



Mobility Scooters in General Needs Blocks of Flats Policy & Procedure

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Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
APPROVED	H:\Master Documents\Templates\GCH Policy & Procedure Template.doc
Important Notice: Printed paper copies of this procedure are <u>uncontrolled</u> . The current version of this procedure is available on the Intranet	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	19/10/2009		28/10/09	PT	Services & Operations Committee

Summary of most recent changes:

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1. OVERALL AIM

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Whilst some tenants and leaseholders may wish to leave their mobility scooters in the communal areas of blocks of flats, this potentially represents a number of Health and Safety issues. For this reason this policy is aimed at reducing that risk whilst at the same time offering positive guidance to those tenants with mobility scooters.

2. SUPPORTING AIMS

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A policy document also exists for mobility scooters in sheltered housing schemes

3. RELEVANT LEGISLATION

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There is no specific legislation on this subject although the Fire Safety Standards apply.

4. SERVICE STANDARDS

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There are no specific service standards although the corporate standards relating to responses to enquiries or complaints apply.

5. PERFORMANCE TARGETS

To ensure that all communal areas are free of obstructions.

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6. PROCEDURE

- 6.1 There are two possible scenarios. The first being where there is an existing scooter in a communal area. The second where GCH receives a request to keep a scooter in a communal area.
- 6.2 If there is a scooter currently in a communal area, and it is not evident who owns it, the Housing Officer should attach a note to it asking the owner to make contact. Once the owner is known, enquires will be made to ascertain whether the tenant is able to leave the scooter elsewhere. It will be explained that it is a fire risk to leave a scooter in a communal area and that it must not remain there, but that we are willing to work with them to arrange a solution.
- 6.3 The solutions available are to widen the doorway of the individual flat if necessary so that the scooter can be housed in the tenants own flat, to provide external storage using an existing facility such as a shed or the provision of a new storage facility either in an external communal area or directly connecting to the tenants flat. If charging is required any electrical installation must be carried out by a qualified electrician and should not be by use of extension leads. If Building Control approval is required to widen a doorway, adequate time will allow for this to happen.
- 6.4 The cost of any of the above options will be at the tenant's expense. Not being able to afford the solution cannot be allowed to over ride the safety issues of not having scooters in communal areas.
- 6.5 Funding may be available either from charitable sources or via the medical adaptation (for tenants) or Disabled Facilities Grant (for leaseholders, although it is means tested). If charitable funding is not available an application can be made for either of the other options but would require an Occupational Therapist (OT) to make an assessment of need for the scooter. If the OT determines that there is no significant need, it will be necessary to ask the tenant/leaseholder to remove the scooter. Through the OT assessment GCH will at least make that request that the scooter is removed in the knowledge that it is not essential to the tenant's mobility.

- 6.6 For new requests, permission should be denied to keep the scooter in an enclosed communal area. Discussions will centre on the other options as above. It will be explained that permission is only granted once a suitable method of storage is in place and that they should not proceed with the acquisition of the scooter until then.