



GUILDFORD
BOROUGH

Block Safety: E-Bike/Mobility Scooter Policy

Housing Services

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1. Introduction

Guildford Borough Council (GBC) is committed to promoting equality and maximising choice and independence for residents. GBC recognises the value that E-Bike/ Mobility Scooters can bring to the lives of some of our residents.

Mobility scooters, E-bikes and E-scooters are becoming increasingly popular, most of which are powered by lithium-ion batteries that can be charged in the home. This increase in popularity has led to an increase in fires, which in some cases can cause an explosion.

GBC wants to raise awareness with an aim to improve safety and protect residents, to ensure they feel safe and secure in their own homes, whilst supporting sustainable transport and investigating practical and accessible charging solutions, such as secure shared storage, that reduces risk and promotes responsible ownership. Depending on the block you live in, if we have several residents that have E-Bikes/Mobility Scooters, the Council will look into shared storage and charging facilities.

This policy has been introduced to provide help and guidance to those who currently own an E-Bike or Mobility Scooter.

When we refer to E-Bikes/Mobility Scooters, we are referring to all E-Bike, E Scooters or Mobility Scooters that have a Lithium-ion batteries.

2. Scope

To ensure a consistent and fair approach when granting permission to residents who want to keep and use an E-Bike or Mobility Scooter.

To provide guidance on the factors to be considered when thinking about acquiring an E- Bike or Mobility Scooter.

To ensure, as far as possible, the health and safety of all residents, staff and visitors to the buildings.

To ensure that residents are aware of their responsibilities relating to the storage, charging, use and upkeep of an E-Bike/Mobility Scooter in and around the building.

To ensure residents are aware of their responsibility if they cause injury or damage to another person, or council property as the result of their E-Bike or Mobility Scooter.

To ensure that residents have adequate insurance cover, which should include public and third-party liability and cover damage to buildings, property and grounds, including injury to a third party.

To manage and understand the number of E-Bike/Mobility Scooter on any one site, as to not compromise the safety of residents, staff or visitors.

To ensure residents understand that GBC reserves the right to refuse or withdraw permission at any time for failure to comply with the policy or breaching the policy.

3. Legislation and Regulation

This policy operates in line with legislation, regulation and good practice, including but not limited to:

- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021

- Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- Public Liability Act 1936
- Housing Act 1985
- Housing Act 2004
- Fire Safety in Specialised Housing 2011 (produced by National Fire Chiefs Council)
- Fire Safety in Purpose built blocks of flats 2012 (produced by Local Government Association)
- Equality Act 2010

4. Communal Areas

Lifts

- 4.1 When accessing the lifts with their E-Bike/Mobility Scooter, residents must ensure that they can safely access the lift and take care and attention as to not cause any damage to the lift and other lift users.
- 4.2 Damage to the lift caused by improper care or operation of an E-Bike/Mobility Scooter could cause it to break down and potentially require costly rescue services and repairs. This would also render the lift 'out of service' for a period causing inconvenience to other users. This could result in a claim being made against your insurance.

Speed Limits

- 4.3 E-Bikes/Mobility Scooters should be driven safely and in a responsible manner, especially within the confines of the building and grounds of the Block. Failure to do so will result in permission being withdrawn.
- 4.4 All E-Bikes/Mobility Scooters should be set at the lowest speed setting when being used in and around the Block.

Storage & Charging

- 4.5 E-Bikes/Mobility Scooters must be stored and charged in residents' own homes or in the designated scooter storage areas. Under no circumstances should an E-Bike/Mobility Scooters' be stored or charged in the communal areas of the block.
- 4.6 E-Bikes and Mobility Scooters must not be left to charge overnight or unattended in the property and should only be charged with the accompanying official charger or one of the same quality and standard.
- 4.7 Consideration of the temperature, condition and age of the battery should be accounted for before charging.

5. Insurance

- 5.1 Insurance is not a legal requirement, it is, however, a requirement of this Guildford Borough Council policy for permission to be granted. Proof of a valid insurance certificate is required prior to permission being given.
- 5.2 Residents must have a valid certificate of insurance for the E-Bike/Mobility Scooter. Insurance must include public and third-party liability to cover, and include damage to buildings, property, grounds, and causing injury to a third party, i.e. residents, staff and visitors.
- 5.3 Damage caused to the building or grounds by a resident using an E-Bike/Mobility Scooter, will be recharged the full cost for any damage or injury.
- 5.4 Companies offering insurance for scooters can be found through the British Insurance Brokers Association at www.iba.org.uk
- 5.5 Failure to provide proof of insurance upon request will result in permission being withdrawn.

6. E-Bike/Mobility Scooter Maintenance

- 6.1 E-Bike/Mobility Scooter users will be responsible for ensuring their Bike/Scooter is serviced annually and maintained in line with the manufacturers' guidelines. Proof of an annual service should be provided on request. Failure to do so will result in permission being withdrawn.

7. Permission to Keep an E-Bike/Mobility Scooter

- 7.1 To apply for permission or retrospective permission to keep and use an E-Bike/Mobility Scooter, please contact the Estates Specialist for your area, or email Estatesmanagement@guildford.gov.uk to request 'Permission to keep an E-Bike/Mobility Scooter' form
- 7.2 Unless written permission has been granted by the Landlord, under no circumstances should an E-Bike/Mobility Scooter be driven or stored within your flat or on the premises.
- 7.3 Residents must provide evidence of adequate insurance cover and ensure scooters are in good working order, undertaking yearly safety checks.
- 7.4 Residents must ensure that they abide by the safety regulations issued in the booklet 'E Vehicle Guide' distributed by the Council.
- 7.5 Under no circumstances are E Bikes/Mobility Scooter to be kept/stored or charged in any communal area.
- 7.6 Communal doors must remain closed at all times and are not to be propped or left open under any circumstances."
- 7.7 E-bikes should be walked into the block to avoid Anti-Social Behaviour or personal injury
- 7.8 Residents with Mobility Scooters must, always, drive with due care and attention to others and their surroundings.
- 7.9 The Council reserves the right to withdraw permission at any time for failure to comply with the policy, or the needs of the block change.

8. Right to Request a Review of the decision if you have been refused

- 8.1 If you have been refused permission to have an E Bike/Mobility Scooter, you can request a right to a review by contacting the Neighbourhood Housing Lead. You must request a right to review within 14 days of the letter informing you that you have been refused permission to keep an E Bike/Mobility Scooter in the premises.
- 8.3 A request for a review may be made by completing and returning the attached form or by writing to the Neighbourhood Housing Lead.
- 8.4 On receipt of the request a meeting will be arranged in 5 working days. You can attend this meeting or receive a written response to the outcome.
- 8.5 Depending on why you were refused, you can reapply.

9. Guidance Notes for residents thinking of purchasing an E Bike/Mobility Scooter

- 9.1 Will the E Bike/Mobility Scooter fit through the main entrance door, the lift door and your own front door?
- 9.2 Do you have a safe space to keep the e Bike/Mobility Scooter
- 9.3 Where will you store and charge your scooter? All mobility scooters should be stored and charged within your home or inside the designated scooter storage area. If choosing to charge within your

property they must not be left charging overnight, left unattended or blocking your exit. Please refer to the booklet 'E Vehicle Guide'

9.4 What are the costs of insurance and maintenance?

9.5 Are you aware of the danger's lithium-ion batteries pose and how you can mitigate these risks?

10. Policy Review

10.1 The Neighbourhood Housing Lead and Compliance Manager will be responsible for ensuring the implementation of this policy.

10.2 We will review this policy every three years, or sooner if there are any changes to legislative, regulatory, best practice or operational issues.

11. Equality and diversity, vulnerability, and reasonable adjustments

The Council will treat all customers and staff with fairness and respect. We value diversity and work to promote equality and tackle unlawful discrimination.

We are committed to helping customers to access information about their homes and services in a way that suits individual needs.

The Council is committed to welcoming and valuing diversity, promoting equality of opportunity, and tackling unlawful discrimination. We will not discriminate against staff, customers or others based on their sex, sexual orientation, marital status, pregnancy and maternity, gender reassignment, race, religion, belief, disability, or age collectively referred to as protected characteristics in the Equality Act 2010.

The Council aims to provide homes and services that meet the diverse needs of customers. We believe that all customers should be able to access housing, support, and care services with the same ease and that the quality of our service is the same high standard for all.

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.

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 favorable 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.

The legal framework for the Council's approach is provided by the Equality Act 2010 including the Public Sector Equality Duty (section 149 Equality Act 2010) under which a public authority must have regard to the need to try to eliminate discrimination, harassment, victimisation and to advance equality of opportunity and foster good relations between people with differing characteristics.