

---

## Mobility Scooter Storage

### Introduction

It is becoming increasingly common for older people and those with mobility problems to use mobility scooters for getting around and maintaining their independence. However, many Hanover properties were not built with mobility scooters in mind and safe storage in these buildings can often be difficult. Our approach to scooter use at Hanover estates is primarily designed to protect.

### Risks

The use of scooters presents many risks, not only to the building but to other occupants too, these include:

- Collisions with vehicles, buildings and people, causing injury and damage,
- Trip hazards from inappropriate storage,
- Fire risk caused by faulty mechanisms,
- Blockage of fire exit routes.

Hanover, along with other housing providers, is facing pressure from Fire Officers to ensure that the storage of scooters within communal areas is done so safely. Hanover wants to offer practical scooter storage options which continue to support residents' independence but needs to ensure that these are balanced against potential fire risks.

### Advice to scooter users

#### Scooter use on Hanover estates

Scooter users are urged to respect and take care of all fixtures and fitting as well as other users of the building taking care when reversing or negotiating blind corners. Should any damage occur it should be reported so that we can help to prevent anything similar happening the future. We may need to recharge any damage to the scooter user.

Scooters users must give priority to pedestrians, they must give way and, if necessary move over and stop to let pedestrians pass.

#### Scooter use within passenger lifts

The use of scooters within passenger lifts is discouraged. Where it is absolutely necessary for mobility reasons then the following rules will apply:

- Pedestrians waiting to use the lift must be given priority over scooter users. Scooter users must wait for the lift car to return.
- Only one scooter and scooter driver can use the lift at any time. Even if there appears to be room in the lift, no other pedestrians should use the lift at the same time. This is to ensure that weight limits on the lift are not exceeded and that accidental collisions between scooters and pedestrians in a confined space do not occur.
- Scooters must be positioned centrally (both width and depth) within the passenger lift car.

- Scooters should be driven forwards into the lift car and reverse out. All lifts have a mirror on the rear wall of the lift which will aid with reversing.

### **Consent to store a mobility scooter on the estate**

Hanover operates a consent process to ensure that adequate and proper storage is available and that insurance and maintenance conditions are met.

Current and prospective Hanover residents who are thinking about purchasing a scooter are asked to discuss doing so with the estate manager before making a purchase. This will help identify where they can be kept and whether the proposed scooter is appropriate for use in the building.

When considering requests for scooter storage within Hanover estates, the following options will be considered in priority order:

#### **Option 1: External parking with charging facilities:**

The parking of mobility scooters within external areas of the estate will consider security, the risk of arson and access to a charging point. Any such location will normally be a minimum of 6 metres away from any combustible part of the building, so as not to present a risk of fire spread into the building in the event of a fire.

#### **Option 2: External storage with charging facilities:**

The provision of purpose-built secure storage with charging, these may be existing external facilities, such as garages or store rooms, or space for individual storage units to provide secure storage and charging facilities may be possible

Dependent on their location and proximity to the building, such facilities may need to be fire resisting enclosures and may also be fitted with automatic fire detection.

#### **Option 3: Purpose-built internal storage rooms:**

The provision of purpose-built rooms inside estate buildings for the storage and charging of one or more mobility scooters. These will be of a fire-resisting construction, and be fitted with fire-resisting, self-closing doors and automatic fire detection.

#### **Option 4: Adapted internal storage rooms:**

The provision of specifically adapted rooms inside estate buildings for the storage and charging of one or more mobility scooters might be an option. Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors and automatic fire detection.

#### **Option 5: Existing fire-resisting rooms utilized for storage:**

The storage and charging inside rooms, not originally designed for this purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing fire doors, might be considered. This may include options to utilise storerooms, utility rooms, on a permanent or temporary basis. In these instances, the use of the

rooms, or clearly separated areas, might need to be restricted to the storage and charging of mobility scooters and not combined with other uses.

**Option 6: Storage and charging within residents' own accommodation:**

Suitable storage and charging arrangements might be possible inside the home of individual residents. This option removes the risk from the common areas, and it places the storage and charging of scooters within a fire resisting enclosure beyond a fire-resisting, self-closing door. However, this potentially places individual residents at risk from a fire involving a mobility scooter in their own home. If this option is considered, the scooter should not be stored or charged in the hallway, if this is the only means of escape available. The scooter should, preferably, be stored and charged in a separate room, which is fitted with a fire-resisting or substantial door and fire detection. Residents are advised that the charging of scooters within their own homes should not take place between 8pm and 8am.

**Option 7: Internal storage in other areas:**

Unless specific fire precautions are in place to ensure the full protection of all residents at the estate the consent to store or charge mobility scooters within internal communal areas will not be granted. This may also apply to partially covered or open areas that are in close proximity to escape routes.

**Mobility scooter consent requirements**

All mobility scooters used by Hanover residents at its estates will require having consent in place and for the minimum requirements of that consent to continue to be met, Hanover will check at least annually. The following conditions are required by **all** mobility scooters:

- Have in place valid third party liability insurance providing cover to at least £2 million.
- Have been electrically tested (scooter and charging appliance) within the previous 12 months and to have been deemed safe.
- Within communal storage areas, mobility scooters are only to be charged during the hours of 8am and 8pm. Residents are advised to adopt the same approach within their own homes.

Class 3 (larger) scooters are not permitted to be used within any internal area of a Hanover estate.

**Please Remember**

**If a resident brings a scooter on to their estate without prior consent, they will be asked to remove it.**

**Unfortunately, Hanover cannot guarantee that every resident who wants to bring a mobility scooter on the estate will be given permission to do so.**

**You should discuss the full terms and conditions of scooter use on your individual estate with your estate manager before purchasing a scooter.**