

Safe Storage and Charging of Mobility Scooters and E-Bikes

Mobility scooters are essential for many tenants, but they must be stored and charged safely to reduce the risk of fire. This also includes other battery powered devices such as e-bikes and scooters. This guidance applies to all tenants living in houses, flats, sheltered housing, and specialised housing schemes.

Mobility scooters and e-bikes contain powerful batteries that, if not stored or charged correctly, can pose a significant fire risk. Fires involving mobility scooters and e-bikes can spread quickly and put lives at risk, especially in buildings with multiple occupants or limited escape routes. Only purchase products with a UK safety mark or CE mark as they have been through proper safety tests.



Do's - Storing your scooter/ E- Bike safely

- **Use the scooter store provided.** If you live at a scheme with a scooter store always use this for storing your scooter.
- **Keep it away from escape routes.** If you live in a flat block or scheme, all internal corridors are also your means of escape and must be kept clear, and never used for storage of any kind.
- **Ensure good ventilation.** Store the scooter/ e-bike in a well-ventilated area to prevent heat buildup. This is not an issue when the vehicle is switched off.
- **Use a fire-resistant mat.** Place a fire-retardant mat under the scooter if storing on carpet or near flammable materials.
- **Switch it off when not in use.** Always turn off the scooter fully before storage.

Do's – Charging safely

- **Use the correct charger.** Only use the charger provided by the manufacturer.

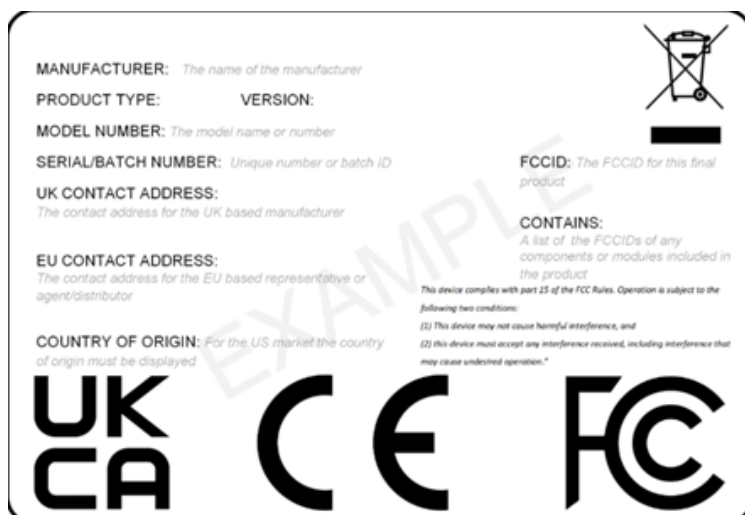
- **Charge wherever possible in the scooter charging room provided.** If this isn't possible charge them in the lounge of your home, never in hallways or escape routes, and never in communal areas of flats.
- **Do not overcharge.** Follow manufacturer guidelines and avoid charging overnight or when you're out of the home.
- **Charge away from flammable materials.** Keep the charging area clear of curtains, furniture, or bedding.
- **Inspect regularly.** Check the battery and charger for damage, overheating, or unusual smells. If any doubt, do not use.



Don'ts - Things to avoid

- **Do not block escape routes.** Never park or charge your scooter/ e-bike where it may prevent safe evacuation both within your home or in the common area of flats/ schemes.
- **Do not use extension leads.** Plug the charger directly into a wall socket.
- **Do not charge in communal areas.** Unless specifically permitted and supervised, charging must be done in the scooter store provided, or in your own property.
- **Do not modify the charger or battery.** Using non-approved parts increases the risk of fire.
- **Never purchase from third party retailers.** Always purchase them in store, or from a reputable online retailer. Avoid cheap imports.
- **Don't use the battery if it shows signs of damage.** If the battery is damaged it may be at higher risk of fire and should be disposed of safely or exchanged for a new one.

The below image is an example of a UKCA safety and CE mark on a product.



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What to do if you have concerns

If you are unsure whether your scooter is safe to store or charge, please contact your housing officer or scheme manager. We're here to help you stay mobile and safe.

Remember: Your safety, and that of your neighbours, depends on careful and responsible use of mobility scooters.

For more advice or to discuss safe storage options, please contact us through the details provided below.



Contact us

 **01508 532000**

 **info@saffronhousing.co.uk**

We will offer INTRAN translation services for those who do not have English as a first language. We have access to Language Line, a telephone interpreting service incorporating over 100 languages.