

MOBILITY SCOOTER AND ELECTRIC WHEELCHAIR PROCEDURE (RETIREMENT AND SHELTERED COURTS)

Approved March 2023

This procedure applies to:

- Cairn Housing Association

Introduction

The procedure details the steps & criteria that must be followed in order to issue approval to store and charge motorised and electric vehicles in designated external stores on a Court-by-Court basis.

Scope & General Approach

This procedure applies to all Retirement & Sheltered Courts throughout Cairn Housing Group.

Customers require permission in advance to store and charge Mobility Scooter & Electric Wheelchair at a property without exception. This applies to all properties in retirement and sheltered courts and applies to all areas of the property, including communal areas.

As well as completing an application form, customers are required to provide supporting information from an Occupational Therapist.

A response will be provided to an application within fourteen days.

Aims and Objectives

The aim of this procedure is to:

- Give clear guidance on how to meet Cairn's motorised and electric vehicles policy.
- Ensure a consistent approach is taken when an application is received to purchase a motorised and electric vehicle to be stored in a designated location in a court.

- Our properties do not breach current fire safety legislation and applicable guidance and are in accordance with our policies & procedures.
- Give a clear explanation to each successful applicant of the terms and conditions for use, storage and charging of vehicles in Cairn external stores and designated areas.
- Give a clear explanation to unsuccessful applicants of the reasons why their application has been refused.
- Give clear information to Cairn staff as to the steps that must be followed when a permit is to be withdrawn.
- Maintain records of the approval process in case of audit or query by Scottish Fire and Rescue or internal audits or fire risk assessments etc.

Definitions and Acronyms

Mobility Scooters & Electric Wheelchairs are defined as “Invalid Carriages” under the Use of Invalid Carriages on Highways Regulations 1988. The regulations divide these machines into three classes:

- Class 1 - Manual Wheelchairs (can be stored in individual flats).
- Class 2 – Powered Wheelchair & Mobility Scooters designed for use on the pavement, travelling at a speed of 4 Miles per Hour. (will be stored in approved designated locations in accordance with our policies and procedures).
- Class 3 – Powered Vehicles & Mobility Scooters that can be used both on the pavement where like class 2 vehicles they are limited to 4 Miles per Hour, and on the road where they can travel at speeds of 8 Miles per Hour. These types of vehicles will NOT be permitted in our retirement and sheltered courts, nor will any equipment that may use alternative power e.g., combustion engine or flammable fuels.

A designated Mobility Scooter & Electric Wheelchair store is one, which has been identified by us as being the location where this equipment will be stored.

Roles and Responsibilities

Housing Officer to review applications for Mobility Scooters & Electric Wheelchairs at retirement and sheltered courts in their jurisdiction in accordance with the policy and procedure.

Mobility Scooters & Electric Wheelchairs Storage & Charging Areas

We will identify and provide designated Mobility Scooters & Electric Wheelchairs storage and charging areas at its discretion for retirement and sheltered courts. The number of storage spaces will be determined by taking into account the spatial constraints, our Fire Safety Policy, financial constraints, plans for the future of the retirement and sheltered courts and the views of tenants.

In the event of additional demand for spaces in excess of those provided, the Area Housing Manager may make a recommendation for additional designated storage to be provided,

which will be considered by us in accordance with this procedure and any other relevant procedures.

Mobility Scooter & Electric Wheelchair - General Acceptance Criteria

An application for the storage of a Mobility Scooter & Electric Wheelchair in a designated store will be considered if the following criteria are met:

1. The customer provides evidence of an Occupational Therapist report confirming that a Mobility Scooter & Electric Wheelchair is required for medical reasons and that the tenant has the capacity and capability to use this equipment.
2. Evidence of appropriate insurance and PAT testing certificate for charging equipment will be provided by the customer on an annual basis.
3. The customer signs a mandate and agrees to abide by the conditions of use.
4. There is a designated storage and charging area at the Court.
5. The designated store will typically be an external store, however an indoor store may be considered as an exception at specific named Courts at the discretion of CHG in accordance with our Fire Safety Policy.
6. There is a vacant space in the designated Mobility Scooter & Electric Wheelchair storage area.
7. The designated store will not have capacity for all sizes of Mobility Scooter & Electric Wheelchair and whilst we will aim to accommodate Class 2 products, Class 3 will not be accommodated.
8. The Mobility Scooter & Electric Wheelchair is of an appropriate size to fit in the store.
9. The customer has sufficient mobility to access the Mobility Scooter & Electric Wheelchair store.
10. The customer does not already have existing permission to store a Motorised & Electric Vehicle at the sheltered and court development (i.e., only one Motorised & Electric Vehicle is permitted per customer).

If there are exceptional circumstances, we may consider storage of an Electric Wheelchair within a court providing the location identified meets our Fire and Health & Safety and any other relevant policies and procedures.

The following additional criteria will apply:

1. The medical need has been identified in an Occupation Therapist report.
2. A person-centred fire risk assessment has been undertaken; and,
3. Any controls identified within the above reports and assessments will be / have been implemented.

Costs

A cost will be levied on a monthly basis to tenants who store Mobility Scooters & Electric Wheelchairs in a designated Mobility Scooter & Electric Wheelchair store at our retirement

and sheltered courts. The charge will be £14.07 per month to cover maintenance and our costs in providing this service.

Conditions of use

The ongoing use of a designated Mobility Scooter & Electric Wheelchair storage area at a retirement or sheltered court is subject to the following conditions:

1. The charge is paid on time and in full.
2. Adequate insurance cover shall be maintained on an ongoing basis and evidence provided to us annually.
3. A satisfactory PAT test is undertaken on an annual basis with a copy of the certificate being provided to us annually
4. The Mobility Scooter & Electric Wheelchair is maintained in a satisfactory and road worthy condition and in accordance with the manufacturer's recommendations.
5. The customer only parks and charges the Mobility Scooter & Electric Wheelchair in the designated store.
6. The customer drives safely and with due respect to other persons and property at all times whilst on Cairn property.
7. In the event of a significant change in a tenant's mobility or medical suitability to use a Mobility Scooter & Electric Wheelchair, whether positive¹ or negative, the customer can be requested by us to obtain a revised Occupational Therapist review as to their continuing suitability to use a Mobility Scooter & Electric Wheelchair and provide a copy to us.
8. Should a Mobility Scooter & Electric Wheelchair no longer be required or the customer is identified as not having the ability to use a Mobility Scooter & Electric Wheelchair, CHG should be informed immediately and the tenant should remove the Mobility Scooter & Electric Wheelchair within 28 days and vacate any communal storage area within the same period.

Application Process & Information requirements

Requests to provide Mobility Scooter & Electric Wheelchair storage facilities shall be submitted in advance of bringing a Mobility Scooter & Electric Wheelchair to a CHG property by completing a Mobility Scooter & Electric Wheelchair Application Form and Mandate (Appendix TBC) by the customer or their representative as follows:

- For retirement and sheltered courts, approach the Court Coordinator (or, for courts without a Coordinator, the Housing Officer).
- The following information is required to support an application:
- A letter/referral from the applicants Occupational Therapist confirming that a Mobility Scooter & Electric Wheelchair is required.
- Confirmation that insurance can be provided and an annual PAT test undertaken and evidence provided.

- Note that in the event of an application being approved, the applicant is required to provide a copy of their insurance and PAT test in advance of purchasing the Mobility Scooter & Electric Wheelchair.

Initial review

The Housing Officer will undertake an initial review of the application and associated Occupational Health documentation and identify whether this is sufficient. If it is not sufficient, they will respond to the applicant accordingly in writing and ask for further information.

Preliminary approval

If the initial review deems that the application is sufficient, the Housing Officer will identify whether there is space within a designated Mobility Scooter & Electric Wheelchair store by consulting the Court Mobility Scooter & Electric Wheelchair storage log.

If there is no space available, the Housing Officer will:

- Maintain the application on record and put the applicant on a waiting list
- Refuse the request and inform the applicant accordingly in writing, including informing them where they are on a waiting list in line with date of application; and,
- The Housing Officer can consider the circumstance of the application and speak to the Area Housing Manager if required for advice and a possible request for additional storage spaces to be provided.

If there is a vacant space, the Housing Officer will:

- Inform the Court Coordinator.
- Provide preliminary approval to the customer in writing pending a copy of insurance and a PAT test certificate.

Final approval

The Housing Officer will await the provision of documents requested at the preliminary approval stage, including insurance and a PAT test certificate. Upon receipt of such documents, the Housing Officer will:

- Review the documents to ensure that they are sufficient and file the documents once provided. Electronic form to be created.
- Update the Motorised & Electric Vehicles log and file documents on the property file.
- Refuse final approval if the documents submitted are not satisfactory.
- Provide final approval in writing if the documents are acceptable and agree a date upon which the Mobility Scooter & Electric Wheelchair can be stored externally at the Court.

Customer acceptance

Where written permission is granted, the applicant must agree to comply with all conditions placed upon the storage and use of the Mobility Scooter & Electric Wheelchair.

Annual Review

Annual reviews will be conducted by the Court Coordinator or Housing Officer who will ensure renewed Insurance and a PAT test certificate are provided and recorded on the Mobility Scooter & Electric Wheelchair log and placed on the property file.

Person centred fire risk assessment – Electric Wheelchairs ONLY

Where this procedure requires a person-centred fire risk assessment, this must be provided as part of the application process, identify a designated area(s) for the storage and charging of Electric Wheelchairs and be favourable to the proposed Mobility Scooter & Electric Wheelchair storage proposals. The Housing Officer will arrange this risk assessment.

The person-centred fire risk assessment will include other issues pertinent to the customer in respect of fire safety as well as Mobility Scooter & Electric Wheelchair storage, which may require the need for additional measures.

Where written permission is granted, the customer must agree to comply with all conditions placed upon the storage and use of the Mobility Scooter & Electric Wheelchair. CHG reserve the right to withdraw permission at any time if the conditions of the permission are broken.

Management of Mobility Scooters & Electric Wheelchairs

We will:

1. Where we have a Court Coordinator (if not the Housing Officer) we will inspect each Mobility Scooter & Electric Wheelchair area in our Retirement & Sheltered Court in accordance with our estate inspection KPIs.
2. Maintain the Mobility Scooter & Electric Wheelchair log.
3. Require customers to provide evidence of PAT testing and insurance. Cover on an annual basis, which will be recorded on the log.
4. Act on any breach of tenancy including actions if a Mobility Scooter & Electric Wheelchair is being stored without our consent or outside the terms of our policy & procedure.
5. Ensure all accounts are up to date in line with rent accounting procedures.
6. Act to withdraw consent for the storage of any Mobility Scooter & Electric Wheelchair where the user operates the Mobility Scooter & Electric Wheelchair inappropriately or causes a danger or nuisance to others.
7. Advise new customers of our Mobility Scooter & Electric Wheelchair Policy & Procedure during viewings and at the time of sign up.

Visitors

Visitors to the location who intend to use a motorised or electric vehicle will be considered a transient risk. They must be comply with guidance on display on the noticeboard at each court regarding where to park their vehicle which must not block any escape routes or hallways. Parking overnight will not be permitted and no charging facility will be provided for visitors.

Review

This procedure will be reviewed on a three-yearly basis or sooner if relevant legislation is amended.