



Mobility scooter policy customer consultation

July 2026



14 customers reviewed the new mobility scooter policy and completed a consultation survey



79% said the fire safety risks and rules were clearly detailed.

79% felt different mobility and health issues were taken into account.

69% said independence and safety are balanced fairly.



Manager's summary

The majority of customers consulted supported the new policy and proposed approach for mobility scooter users. No policy changes were identified from the consultation, but the feedback reinforces the need for clear communication, safe charging guidance and case-by-case consideration of individual storage needs.

Continue reading to find out what our customers said,
and how we will action their recommendations.

If you would like further information on this consultation,
please email: makeadifference@selwoodhousing.com



You said...

- Safe, secure storage and protection from bad weather was the most repeated concern.
- Customers want individual mobility, disability and health circumstances to be understood.
- Some customers asked for simpler explanations and a clear distinction from e-bikes and e-scooters.
- Customers highlighted evacuation and fire safety for people with reduced mobility.
- Customers value the independence that mobility aids provide.



We did...

- Storage requests will continue to be considered case by case, reflecting customer needs, the property, available options and fire safety.
- The new policy supports a consistent approach while allowing individual assessment where appropriate. Essential mobility equipment may still be charged safely at home.
- Customer information will use plain English, be available in alternative formats or languages where needed, and make the policy scope clear.
- The new policy will operate alongside existing fire-risk management and assessment processes, with a focus on keeping communal areas safe.
- The aim remains to protect independence while reducing risks for everyone who uses shared areas.