Team, where they will be referred to the scheme. This scheme excludes leaseholders. *Please see Appendix 1 for the Mobility Scooter Gifted Criteria.*
- 6.11 In exceptional circumstances where there are no suitable locations for a scooter store or a resident is not physically able to access the scooter store (e.g. unable to walk to the location) and storing in their flat is also not possible, it may be necessary to consider rehousing the resident to more suitable accommodation. This will be assessed on a case-by-case basis via the Decant Process / Management Transfer Process.

## 7 E-Bikes and E-Scooters

7.1 RBKC HM recognises the growing popularity of electric bikes (E-bikes) and electric scooters (E-scooters) as sustainable modes of transport. However, due to safety, regulatory, and insurance concerns, E-bikes and E-scooters are **not permitted for use, storage, or charging within any communal areas.** If you do plan on using e-bikes or e-scooters, please refer to the resident responsibilities section (Section 9)

7.2 This is based on several key considerations:

1. **Health and Safety Risks:** The use of E-bikes and E-scooters within

communal areas and properties poses significant safety risks to residents, visitors, and staff. These vehicles can travel at high speeds and may cause injury in shared spaces where pedestrians, children, and vulnerable individuals are present. RBKC is committed to ensuring the safety of all residents and reducing the potential for accidents or harm.

2. **Fire Hazard Risks:** E-bikes and E-scooters, particularly those with lithium-ion batteries, present a potential fire risk. Charging these vehicles in communal areas or within properties can increase the likelihood of electrical faults, overheating, or fires.
3. **Legal and Regulatory Compliance:** Current legislation and safety guidelines stipulate that E-scooters are not permitted to be used on public roads unless they are part of a regulated trial scheme, and their use in certain areas remains illegal. E-bikes and E-scooters are also subject to regulations regarding their safe charging and maintenance.
4. **Accessibility and Space Constraints:** Communal areas in RBKC properties are designed to be accessible to all residents, including those with mobility impairments. The presence of E-bikes and E-scooters, especially when stored or charged in these areas, may obstruct pathways, emergency exits, and access routes, potentially violating fire safety regulations and creating hazards for others.

## 8 Provisions of a Scooter Store

- 8.1 Where all other alternative options have been considered, a scooter store will then be considered. This is the least available option for residents, due to the shortage of space available.
- 8.2 In exceptional circumstances, RBKC HM may consider the provision of a scooter store, upon request. Requests will be assessed on a case-by-case basis. Approval will be based on the combination of identified need for the scooter and a suitable location being available, and the cost of supplying and installation. The requirements in relation to the location are that it:
  - Is easily accessible by the user.
  - Does not create a hazard by its location.
  - Can be provided with a suitable power supply.
  - Is in a relatively secure environment.
  - If located in an internal area, it should be fitted with automatic fire detection which should be monitored.
  - Is subject to appropriate Resident Association consultation, where possible.
- 8.3 Where a scooter store is installed within a tenant's own grounds, (e.g. within their garden), the store will generally be connected to the resident's own domestic supply.
- 8.4 Unless purchased directly by the end user, the scooter store remains the property of RBKC HM. Once the end user no longer requires the use of a store, it may be reallocated to another user.

- 8.5 To ensure scooter stores remain in good condition, stores will be subject to regular visual inspection by a Caretaker as part of their communal area checks, for signs of disrepair or cleaning.

## 9 Resident Responsibilities

- 9.1 It is important that tenants familiarise themselves with the RBKC Tenancy Agreement and leaseholders with their lease agreement on all aspects such as mobility scooters, e-bikes and e-scooters, and their responsibilities when it concerns communal areas.

- 9.1.1 Excerpt from tenancy agreement:  
*5.6 Common Parts and Areas*  
*The tenant will keep the common parts adjacent to the premises clean, free from obstruction or flammable material and tidy at all times*

- 9.2 Residents must not store, park or charge their mobility scooter or motorised vehicle in communal areas.

- 9.3 Residents are required to park e-scooters or other motorised vehicles appropriately in designated parking places. They should not be stored, parked or left in communal areas.

- 9.4 Residents who purchase e-scooters or other motorised vehicles, should be aware that it is not appropriate to take these devices into lifts, as there are recognised fire hazards associated with these items which would create an unacceptable risk within a lift.

- 9.5 If a resident decides to purchase an e-scooter or other motorised vehicle, they are responsible for its safety, including safety whilst charging within their home. The Council advises residents to avoid these types of transport due to the hazard that they present and advise residents to use public hire e-scooters, should they wish to travel in this way (again for which residents are responsible for ensuring all relevant highway laws are adhered to).

## 10 Charging Equipment and Safety Standards and Maintenance

- 10.1 **Manufacturer-Authorised Charging Cables and Wires:** All charging cables and wires used for electric vehicles and lithium-ion battery-powered devices must be **manufacturer-authorised** and comply with the relevant safety standards. Charging equipment should be marked with the **UKCA** (UK Conformity Assessed) mark or meet any other applicable safety certification standards, ensuring the equipment is safe for use within the UK. It is essential to use only cables, wires, and chargers approved by the vehicle or device manufacturer to prevent risks associated with substandard or incompatible equipment.

- 10.2 **Purchasing Charging Appliances:** Charging appliances must be purchased from **recognised electricity retailers** or directly from **approved manufacturers** of the vehicle or charger. This ensures that the equipment meets recognised safety standards and has been tested for reliability and performance. RBKC does not endorse the use of third-party or unapproved charging appliances, as these may pose significant safety risks.
- 10.3 **Charging Location and Escape Routes:** To maintain fire safety and ensure clear access to emergency routes, **charging of any vehicle or device must not take place near escape routes** or in areas that could obstruct fire exits or emergency access points. All charging should be carried out in designated, safe areas within private residences or approved locations, and vehicles or devices should never be left unattended while charging.
- 10.4 **Routine Maintenance and Manufacturer Guidance:** All mobility scooters must be maintained according to the manufacturer's guidance to ensure safety, performance, and longevity. Regular checks should include battery health, tyre condition, brake functionality, and electrical system inspection. Users should refer to the manufacturer's user manual for recommended maintenance schedules and procedures. **Only manufacturer-approved** parts and components should be used for repairs or replacements to ensure compatibility and compliance with safety standards. Regular servicing by a qualified technician is **strongly advised** to avoid potential safety hazards and ensure the vehicle operates optimally.

## 11 Implementation

- 11.1 RBKC HM Estate Services Teams have responsibility for regular inspections of all communal areas which will include routine checks of all areas in and around scooter stores in line with the provisions in this policy.
- 11.2 The Neighbourhood Management Teams will have responsibility for contacting individual owners of mobility scooters, e-bikes or e-scooters stored or left in RBKC HM communal areas (where possible), as well as any enforcement action that may be required.
- 11.3 Risk assessments will be undertaken by Fire, Health & Safety with the assistance of Neighbourhood and other teams, where required.
- 11.4 RBKC HM will ensure it takes reasonable steps to assess the capacity of those that may be impacted by any enforcement action. This will include a referral to Adult Social Care services.

## 12 Legal and Regulatory Context

- 12.1 This policy will ensure full compliance with relevant legislation, regulatory requirements and best practice to health and safety regarding the use of mobility scooters.
- 12.2 This policy adheres to the following legislation and guidance:
- Regulatory Reform (Fire Safety) Order 2005
  - Equality Act 2010
  - Management of Health and Safety at Work Regulations 1999

- 12.3 Information and guidance on mobility scooters is also noted within other publications such as:
- BS EN 12184:2014.
  - Fire Safety in Purpose Built Flats Guide (published by Home Office).
  - NFCC Specialised Housing Guidance
  - NFCC Mobility Scooter Guidance
  - Care Quality Commission (CQC) Fire Safety Information and Guidance Note 422.

### **13 Equalities Statement**

13.1 The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

13.2 Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

### **14 The UK General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018**

14.1 As a directorate of RBKC, Housing Management shares the commitment to ensure that all data is:

- Processed lawfully, fairly and in a transparent manner.
- Collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices.
- Relevant and limited to whatever the requirements are for which the data is processed.
- Accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay.
- Stored for as long as required, as specified within RBKC's Records Retention policy.
- Secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction, or damage.

- 14.2 For further information about the Council's commitment to UK GDPR, please see the Council's website at [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

## **15 Compliance, Monitoring & Review**

- 15.1 The overall responsibility for the approval of this policy sits with the Housing Management Directorate.
- 15.2 The Head of Fire, Health and Safety will be responsible for reviewing this policy.
- 15.3 This policy will be reviewed every 5 years, or when legislative or regulatory changes take place that could affect it. The next review will take place by: **May 2030.**

## **16 Appendixes**

- Appendix 1: Mobility Scooter Gifted Criteria
- Appendix 2: NFCC Mobility Scooter Guidance
- Appendix 3: RBKC E-Bike Safety Video

### **Appendix 1: Mobility Scooter Gifted Criteria**

The process and criteria for gifting smaller scooters in these cases is as follows:

1. A combined risk and needs assessment has been carried out by the Housing Management Health and Safety and Neighbourhood Management teams.
2. The assessment identifies there is no alternative pre-existing safe storage and charging provision for the residents existing large scooter (e.g. mobility scooter storage sheds etc).
3. The building/block/estate and residents property are fully accessible or – with reasonable and technically possible adaptations – can be made fully accessible for the smaller/4mph mobility scooter.
4. The provision of the 4mph scooter will eliminate/minimise the risks of residents existing personal mobility scooters being stored and/or charged in the common areas and parts of RBKC council housing stock.
5. The 4mph scooter is appropriate for and meets the needs of the resident concerned (e.g. the tenant is within the scooter weight capacity of 130kg (20st), the tenant has capacity to safely use the scooter and to store/charge the scooter inside their home etc).
6. The resident agrees to store and charge the scooter inside their property.
7. The resident understands that Housing Management will cover the cost of purchasing the scooter and annual servicing for the first year only.
8. The scooter purchase cost and first years planned servicing and maintenance plus any associated adaptations will be covered through the Housing Management Adaptations budget.

9. After the first year, the resident agrees and takes responsibility for any general repairs or other maintenance costs associated with their continued use of the scooter.

#### **Appendix 2: NFCC Mobility Scooter Guidance**

[\(Link\)](#)

#### **Appendix 3: LFB E-Bikes and E-scooters Guidance**

[\(Link\)](#)

#### **Appendix 4: RBKC E-Bike & E-Scooter Safety Guidance Video**

[How to keep your e-vehicles safe](#)