



Mobility Scooters and Motorised Wheelchairs

Who does this policy apply to:	Tenants
Review Date (minimum every three years)	August 2028
Policy Author/Reviewer and Job Title	Sally Rowe – Head of Housing

POLICY

WFHA recognises the value that a mobility scooter can bring to enhance the quality of life for some tenants and for many it can provide independence and access to external facilities and the wider community. In accordance with the equality Act 2010 we support tenants to make use of the most appropriate equipment available to enable independent living.

The Association has a duty to ensure mobility scooters used by our tenants are being used legally and safely, with appropriate responsibility being taken by the user.

We will accommodate requests for permission to keep and store scooters where practicable and not refuse permission unreasonably ensuring the health and safety of all of our tenants that are housed within the scheme.

The obstruction from storing mobility scooters and electric wheelchairs and the potential fire risk from battery charging in communal areas, permissions will not be granted.

The purpose of this policy is to ensure that:

- WFHA meets its statutory obligations
- Mobility scooters do not cause an obstruction or fire risk
- The number of scooters is managed on any one scheme, so as not to compromise the safety of tenants, staff, contractors and visitors to the scheme.
- Tenants are aware of their responsibilities as the owner

WFHA will ensure that all relevant legislation, guidance and good practice is maintained.

Related Policies:

Health & Safety Statement
Equality, Diversity & Inclusion Policy
Risk and needs assessments
Allocations and Referrals policy
Lettings Policy

Document History:

Date of Last Review: August 2025
Date of next review: August 2028

Equality Impact Statement:

WFHA must ensure all individuals are treated fairly and in line with legislation relating to the nine protected characteristics identified in the Equality Act 2010 and with the Association's Equality policies and procedures. You must comply with the law and Association policies and procedures governing equality and diversity. The nine protected characteristics are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.