



MOBILITY VEHICLE POLICY

Document Name:	Mobility Vehicle Policy
Policy Date:	December 2025
Approved by:	Cabinet – 13th January 2026
Review Date:	December 2026
Policy Author:	Housing Policy and Regulation Manager

Our Vision

Our Housing Service vision is that all homes in East Suffolk are safe, suitable, and sustainable, in communities where residents are proud to live.

This vision supports the Sustainable Housing theme in the Council's Corporate Strategy: Our Direction 2028.

Equality and Diversity Statement

East Suffolk Council (ESC) is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage and civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy and maternity and socio-economic deprivation.

This document complies with the Council's equality and diversity policy.

1. Introduction

- 1.1 This policy applies only to tenants living in retired living schemes and to tenants, leaseholders, and shared owners residing in general needs flats, along with any members of their household, who wish to store a mobility vehicle in their property, a designated mobility vehicle store, or an appropriate external area. This policy does not apply to tenants living in houses.
- 1.2 This policy is not applicable to e-bikes, advice will be given to residents on the safe storage and charging of e-bikes separate to this policy: [Lithium-ion batteries safety | East Suffolk Council](#).
- 1.3 This Policy provides guidance on the use and storage of mobility vehicles, how to acquire permission for a mobility vehicle from ESC and promotes responsible ownership.
- 1.4 ESC recognises that the safe use of mobility vehicles enables its tenants and leaseholders to maintain and increase their independence and social inclusion, positively impacting their quality of life.
- 1.5 ESC takes the health and safety of its tenants, leaseholders, Council staff, visitors and contractors seriously and encourages them to promote responsible mobility vehicle ownership, use and storage to mitigate health and safety risks.
- 1.6 ESC wishes to ensure mobility vehicles are being used legally and safely in permitted properties, mobility vehicle stores and communal areas of retired living schemes, general needs, and leasehold blocks of flats.

2. Definitions

- 2.1 The 'property' refers to the property let to an ESC tenant(s) or held by a leaseholder or shared owner.
- 2.2 The 'communal area' refers to those parts of a block of flats, street or estate which tenants and/or leaseholders have a right to use in common with other tenants and for which a landlord is responsible. This includes but is not limited to stairways, landings, lifts, entrance halls, hallways, lobbies, fire safety equipment, shared gardens, bin stores, bicycle sheds, electrical cupboards, parking areas, play areas and refuse areas. It also includes areas necessary to gain access to the property.
- 2.3 A 'mobility vehicle owner' refers to a tenant, leaseholder or shared owner who has been granted permission to store a mobility vehicle in our properties or a designated area by ESC as per this policy.

2.4. When we use 'you' or 'your' we mean tenant, leaseholder or shared owner. The terms 'we', 'our' and 'us' means ESC.

2.5. Mobility Vehicles are defined as 'invalid carriages' under the 'Use of Invalid Carriages' on Highway Regulations 1988 and are divided into three categories:

- Class 1 applies to manual wheelchairs. This policy does not apply to manual wheelchairs.
- Class 2 applies to any mobility vehicle or powered wheelchair that is designed for use on the footway (pavement) and is not allowed on the public highway. They are limited to a maximum speed of 4pm and are not required to be registered with the Driver and Vehicle Licensing Agency (DVLA). Class 2 also includes battery powered wheelchairs.
- Class 3 applies to any mobility vehicle that can be used on both the footway and the public highway. They are limited to 4mph on the footway, and 8 mph on the highway. Class 3 vehicles must be licensed with the DVLA for road use and cannot be operated by anyone under the age of 14.

2.6. This policy applies to any Class 2 or 3 vehicle as defined above or any powered wheelchair.

2.7. For the purposes of this policy, mobility vehicle that are not specifically designed for mobility use will not be permitted, neither will any equipment that may use alternative power, including but not limited to, a combustion engine or flammable fuels.

3. Legal Requirements

3.1. This policy has been written taking into legislation, regulation, guidance and good practice. It should also be read in conjunction with ESC's tenancy agreement.

3.2. This policy takes into account the following legislation and regulations:

- Health and Safety at Work Act 1974
- Use of Invalid Carriages on Highway Regulations 1988
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Equality Act 2010
- The Care Act 2014
- Home Office guidance on Fire Safety in purpose-built blocks of flats 2011
- The Chief Fire Officers Association Mobility Vehicle Guidance 2017
- The National Fire Chiefs Council Fire Safety in Specialised Housing 2017

- The National Fire Chiefs Council Mobility Vehicle Guidance for Residential Buildings 2018

4. Policy Statement

- 4.1. ESC will ensure a fair and consistent approach to mobility vehicle and the granting of permission for tenants and leaseholders to store mobility vehicles in their property, mobility vehicle store or in an appropriate external area.
- 4.2. This policy applies to all tenants and leaseholders.
- 4.3. We aim to ensure that our mobility vehicle policy is clear and transparent for our tenants.

5. Aims and Objectives

- 5.1. The aims and objectives of this policy are to ensure:
 - ESC Council meets its statutory obligations.
 - Mobility vehicles do not cause any obstruction when stored in mobility vehicle stores and that they do not increase the risk of fire spread or block an escape route in the event of a fire.
 - Clear guidance is provided on the safe use and storage in relation to mobility vehicles in mobility vehicles stores and permitted properties in retired living schemes, general needs and leasehold accommodation.
 - Tenants and leaseholders are provided with advice and obtain permission from the Council prior to purchasing or leasing a mobility vehicle. This will ensure that before a mobility vehicle is purchased, a tenant is advised on the storage space options available to them in their retired living scheme, in their block or estate.
 - Tenants and Leaseholders adhere to their responsibilities relating to the storage, charging and use of mobility vehicle in mobility vehicle stores once ESC has given permission.
 - Tenants and Leaseholders adhere to their responsibilities relating to the maintenance of their mobility vehicles and its associated charging equipment.
 - Tenants and Leaseholders are aware that they are liable for any injury caused to another person, damage to mobility vehicle stores, communal areas and/or other ESC property as a result of their use of a mobility vehicle

6. Requesting Permission

- 6.1. If a tenant or leaseholder advises that they are considering obtaining a mobility vehicle they must be advised of ESC's policy before any vehicle is obtained.

- 6.2. Tenants and leaseholders must apply by completing the 'Mobility Vehicle Storage Application Form'. This form is available from the Retired Living Team Housing Services team, or the Leasehold and Service Charge Officer. Completed forms must be returned to any of these teams for permission to be considered.
- 6.3. Where a prospective tenant(s), or a member of their household, already has a mobility vehicle(s), the tenant will need to obtain permission from ESC prior to storing the mobility vehicle in the property being offered to them by the Council or mobility vehicle store. This will be discussed at the offer and/or viewing stages as appropriate.
- 6.4. For tenants living at retired living schemes where there is a mobility vehicle store with spaces available, the mobility vehicle must be stored there once permission has been granted.
- 6.5. New tenants in retired living or in blocks of flats will be advised of this policy during sign-up.
- 6.6. Where there is no mobility vehicle store provision or spaces available, tenants are encouraged to transfer to a scheme where there is a mobility vehicle store.
- 6.7. Tenants in general needs blocks of flats that have a need for a mobility vehicle should consider applying to ESC's housing register for a transfer to a retired living scheme, if they are eligible, that provides a mobility vehicle store. ESC will consider the addition of a mobility vehicle store in general needs blocks of flats, provided there is sufficient space, and this doesn't impact on other residents, use of the block and there is sufficient demand for a store.
- 6.8. Where there is no mobility vehicle store provision or spaces available, and a transfer is not feasible, tenants should make an application to store a mobility vehicle(s) inside their property.
- 6.9. Where there is no designated mobility vehicle storage available, the Regulatory Compliance Team will arrange and conduct a risk assessment of the tenant's home before a vehicle is obtained. This assessment will only be carried out if the tenant provides details of the make and model of the vehicle they intend to purchase. Permission cannot be granted unless this information is included on the application form.
- 6.10. Permission will be refused where:

- There is no safe storage in the tenant/leaseholder's property, no mobility vehicle store is provided at the retired living scheme/general needs block of flats, no space available in East Suffolk Council's mobility vehicle stores.
- A tenant/leaseholder fails to provide any documentation requested by East Suffolk Council.
- It is unreasonable to make alterations to the physical features of the building, major physical alteration to the building is required which East Suffolk Council deems to be unreasonable in terms of cost and/or disruption to other tenants and/or leaseholders, in terms of their needs and well-being, residing in the scheme or block.
- If the vehicle is too large to fit through internal or external entrances to the building/flat/lift or does not fit into the Council's mobility vehicle stores without causing damage.
- There are stairs and no lift facility and no external mobility vehicle store.
- The tenant wishes to purchase and store more than one mobility vehicle unless more than one member of the household requires a mobility vehicle.
- The mobility vehicle blocks any fire escape route.

6.11. If permission is refused by ESC, the tenant or leaseholder will be provided with a letter clearly outlining the reasons for the refusal.

6.12. If the tenant or leaseholder is unhappy with the decision, they can give feedback/make a complaint to ESC giving their reasons as to why they disagree with the decision. This will be investigated in line with ESC's Customer Feedback Policy: [Customer feedback » East Suffolk Council](#).

6.13. If permission is granted by ESC the tenant/leaseholder will need to sign a Mobility Vehicle Agreement and provide the relevant documentation within the timescale given.

6.14. ESC will take reasonable steps to respond to mobility vehicle requests within 28 calendar days of receiving a request for permission.

6.15. ESC will only permit the use of one mobility vehicle per person.

6.16. Once permission has been granted by ESC, the tenant must notify the Council immediately should there be a change in circumstances for any reason, as it may affect permission.

7. Allocation of spaces

7.1. Priority for spaces will be given firstly to Blue Badge Holders when they become available and then considered in date order of request. ESC will request proof of the Blue Badge during the application, and failure to provide this may affect space allocation.

7.2. Spaces will be individually allocated on a 'first come, first served' basis to all other applicants.

7.3. When there are no spaces available, a waiting list will be maintained. When a space becomes available, the tenant at the top of the list will be contacted to process the application for permission.

8. Safe Storage

8.1. Mobility vehicle owners must ensure any manufacturers guidelines or instructions on the safe charging of mobility vehicle are followed.

8.2. Mobility vehicle owners must only charge their mobility vehicle (whether it is stored in the property or in a mobility vehicle store) between 08:00am and 08:00pm to reduce the risk of fire overnight.

8.3. Mobility vehicle must be charged directly from the mains electric in the mobility vehicle store or inside a tenant or leaseholders' property. Extension leads are not to be used when charging any mobility vehicle.

8.4. ESC will not be responsible for any loss or damage to a mobility vehicle(s) kept in a mobility vehicle store or inside of a tenants/leaseholder's property.

8.5. Mobility vehicle owners are responsible for making sure the mobility vehicle store is left secure, tidy and free from any trip hazards.

8.6. ESC will ensure mobility vehicle stores are included in fire risk assessments of ESC HRA owned stock and manage/mitigate any risks identified.

8.7. Visitors with mobility vehicle must leave them outside the retired living scheme, block, or communal areas. Mobility vehicles are not permitted inside under any circumstances and must not be left in a way that obstructs any entrances or exits.

9. Safe Driving

9.1. Mobility vehicle owners should ensure any manufacturers guidelines or instructions on the safe use of the mobility vehicle are followed.

9.2. Mobility vehicle must be set at their lowest speed whilst being used in communal areas to avoid injury to themselves, other residents, Council staff, visitors, contractors or any other persons.

9.3. No more than one person (the mobility vehicle owner) is allowed on a mobility vehicle in communal areas.

9.4. ESC advises all mobility vehicle owners to partake in a certified mobility vehicle training course to ensure they ride safely, confidently and competently.

9.5. Mobility vehicle owners should be able to read a car's registration number from a distance of 12.3 meters (40 feet) and must take responsibility for ensuring that this can be done. Mobility vehicle owners may have to pay compensation if they have an accident, and poor eyesight was part of the cause.

9.6. Mobility vehicle owners are to exercise due care and attention when manoeuvring their vehicle around their home or the communal areas of a block of flats as not to cause any damage to the property. Mobility vehicle owners may be recharged for any damage caused by their driving of their vehicle.

10. Maintenance and Insurance of mobility vehicles

10.1. Mobility vehicle owners are responsible for ensuring a Portable Appliance Test (PAT) is undertaken on mobility vehicle on an annual basis to ensure they are safe to use. This must be carried out by a qualified electrician, and the Council can arrange for this to be undertaken with its inhouse team for a fee.

10.2. A copy of the PAT certificate must be provided by the mobility vehicle owner on an annual basis to ESC from the date the Mobility Vehicle Agreement was signed.

10.3. For mobility vehicle owners that own a class 3 vehicle, evidence must be provided to demonstrate that the mobility vehicle is licensed with the DVLA for road use; this must be shown when signing the Mobility Vehicle Agreement.

- 10.4. Where a mobility vehicle owner refuses or fails to provide evidence of certification within the timeframe given, ESC will consider rescinding permission to store the mobility vehicle and taking enforcement action against them.
- 10.5. Mobility vehicle owners are responsible for ensuring mobility vehicle stay in good working condition and are well maintained and serviced regularly in line with manufacturing recommendations.
- 10.6. ESC requires all mobility vehicle owners to obtain a valid certificate of insurance for the vehicle.
- 10.7. Insurance must include public and third-party liability to cover damage to buildings, property and grounds, or injury involving tenants, leaseholders, ESC staff, visitors, contractors and/or members of the public.
- 10.8. A copy of the certificate of insurance must be provided by the mobility vehicle owner on an annual basis to ESC from the date the Mobility Vehicle Agreement was signed.
- 10.9. Where a mobility vehicle owner refuses or fails to provide evidence of insurance within the timeframe given, ESC will consider rescinding permission to store the mobility vehicle and taking enforcement action against them.
- 10.10. Any cost(s) due to damage to property caused by a mobility vehicle may be recovered by ESC through the owner's insurance company.

Mobility vehicle owners may be recharged by ESC for any damage caused by their driving of their vehicle.

- 10.11. Only tenants or members of their household who are insured to drive mobility vehicle are permitted to drive them in communal areas.

11. Charges related to use of mobility vehicle stores

- 11.1. Tenants who use a mobility vehicle store, or whose household member uses a store, are required to pay an annual charge. The annual charge includes, but is not limited to, covering the cost of electricity, use of mobility vehicle store, administration, ongoing maintenance, or future improvements.
- 11.2. ESC, as the landlord, may alter the annual charge at any time by giving four weeks' notice in writing. The notice will give the date that the change will come into force.

12. Enforcement

- 12.1. Mobility vehicle owners cannot store mobility vehicle in communal areas of ESC's retired living schemes or general needs/leaseholder blocks of flats. As per this policy and the following sections of ESC's tenancy handbook: Fire, Electricity, Hoarding, General Safety, Communal Area and Parking, driving and vehicle repairs.
- 12.2. ESC has a zero-tolerance approach to mobility vehicle being stored anywhere on ESC communal land and/or in our retired living schemes and general needs/leaseholder blocks of flats without consent, other than in a designated mobility vehicle store or tenant's properties. See ESC's Keeping Communal Areas Safe Policy: [Keeping Communal Areas Safe Policy and Procedures » East Suffolk Council](#)
- 12.3. ESC reserves the right to withdraw permission to store a mobility vehicle at any time if any tenant does not adhere to this policy. The tenant will be asked to remove the mobility vehicle immediately, and potentially permanently.
- 12.4. Failure to comply with this policy is also a breach of tenancy and enforcement action will be taken to remove the mobility vehicle.

13. Requests to install a mobility vehicle store

- 13.1. Requests via a 'mobility vehicle store request form', to provide mobility vehicle stores in ESC properties can be submitted at any time. This form can be obtained from Housing Officers.
- 13.2. Requests will not be accepted by prospective tenants; the applicant must be an existing tenant. A recognised Residents Association can also submit requests.
- 13.3. ESC will consider requests once an assessment of a scheme, block or estate has been made to determine feasibility and whether an internal or external safe location for a mobility vehicle store can be installed.
- 13.4. If the request is feasible to implement, a needs assessment and consultation exercise will be conducted with the tenants of any retired living scheme, block and/or estate that may be impacted.
- 13.5. ESC aims to provide a mobility vehicle store(s) wherever possible, but this is subject to the practical constraints of the individual sites and the potential costs involved.
- 13.6. ESC will respond to mobility vehicle store requests within 40 calendar days of receiving the form.

13.7. ESC will consider if it is practical to make reasonable adjustments to the property or an appropriate external area where available, to facilitate appropriate storage and charging. This would include consulting with others who may be affected. In these circumstances the Council will impose reasonable conditions when giving consent including that the improvements would be at the tenant's expense, are carried out to an acceptable standard and that the property is restored to its original condition when the tenant leaves. ESC may consider funding the improvement should it feel, these will benefit the property/block and/or others would benefit in addition to the tenant making the request.

14. Roles and Responsibilities

- 14.1. The Council's Chief Executive Officer understands and accepts the legal obligations in respect of fire safety and in accordance with Corporate Policy will provide, as far as is reasonably practicable, an environment safe from fire for staff, residents and others who may be in or near ESC owned properties and communal facilities.
- 14.2. The Council's Chief Executive Officer has overall responsibility for fire safety in ESC Housing Revenue Account owned properties and communal areas.
- 14.3. The Strategic Lead for Regulatory Compliance oversees this policy in relation to fire safety ensuring that fire risks are managed.
- 14.4. The Retired Living Manager has overall responsibility for mobility vehicles within retired living schemes and the Strategic Lead for Housing Services for general needs housing.
- 14.5. Retired Living Scheme Managers must understand and follow this policy and be able to explain it to all residents, so they understand their responsibilities before requesting and acquiring a mobility vehicle within retired living schemes.
- 14.6. Housing Officers must understand and follow this policy and be able to explain it to all residents, so they understand their responsibilities before requesting and acquiring a mobility vehicle within general needs blocks of flats.
- 14.7. The Leasehold and Service Charge Officer must understand and follow this policy and be able to explain it to leaseholders, so they understand their responsibilities before requesting and acquiring a mobility vehicle within leasehold accommodation.

15. Appeals

15.1. Tenants can appeal decisions made under this Policy, through ESC's Customer Feedback Policy: [Customer feedback » East Suffolk Council](#)

16. Policy Review

16.1. This policy will be reviewed every year unless there are any reasons, such as legislative changes, requiring that it be reviewed earlier.

17. Version Control

Version:	Date:	Author:	Rationale:
1.0	December 2025	Housing Policy and Regulation Officer	Reviewed Policy