

CASTLEHILL INFORMATION

MOBILITY SCOOTERS



Purpose of Mobility Scooters

We are committed to ensuring our tenants are able to be as independent as much as possible. We realise for many, Mobility Scooters can enhance the quality of life enabling access to facilities in schemes and in the wider community.

We want those who need Mobility Scooters to be able to use them but without compromising the safety of other tenants who live within their scheme. Therefore there are some things which must be considered.



WE AIM TO...

The Association want to make sure that the use of Mobility Scooters does not negatively impact other tenants.

We will conduct a series of checks and assessments to ensure this. We will:

- Carefully manage the numbers of Scooters in a development so as not to compromise the safety of tenants or other users of the developments.
- Accommodate all requests for permission to keep a Scooter where possible and not to refuse permission unreasonably.
- Carry out a full assessment prior to a decision.
- Ensure that where permission is granted, that the tenant has adequate insurance and understands and commits to the terms and conditions of approval.
- Provide clear information regarding keeping the Mobility Scooter.

The Association will offer a full explanation in writing of the reasons where permission is refused.

Permissions

It is important that Tenants obtain permission from their Housing Officer prior to considering the purchase or hire of a Mobility Scooter as permission cannot be guaranteed.

When assessing requests to store a Mobility Scooter, we will carry out an on-site assessment of the suitability of granting permission and the impact storage of a Scooter will have on other tenants. Class 3 vehicles are not permitted to be stored indoors - **please refer to full policy for details of permitted Scooters.**

Permission will only be granted where it does not adversely affect the wellbeing and safety of other tenants and where they are not put at risk.

Tenants can appeal to the Housing Services Manager if they wish the refusal of permission to be reviewed.

Assessment

An assessment will be carried out by the Property Services Officer (in consultation with Sheltered Scheme staff where necessary). This will identify areas where the scooter may be safely stored and charged. Ideally schemes will have areas set aside that can be used for this purpose. Where this is not the case, we will try to identify a communal area, either outside or inside the building, where it can be safely stored without impeding access to corridors or stairwells. No flammable materials should be stored anywhere in the building as per the terms of the Scottish Secure Tenancy Agreement.

Safety requirements

Scooters cannot be left on charge overnight for safety reasons. They must not be stored next to heaters or fire exits or in internal communal spaces.

The use of the Scooter is restricted to the designated storage space to the main access to the building. Certain sizes of Scooter will not be permitted.

Where damage is caused to the building, the Association reserve the right to recharge the tenant for any repairs that are required to rectify the damage. In all cases the tenant is expected to accept responsibility for the consequences of their action in the use of the scooter.

A full copy of the Mobility Scooter policy is available on request.

Use of Mobility Scooter

The use of Mobility Scooters is restricted to the designated storage space and the main access to the building.

Mobility Scooters should be ridden safely and in a responsible manner especially within the confines of the building and grounds of the scheme, taking consideration for others. All Mobility Scooters must be set at the lowest speed setting when being used indoors.

Permission is given on the basis that the Mobility Scooter and the tenant do not cause any damage to the building or injury to other people. They can only be stored/charged in an agreed area and will be removed if Fire Service deem a fire risk or it would impede evacuation in event of fire. Where damage is caused to the building, the Association will recharge the tenant for any repairs that are required to rectify the damage. In all cases the tenant is expected to accept responsibility for the consequences of their action in the use of their Scooter.

Maintenance and Insurance

Tenants are responsible for ensuring Mobility Scooters are serviced annually. They must be maintained and charged in line with the manufacturers' instructions and they must be insured. Insurance should include public and third party liability and must be in place before the Association can consider permission.