



Personal Mobility Vehicles (Powered wheelchair, mobility scooter, e-bike and e-scooter) Policy

October 2025



Title of Policy	Personal Mobility Vehicles (Powered Wheelchair, Mobility Scooter, e-bike and e-scooter) Policy		
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Care Standards this policy helps to achieve	<input type="checkbox"/> Standard 1 <input type="checkbox"/> Standard 4	<input type="checkbox"/> Standard 2 <input checked="" type="checkbox"/> Standard 5	<input type="checkbox"/> Standard 3

Summary of changes

Introduced umbrella term to cover mobility scooters, powered wheelchairs, e-bikes and e-scooters – Personal Mobility Vehicles

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1 Introduction

- 1.1. Our vision is a Scotland where people of all ages are respected can make their own choices and lead independent and fulfilling lives.
- 1.2. Our mission is to improve the quality of life of older people by offering a diverse range of housing, care, and other services.
- 1.3. This policy embodies our values, which are:

Honesty
Dignity

Equality and Diversity
Integrity

Ambition
Caring

Kindness

- 1.4. We recognise the positive benefits that a Personal Mobility Vehicle (PMV), eg mobility scooter, powered-wheelchair, e-bikes, and e-scooters, may have for customers with a mobility impairment. However, if used or stored incorrectly, PMVs can cause serious injury, damage, or fire.
- 1.5. To help us keep everyone safe, customers are required to apply for and receive permission to keep and use these items at a Bield property.
- 1.6. Tenants using a powered wheelchair will be asked to adhere to safe use and storage of their powered wheelchairs.
- 1.7. In line with our vision, mission, and values, we will balance the positive benefits of PMV use with the requirement to keep our customers and colleagues safe from improper use or lack of safe storage.
- 1.8. The decision to grant or withhold permission will be based on an assessment of several factors, including capacity to safely operate the PMV, and adequate space for safe storage and charging.

2. Principle of implementation

- 2.1. In the implementation of this policy, we commit to
 - Balancing the needs of individuals with the safety of our customers and colleagues
 - Exploring all storage options before withholding permission to store a PMV
 - Being open and honest with customers if our assessment shows we cannot grant permission to keep and operate a PMV at a Bield development.

3. Policy Outcome

3.1. The purpose of this policy is to:

- Provide clarity on our approach to the safe use and storage of PMV and the factors we will take into account when granting, refusing, or withdrawing permission to store and charge PMVs.

3.2. The policy aims to:

- offer consistency by:
 - providing clear information on the terms permission is granted
 - providing a clear explanation in writing of the reason(s) for refusing permission
 - accommodating all requests for permission to keep a PMV where practicable, and not to refuse permission unreasonably
 - requiring a full assessment before a decision on whether to grant permission
- protect customers, colleagues, and visitors by:
 - requiring customers to seek written permission to store before obtaining a new PMV
 - requiring evidence of adequate insurance
 - requiring evidence that customers understand and commit to the terms and conditions associated with storing a PMV at a Bield development
 - managing the number of PMVs in any one site so as not to compromise the safety of customers or other users of the development
 - ensuring that customers are aware of their responsibilities to others.

4. Equality, Diversity, and Inclusion

4.1. When carrying out this policy we will adhere to our Equality and Diversity Policy which aims to promote diversity, fairness, social justice, and equality of opportunity. An Equality Impact Assessment was carried out concerning this policy and this is included in [Appendix 1](#).

4.2. Improving mobility can have a very positive impact on the quality of life for people with physical impairment due to disability or age. We have a responsibility to ensure that customers have good quality information available to them to maximise their opportunity to use a PMV if this will assist them.

4.3. To help with this, we will make sure information about the responsibilities and requirements of owning and operating a PMV within Bield developments is available for all applicants and customers. An example of the information that will be included is outlined in [Appendix 2](#).

4.4. In addition to the points made above, to help promote equality and inclusion, the following steps will be taken for this policy:

- Large print version
- Translation and interpretation message on the back of the policy
- Easy to read version for people with mental impairment should be a presumption against use within lounges and common areas.

5. Definitions

5.1. This policy relates to Personal Mobility Vehicles, including Powered Wheelchairs, mobility scooters, e-bikes and e-scooters.

Mobility Scooters

5.2. A mobility scooter is defined for this policy as

“an electric scooter or electric wheelchair designed specifically for outdoor use. This does not apply to lightweight wheelchairs suitable for indoor use.”

5.3. Powered scooters are defined as ‘Invalid Carriages’ under the Use of Invalid Carriages on Highways Regulations 1988.

5.4. The regulations divide these machines into three classes:

Class	Description
Class 1	Manual wheelchair (not covered by the policy)
Class 2	Motorised wheelchairs, designed for use on the pavement travelling at speed of up to 4 miles per hour (mph). They may also be used to cross the road or where there is no pavement.
Class 3	Vehicles that can be used both on the pavement where like class 2 vehicles they are limited to 4 mph and on the road where they can travel at up to 8 mph. These vehicles are required by law to be registered with the DVLA for road use. These vehicles will be licensed in the disabled taxation class.

5.5. Insurance is not a legal requirement for these vehicles. However, **customers will be required to provide evidence of relevant insurance for Class 2 and 3 vehicles** as a condition for permission to use and store a mobility scooter in a retirement housing development.

5.6. Because of the injury or damage Class 3 (larger) scooters can inflict if incorrectly used, this type of scooter is not allowed indoors at Bield developments. Customers must confirm the class of their mobility scooter as part of the application process before approval.

Powered wheelchair

5.7. A powered wheelchair is a mobility device equipped with an electric motor that is designed to assist individuals with limited mobility. It is operated using a joystick or other control mechanisms and is intended for use by individuals who require assistance to move independently, both indoors and outdoors. Powered wheelchairs are specifically designed to provide enhanced mobility, comfort, and independence for the user.

E-Bike

5.8. An e-bike, or electric bicycle, is a bicycle equipped with an electric motor that assists the rider's pedalling. E-bikes typically have a rechargeable battery and provide varying levels of motor assistance, allowing the rider to travel longer distances and navigate inclines with less effort. They are designed for use on roads, bike paths, and other cycling areas, offering a convenient and eco-friendly mode of transportation.

5.9. An e-scooter, or electric scooter, is a two-wheeled personal transportation device powered by an electric motor. E-scooters are typically equipped with a rechargeable battery and controlled via a handlebar-mounted throttle. Designed for short-distance travel, e-scooters offer a convenient and eco-friendly alternative for commuting, providing an efficient means of transportation on roads, bike lanes, and designated paths.

5.10. This policy applies to:

- all new requests to keep a PMV
- applicants
- existing customers retrospectively who already have a PMV without permission.

5.11. Visitors using PMVs are asked to adhere to the guidelines set out to help keep customers, colleagues, and visitors safe.

6. Assessing need, granting permission, and conditions

6.1. The Bield Tenancy Agreement and Bield Management Contract set out the rights and responsibilities of customers and Bield:

“If you wish to keep a mobility aid such as a scooter or motorised wheelchair you must get written permission first. This will normally be granted.”

Current tenant, new PMV

6.2. Before getting a PMV, customers must complete and share a PMV Application Form, a sample of which is shown in [Appendix 3](#).

6.3. This is to make sure the PMV can be stored safely and there is adequate storage space available.

6.4. Details of the application form are available within the PMV procedures.

Current tenant, pre-existing PMV

6.5. Where we become aware of an existing PMV user, we will ask that user to complete an application form for retrospective permission.

Applicants and pre-tenancy checks

6.6. Applicants who already have a PMV will not automatically be permitted to keep a PMV and will be subject to the same assessment criteria as existing tenants. Applicants will also be limited to permission for only one PMV within the building. To help keep customers and colleagues safe, permission may be withdrawn when required on grounds of unsafe use and unsafe storage.

Timescale

6.7. We will respond to requests within 28 days of receipt of the application form.

Factors taken into account

6.8. Factors that will be taken into account include:

- Safe charging and storage
- Safety factors, such as visual, cognitive, medical impairment or impairment due to alcohol or other substance

- 6.9. In general, Local Managers, Area Managers and Property Maintenance Officers will work together to follow the process outlined in [Appendix 4](#).
- 6.10. As part of the process, which is illustrated in [Appendix 5](#) and [Appendix 6](#) we will take the following into account:
- Information received from the customer
 - Presence of an approved safe area to store and charge the PMV, based on the storage and charging options hierarchy outlined in [Appendix 7](#)
 - The potential impact on other people, with particular focus on adverse risks to other customers, visitors, and other users of the building.
- 6.11. Permission will be refused or withdrawn if:
- there is no safe storage in the tenant's flat and no alternative safe storage and charging space can be provided
 - a major physical alteration to the premises is required which we believe to be unreasonable in terms of cost and/or disruption to other customers
 - the customer fails to take out the necessary insurance cover
 - the PMV is too large to fit through internal or external entrances
 - there is a concern relating to the customer's capacity to operate the PMV safely
 - the customer wishes to keep more than one PMV.
- 6.12. To ensure the safety of our customers, colleagues, and visitors, customers must confirm they have capacity to operate a PMV or electric wheelchair in a safe and controlled manner.
- 6.13. Situations that may adversely affect a customer's ability to operate the PMV or in a safe and controlled manner include, but are not restricted to:
- Visual impairment that cannot be corrected by glasses/contact lenses
 - Cognitive impairment
 - Medical impairment
 - Impairment due to alcohol or other substance such as prescription medicines
- 6.14. If the process reveals a high that cannot be mitigated, permission will be refused.
- 6.15. Where permission is refused or withdrawn, this will be confirmed in writing using the template letter in [Appendix 8](#), and we will explain the reasons and give details of the appeal process, which is outlined in [Appendix 9](#).

7. Terms and conditions of the permission

7.1. Where permission is granted, it is important to highlight that this will be based on certain conditions to ensure the safety of our customers, colleagues, and visitors. Customers will be asked to sign and complete the Mobility PMV Agreement as illustrated in [Appendix 10](#).

7.2. In granting permission to store a PMV:

We will:

- endeavour to identify safe and secure storage and charging area as set out in [Appendix 5](#). Where this is not possible, we will consider alternative options and wherever possible seek to negotiate a satisfactory outcome with the customer.
- Issue a letter granting permission to keep the PMV, which specifies
 - the size and type of PMV that can be kept and that
 - that permission is conditional on having relevant insurance and tax registration.
- Ask to see the customer's insurance certificate when the PMV is purchased
- Undertake annual checks to ensure the policy is being complied with

Our customers have several responsibilities:

- ensure their PMV will fit in the external doors, lifts, and internal doors.
- ensure correct tax registration status
- arrange appropriate public liability insurance cover against accidents or other injuries, to third parties or themselves, as well as any damage to the internal or external parts of the building
- present relevant insurance certificate for inspection both at commencement and at annual renewal – the absence of adequate insurance cover may result in withdrawal of permission.
- ensure their PMV and charging equipment are serviced and maintained, as per the manufacturer's instructions.
- Be responsible for the costs to repair any damages to Bield property caused when using the PMV

7.3. Permission may be withdrawn if the conditions are not adhered to, if the customer purchases an additional or larger PMV or if the policy is updated to meet new regulatory requirements.

7.4. Any damage to Bield property caused by a PMV will be recovered through the owner's insurance company. If the owner does not have a current insurance certificate, they will be personally liable for all costs and asked to remove the PMV from the development immediately.

7.5. Residents must ensure that their PMVs do not cause nuisance, annoyance, or damage and must ensure they cause no injury to others. Permission may be withdrawn if this happens.

8. Storage and charging

8.1. PMVs are highly flammable and may compromise escape routes in the case of fire. It is for that reason that **PMVs will not be permitted to be stored or charged in communal hallways or stairwells at any time.**

8.2. Some developments have designated storage facilities for PMVs. These will normally be allocated on a first come first served basis and permission for the PMV is still required.

8.3. If a PMV is stored within a customer's home, sufficient space must be identified to store it safely and does not compromise their safety if there is a fire.

8.4. Service charges may apply for the use of the PMV store provided, which will cover the use of the provision of an electricity supply for charging the PMV.

8.5. This will be reviewed regularly, at least on a three-yearly basis.

9. Unacceptable storage

9.1. Storage and charging of PMVs within any communal area are strictly forbidden with all developments. In particular, under-stairs spaces must not be used for storage as this compromises the fire safety of the means of escape in the event of a fire.

9.2. These areas will be checked regularly and may result in withdrawal of permission.

10. Breach of policy

10.1. We understand the positive difference in the quality of life a PMV can make. However, our Tenancy Agreement / Management Agreement requires customers to obtain written permission to keep a PMV, so that we can keep customers, colleagues, and visitors safe.

10.2. Where a PMV is stored or charged on Bield premises without permission, or outside the terms of the permission granted, we will write to the customer to allow them to rectify the situation ([Appendix 11](#)).

10.3. Where there is a breach of the agreement we will take appropriate action, which may include but is not limited to:

- Warning letter(s)
- Visit
- Tenancy breach

10.4. Details of the processes we will follow are shown in [Appendix 12](#).

10.5. Routine breaches will be investigated and action taken.

11. New build and renovation

11.1. When exploring new build developments or undertaking significant renovation of existing schemes, careful consideration will be given to the inclusion of access and storage of PMVs to meet the needs of current and future customers.

11.2. Where possible, this will consider the use of renewable energy for the charging of vehicles.

12. Scheme of Delegation

12.1. The Chief Executive and senior management team provide leadership and direction in ways that guide and enable us to perform effectively across all services.

12.2. This includes ensuring that there is an effective PMV Policy in place.

- 12.3. The **Leadership Team** is responsible for cascading the policy to relevant colleagues and ensuring the policy is implemented through oversight and supervision.
- 12.4. Property Management Officers are responsible for undertaking the Storage and Charging Assessment and sharing the results with the Area Manager and Local Manager.
- 12.5. Area Managers are responsible for undertaking the PMV wher and checking the relevant documents annually.
- 12.6. Local managers are required to trigger the annual review of relevant documents as well as understand the policy and advise customers on the need to adhere to the policy.

13. Complying with the Law and Good Practice

- 13.1. The legal framework underpinning this policy includes:
 - Use of Invalid Carriages on Highways Regulations 1988
 - Fire (Scotland) Act 2005
 - Health and safety at work Act 1974
 - Equality Act 2010

- 13.2. As a Registered Social Landlord (RSL), we are regulated by the Scottish Housing Regulator (SHR). The SHR's statutory objective is to safeguard and promote the interests of current and future tenants, homeless people, and other people who use services provided by social landlords. In developing our policy, we have taken account of good practice, including that developed by the Scottish Housing Regulator.

- 13.3. The SHR uses the outcomes and standards in the Charter to assess the performance of social landlords. The key outcomes that have been considered in the development of this policy are
 - Outcome 1 Customers have their individual needs recognised, are treated fairly and with respect, and receive fair access to housing and housing services.
 - Outcome 6 Customers live in well-maintained neighbourhoods where they feel safe
 - Outcome 11 Customers get the information they need on how to obtain support to remain in their home; and we ensure suitable support is available, including services provided directly by us or other organisations

- 13.4. As a provider of care, we are regulated by the Care Inspectorate. The Care Inspectorate uses Health and Social Care Standards to assess the performance of care providers. The key standards that have been considered in the development of this policy are:
 - Standard 5 I experience a high-quality environment if the organisation provides the premises.

14. GDPR

14.1. We will treat all personal data in line with our obligations under the current data protection regulations and our Privacy Policy. Information regarding how all data will be used and the basis for processing your data is provided in our Customer Fair Processing Notice.

15. Sustainability

15.1. We will work in a way that

- reduces the need for resources and travel
- uses renewal energy when possible.

16. Publicising and Accessibility

16.1. The policy will be made available on the

- Bield website
- Bield intranet – Grapevine.

16.2. We are happy to translate any of our policies and provide an interpreter if our customers need help.

17. Monitoring, Reporting, and Review

17.1. This policy will be recorded and monitored using Bield's Policy Schedule.

17.2. The Electric Wheelchair and Mobility PMV Policy will be reviewed every 60 months, or when required in response to legislative or regulatory change.

17.3. The purpose of the review is to assess the policy's effectiveness in meeting targets and objectives and identify any changes which may be required. As part of this policy review, a consultation will take place with customers through the Partnership Forum, the Staff Forum, and other relevant stakeholders to ensure that operational issues and the opinions of service users are taken into account.

18. Risk Management

18.1. Several risk management activities have been identified to ensure this policy is adhered to and that Bield customers experience the best possible service.

- Bield colleagues, Board members, and volunteers are made aware of this policy on publication and during induction of new colleagues.
- Customers and carers are made aware of this policy during service entry.
- Colleagues with complaints regarding management functions are provided with ongoing support and professional development.

Appendix 1 Equality Impact Assessment

1	Title of Policy to be assessed: PMV
2	Date: 19/06/2024
3	Lead Officer/Manager: Zhan McIntyre Head of Policy and Customer Standards
4	EQIA Team (who will be involved):
5	Director/Manager: Tracey Howat
6	Is the function or policy existing, new, or review: Review
7	<p>Set out the aims/objectives/purposes/outcomes of the function or policy, and give a summary of the service provided:</p> <p>The purpose of this policy is to provide clarity on our approach to considering requests to keep PMVs, and the factors we will take into account when granting or refusing permission for our customers, colleagues, and Board members.</p> <p>The policy aims to:</p> <ul style="list-style-type: none"> • offer consistency by: <ul style="list-style-type: none"> ○ providing clear information on the terms permission is granted ○ providing a clear explanation in writing of the reason(s) for refusing permission ○ accommodating all requests for permission to keep a PMV where practicable, and not to refuse permission unreasonably ○ requiring a full assessment before a decision on whether to grant permission • protect customers, colleagues, and visitors by: <ul style="list-style-type: none"> ○ requiring customers to seek written permission to store before obtaining a new PMV ○ requiring evidence of adequate insurance ○ requiring evidence that customers understand and commit to the terms and conditions associated with storing a PMV at a Bield development ○ managing the number of PMVs in any one site so as not to compromise the safety of customers or other users of the development ○ ensuring that customers are aware of their responsibilities to others <p>The policy applies to all Bield colleagues and all tenants and applicants that own or are considering owning a PMV.</p>
7a	Who should benefit from the policy (target population): Customers, colleagues, and visitors.
7b	Linked policies, functions: Are there any other functions, policies or services, which might be linked with this one for this exercise? Please list. Fire safety policy Health and safety policy
8	State whether the policy will have a positive or negative impact across the following factors and provide initial comments/observations.
	<p>Age: Older people, people in the middle years, young people, and children.</p> <p>Disability: includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems.</p> <p>Maternity and civil partnership The policy will have no impact on people expecting or recently giving birth or within a civil partnership</p>

Race: Minority ethnic people (includes Gypsy/Travellers, non-English speakers).

Religion or belief: includes people with no religion or belief.

Sex: Women, men, and transgender people (include issues relating to pregnancy and maternity).

Gender reassignment: The process of changing or transitioning from one gender to another.

Sexual orientation: Lesbian, gay, bisexual, and heterosexual people.

People in remote, rural, and/or island locations

People in different work patterns: e.g. part-/full-time, short-term, job share, seasonal

People who have low literacy

People in different socio-economic groups (includes those living in poverty/people on a low income)

	Population groups	Positive Impact	Negative Impact	Comments
	Age	Small – long-term	Small – long-term	<p>The updated policy should have a small long-term positive impact on older age groups who are more likely to own and operate a PMV as they will have a clear understanding of rights and responsibilities relating to PMV ownership and operation.</p> <p>The updated policy should have a small long-term negative impact on older age groups who are more likely to own and operate a PMV as some customers will be denied permission to own operate and store a PMV as the criteria are not met.</p>
	Disability	Small – long-term	Small – long-term	<p>The updated policy should have a small long-term positive impact on people with physical impairments who are more likely to own and operate a PMV as they will have a clear understanding of rights and responsibilities relating to PMV ownership and operation.</p> <p>The updated policy should have a small long-term negative impact on people with physical impairments who are more likely to own and operate a PMV as some customers will be denied</p>

				permission to own operate and store a PMV as the criteria are not met.
	Maternity and civil partnership	N/A	N/A	
	Race	Unknown	Unknown	We do not have data on the racial or ethnic profile of PMV owners/operators
	Religion or belief	N/A	N/A	
	Sex and Gender reassignment	Unknown	Unknown	We do not have data on the gender or sex profile of PMV owners/operators
	Sexual orientation	N/A	N/A	
	People in remote, rural, and/or island locations	N/A	N/A	
	People in different work patterns	N/A	N/A	
	People who have low literacy	N/A	N/A	
	People in different socio-economic groups		Small – long-term	Inequality may emerge between those that can afford PMVs and those who cannot.
9	What evidence do you have for the statements you have made above? Focus on: <ul style="list-style-type: none"> Needs and experiences; Many tenants and applicants already use PMVs. We must update our policy to keep customers, colleagues, and visitors safe. Uptake of services; N/A Complaints; N/A Levels of participation. N/A 			
10	From the evidence set out what actions, if any, will you take where the negative impact has been identified:			
Population groups		Proposed action		How will it address the negative impact?
Age		Ensure information about the responsibilities and requirements of owning and operating a PMV within Bield developments is available for all applicants and customers.		Customers of all ages will be informed about the rights and responsibilities as well as the possible reasons that they may be refused permission to own and operate a PMV.
Disability:		Ensure information about the responsibilities and requirements of owning and operating a PMV within Bield developments is available for all applicants and customers.		Customers of all abilities will be informed about the rights and responsibilities as well as the possible reasons that they may be refused permission to own and operate a PMV.

Maternity and civil partnership	N/A	N/A
Race	Include an optional question in the application form to start capturing information about the ethnicity of PMV owners	Start to capture information about the ethnicity of PMV owners
Religion or belief	N/A	N/A
Sex and Gender reassignment	Include an optional question in the application form to start capturing information about the sex and gender of PMV owners	Start to capture information about the sex and gender of PMV owners
Sexual orientation	N/A	N/A
People in remote, rural, and/or island locations	N/A	N/A
People in different work patterns	N/A	N/A
People who have low literacy	N/A	N/A
People in different socio-economic groups	N/A	N/A
<p>Briefly explain how the policy contributes to our equality and diversity values by answering the following questions:</p> <ul style="list-style-type: none"> • How will it provide equality of access to services, information, and employment? • Does it or could it celebrate diversity? • Will it or could it promote good relationships within and between communities? • How will it provide good quality, inclusive services? <p>N/A</p>		
<p>Any additional information, questions, or actions required? Please explain.</p>		
<p>Sign off: As Director I am satisfied with the results of this EIA The findings will be referred to within Service Plans and target set. The Action Plan will be reviewed annually within Business planning reporting.</p> <p>Signature: _____ Date: _____</p>		

Appendix 2 Safe operating and storage of PMVs in Bield developments

Introduction

At Bield we want our customers to 'Be Free to Be'. Many of our customers have been helped to be as independent as possible by a PMV.

However, many Bield properties were not built with PMVs in mind and safe storage in these buildings can often be difficult.

This leaflet outlines our approach to PMV-use in Bield buildings which is primarily designed to protect tenants, staff, and visitors from injury or harm

Staying Safe

The inappropriate use of PMVs and powered wheelchairs presents many risks, not only to the building but to other occupants too, these include:

- Collisions with vehicles, buildings, and people, causing injury and damage,
- Trip hazards from inappropriate storage,
- Fire risk caused by faulty mechanisms,
- Blockage of fire exit routes.

We want to make sure that the storage, use, and charging of PMVs is done safely. We thank you for reading this information and using it to use your PMV safely.

What should I do if I need to get a PMV?

Tenants considering getting a PMV should seek advice from the Local Manager who can provide them with an application form to complete to ask permission to store on Bield property.

There is an electronic copy available online

What happens when I apply?

Every effort will be made to accommodate all requests to have a PMV or powered wheelchair in development and permission will not be withheld unreasonably.

However, as a Landlord, we have a duty of care to all people who enter our premises. Therefore, before granting permission, we must assess to ensure a safe, suitable area can be identified for storing and charging the PMV.

What does an assessment involve?

The assessment will address the below issues:

- Can the item be stored and charged safely
- Will the storage, charging and use of the PMV in the premises present any risk, including fire hazard, to anyone in the building?
- Are the storage, charging, and use of the item in the premises likely to cause damage to Bield property?
- Capacity of driver

How long will be application take to assess?

We will assess the application as quickly as possible and will aim to have a decision for you within 28 days.

Will I need insurance?

It is ESSENTIAL that you get insurance for your PMV or powered wheelchair- Accidental Damage, Theft, and Third Party cover.

Evidence of this cover must be made available to us when requested, and we will ask to see this has been renewed every year.

Failure to take out insurance will result in permission being refused or withdrawn.

What are the conditions if I am granted permission?

Permission will be subject to an owner/user signing a mandate agreeing to the following terms and conditions:

1. You must exercise special care and attention at all times when using the PMV on our grounds and premises.
2. You must comply with the restrictions on the use of the PMV within our premises.
3. You must take appropriate Accidental Damage, Theft and Third Party insurance cover provide evidence of this to us, at the time of permission being granted, and thereafter requested.
4. You must maintain the PMV in accordance with the manufacturer's requirements, and only sealed batteries must be used. Up-to-date Portable Appliance Test (PAT) to ensure the charging equipment is in good condition.
5. You must charge the PMV in accordance with the manufacturer's instructions
6. You accept that use and storage of the PMV within our premises or grounds is entirely at your own risk
7. You understand that we reserve the right to withdraw the permission for an area to be used for storage should it be required in the future for alternative use
8. Permission may be withdrawn should a user fail to adhere to these requirements or should any subsequent risk assessment carried out at a later date indicate that the use and/or storage presents an unacceptable risk, and an alternative cannot be identified by us.
9. Permission may be withdrawn should an inspection undertaken by a competent authority e.g. Fire and Rescue inspections request the removal of such equipment from that location and an alternative location cannot be found by us.
10. If any damage occurs to our buildings due to the use of the PMV, you will be charged for any repair costs.

PMV use within passenger lifts

The use of PMVs within passenger lifts is discouraged. Where it is necessary for mobility reasons then the following rules will apply:

- Pedestrians waiting to use the lift must be given priority. When using your mobility PMV, you must wait for the lift to return.
- Only one PMV and PMV driver can use the lift at any time. Even if there appears to be room in the lift, no other pedestrians should use the lift at the same time. This is to

ensure that weight limits on the lift are not exceeded and that accidental collisions between PMVs and pedestrians in a confined space do not occur.

- PMVs must be positioned centrally (both width and depth) within the passenger lift car.
- PMVs should be driven forwards into the lift car and reversed out. All lifts have a mirror on the rear wall of the lift which will aid with reversing.
- Care must be taken not to collide or cause damage to any parts of the lift cabin or door machinery

How do you consider where I can store and charge my PMV?

When considering requests for PMV storage within Bield developments, the following options will be considered in priority order:

Option 1: External parking with charging facilities:

The parking of PMVs within external areas of the development will consider security, the risk of arson, and access to a charging point. Any such location will normally be as far away from any combustible part of the building as possible, so as not to present a risk of fire spread into the building in the event of a fire.

Option 2: External storage with charging facilities:

The provision of purpose-built secure storage with charging, these may be existing external facilities, such as garages or storerooms, or space for individual storage units to provide secure storage and charging facilities may be possible

Dependent on their location and proximity to the building, such facilities may need to be fire-resisting enclosures and may also be fitted with automatic fire detection.

Option 3: Purpose-built internal storage rooms:

The provision of internal purpose-built rooms within Bield's buildings, for the storage and charging of one or more PMVs. These will be of a fire-resisting construction and be fitted with fire-resisting, self-closing doors, and automatic fire detection.

Option 4: Adapted internal storage rooms:

The provision of specifically adapted rooms inside Bield's buildings for the storage and charging of one or more PMVs might be an option. Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors, and automatic fire detection.

Option 5: Existing fire-resisting rooms utilized for storage:

The storage and charging inside rooms, not originally designed for this purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing fire doors, might be considered. This may include options to utilise storerooms, utility rooms, on a permanent or temporary basis. In these instances, the use of the rooms, or clearly separated areas, might need to be restricted to the storage and charging of PMVs and not combined with other uses.

Option 6: Storage and charging within tenants own accommodation:

Suitable storage and charging arrangements might be possible inside the home of individual tenants. This option removes the risk from the common areas, and it places the storage and charging of PMVs within a fire-resisting enclosure beyond a fire-resisting, self-closing door. However, this potentially places individual tenants at risk from a fire involving a PMV in their own homes. If this option is considered, the PMV should not be stored or charged in the hallway, if this is the only means of escape available. The PMV should, preferably, be stored and charged in a separate room, which is fitted with a fire-resisting or substantial door

and fire detection. Tenants are advised that the charging of PMVs within their own homes should not take place between 8 pm and 8 am to help reduce the risk of fires overnight.

Please Remember

Customers that bring a PMV into their building without prior consent, they will be asked to remove it.

Visitors using PMVs are asked to adhere to the guidelines set out to help keep customers, colleagues, and visitors safe.

PMVs, on fire, give out lots of smoke. They very quickly create extreme heat as well. Storing PMVs on your 'escape route' means that you won't be able to get to safety because of the smoke and heat. PMVs can cause serious and deadly fires.

Storing PMVs in escape routes is strictly prohibited; it may impede the fire and rescue and ambulance services attending emergencies.

Unfortunately, Bield cannot guarantee that every tenant who requests to bring a PMV into the building will be permitted to do so.

You should discuss the full terms and conditions of PMV use with your development manager before purchasing a PMV so that you understand the implications and your responsibility.

Appendix 3 Bield PMV application form

Your data, you should know...

Bield Housing and Care will store and process the information you give, including your personal data. By completing this application form it will enable us to keep a record of all customers who own / or intend to own a PMV for health and safety purposes.

Bield Housing and Care is subject to data protection laws, which include ensuring that you are aware of both your rights and how we, use your data. By continuing to complete this application form you are agreeing to Bield Housing and Care processing your personal data, and sharing your data with relevant partners, such as Scottish Fire and Rescue Service. You have the right to ask for a copy of your personal information.

Name

Address

Phone Number

Email Address

Date

Classification of PMV

Class 1

Class 2

Class 3

Type of PMV

Do you agree to the following?

I will check that my PMV will fit in external doors, lifts, and internal doors (as appropriate)

[Mobility scooter applications only]

I will ensure that my mobility scooter will have the correct tax registration status

I will maintain and service my PMV in line with manufacturers requirements

I do not have a visual, physical, or cognitive impairment that would prevent me from operating the PMV or dependency on alcohol or other substance

that may impact my ability to operate the PMV safely

- I will arrange appropriate public liability insurance cover, and present it for inspection by Bield colleagues

Signature _____

Once completed, please share this with your Local Manager

Equality monitoring form

Can you help us understand how PMV ownership impacts different groups? Please help by answering the questions below.

Sex	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>
Age group	55 - 64	<input type="checkbox"/>	65 - 74	<input type="checkbox"/>
	75 - 84	<input type="checkbox"/>	85+	<input type="checkbox"/>
	Other age			<input type="checkbox"/>
Do you live in a gender other than that assigned at birth?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
			Prefer not to say	<input type="checkbox"/>
Do you consider yourself to have a disability?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
			Prefer not to say	<input type="checkbox"/>
If yes, please state the impairment(s) which apply to you	Physical impairment	<input type="checkbox"/>	Sensory impairment	<input type="checkbox"/>
	Mental health condition	<input type="checkbox"/>	Learning disability	<input type="checkbox"/>
	Longstanding illness	<input type="checkbox"/>	Other	<input type="checkbox"/>
How would you describe your ethnic origin?	Asian		Indian	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>	Other	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>		
	Chinese	<input type="checkbox"/>		
	African, Caribbean, or Black			
	African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
	Black	<input type="checkbox"/>	Other	<input type="checkbox"/>
	White			
	Scottish	<input type="checkbox"/>	British	<input type="checkbox"/>
	Irish group	<input type="checkbox"/>	Polish	<input type="checkbox"/>
English		Northern Irish		

Welsh

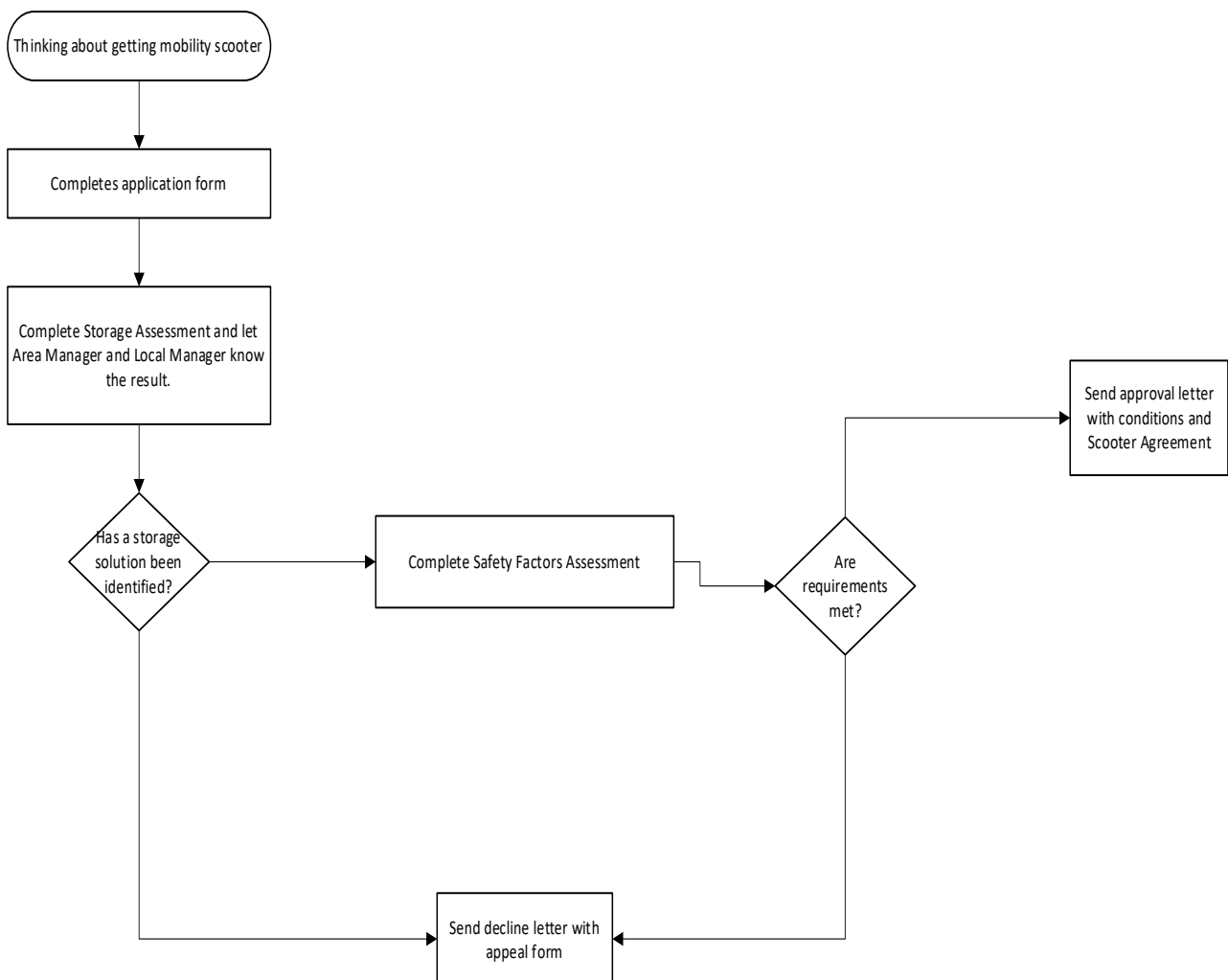
Gypsy /
Traveller

Other

Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups

Appendix 4 Mobility PMV assessment process



Appendix 5 Storage and charging assessment

Development					Number
Persons involved in assessment	Date completed Click or tap to enter a date.	Click or tap to enter a date.	Date of previous (if applicable) Click or tap to enter a date.	Click or tap to enter a date.	Review date Click or tap to enter a date.
Type of PMC					
Classification of Mobility Scooter	<input type="checkbox"/> Cat 1		<input type="checkbox"/> Cat 2		<input type="checkbox"/> Cat 3
Make / Model					
Serial number					

Option	Please indicate options selected
<p>Option 1 External Parking with Charging Facilities The parking of PMVs outside developments is potentially an option. In most instances, it would be expected that a charging facility would be provided adjacent to the parking area.</p> <p>Security and the risk of arson would need to be considered, as would the location, which should not present a risk of fire spread into the building in the event of a fire.</p>	<input type="checkbox"/>
<p>Option 2: External Storage with Charging Facilities The provision of purpose-built secure storage and charging facilities (including individual storage units), or the conversion of existing facilities, such as garages or storerooms, to provide storage and charging facilities, might be considered. Any works proposed will have to be fully costed and will be subject to approval and available funding.</p> <p>Dependent on their location and proximity to the building, such facilities may need to be fire-resisting enclosures and may also be fitted with automatic detection.</p>	<input type="checkbox"/>
Option 3: Purpose-Designed Internal Storage Rooms	<input type="checkbox"/>

<p>The provision of purpose-designed or specifically adapted rooms inside premises for the storage and charging of one or more PMVs might be an option.</p> <p>Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors, and automatic detection. Any works proposed will have to be fully costed and will be subject to approval and available funding.</p>	
<p>Option 4: Internal Area Enclosed in Fire-Resisting Construction</p> <p>This could include the provision of storage in areas located off common stairways and circulation spaces that have been enclosed in fire-resisting construction to separate them from the remainder of the adjacent space.</p> <p>These areas would be specifically provided for the storage and/or charging of possibly one or a small number of PMVs. These areas would as a minimum, need to be fitted with fire-resisting, self-closing doors, and automatic fire detection.</p> <p>Any works proposed will have to be fully costed and will be subject to approval and available funding.</p>	<input type="checkbox"/>
<p>Option 5: Existing Fire-Resisting Rooms Utilised for Storage</p> <p>The storage and charging inside rooms, not originally designed for the purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing doors, might be considered.</p> <p>This may include options to utilise storerooms, utility rooms, unused offices, or meeting rooms on a permanent or temporary basis. In the instances, the use of the rooms, or clearly separated areas, might need to be restricted to the storage and charging of PMVs and not combined with other uses.</p> <p>These rooms would be generally be separated from the remainder of the building with fire-resisting construction and fire-resisting, self-closing doors, and will already have automatic detection.</p>	<input type="checkbox"/>
<p>Option 6: Storage and Charging within Tenants own Accommodation</p> <p>Suitable storage and charging arrangements might be possible inside the accommodation of individual tenants.</p> <p>This option removes the risk from the common areas, and it places the storage and charging of PMVs within a fire-resisting enclosure beyond a fire-resisting, self-closing door.</p> <p>However, this potentially places individual tenants at risk from a fire involving a PMV in their own homes. If this option is</p>	<input type="checkbox"/>

<p>considered, the PMV should not be stored or charged in the hallway, if this is the only means of escape available.</p> <p>The PMV should, preferably, be stored and charged in a separate room, which is fitted with fire-resisting or substantial door and fire detection. Tenants should be provided with advice on the safe use and charging of PMVs as part of a person-centred approach.</p>	
No safe area identified	<input type="checkbox"/>
Please write specifically where permission has been granted	

Appendix 6 Safety Factors Assessment

Development			Number		
Persons involved in assessment	Date completed Click or tap to enter a date.	Click or tap to enter a date.	Date of previous (if applicable) Click or tap to enter a date.	Click or tap to enter a date.	Review date Click or tap to enter a date.
Is there a safe place for storage and charging?	Choose an item.	If yes, where	Choose an item.		
Classification of PMV	<input type="checkbox"/> Cat 1	<input type="checkbox"/> Cat 2	<input type="checkbox"/> Cat 3		
Make / Model					
Serial number					

Activity / Process / Operation	What are the hazards to health and safety	What risks do they pose and to whom?	How are we controlling this?	Any other notes
Maintenance	PMV not fit for purpose / damaged	<p>PMV does not respond to controls and may cause injury.</p> <p>PMV poses a fire risk Customers Colleagues Visitors</p>	Information to be given to the customer that PMV service is required at the frequency as detailed in the manufacturer's manual (approximately annually depending on use).	
Charging	Battery is flammable	<p>Injury eg burns, smoke inhalation Customers Colleagues Visitors</p>	Information to be given to the customer that PMV service is required at the frequency as detailed in the manufacturer's manual (approximately annually)	

Activity / Process / Operation	What are the hazards to health and safety	What risks do they pose and to whom?	How are we controlling this?	Any other notes
			depending on use). PMV only to be charged in specified area outwith 8pm – 8am	
Everyday use	Unsafe use by customer	Collision Damage to property Customers Colleagues Visitors	The customer advised on the safe use of PMV through information leaflet.	

Fitness to operate

Potential issue	As far as you know, is this applicable to the customer, and would it prevent them from operating a PMV safely?				Action required?
Visual impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Cognitive impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Medical impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Impairment due to alcohol or other substance	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	
Any other issue	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	

Decision Grant permission to the customer?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Reason				
Where can customer use their PMV?				

Once completed, please use the appropriate letter to inform the customer, and inform the local manager.

Appendix 7 Storage and charging options

The options detailed below present a best practice approach that will be applied, based on a hierarchy of risk to life, from low to high, but any one of which might be acceptable in the right circumstance.

Where, in the following options, there is a reference to fire-resisting construction and fire-resisting doors, the period of fire resistance should normally be 60 minutes, except where an area contains no more than three PMVs or is provided with automatic fire suppression, in which cases 30 minutes fire resistance will normally be adequate.

Option 1: External Parking with Charging Facilities

The parking of PMVs outside developments is potentially an option. In most instances, it would be expected that a charging facility would be provided adjacent to the parking area.

Security and the risk of arson would need to be considered, as would the location, which should not present a risk of fire spread into the building in the event of a fire.

Option 2: External Storage with Charging Facilities

The provision of purpose-built secure storage and charging facilities (including individual storage units), or the conversion of existing facilities, such as garages or storerooms, to provide storage and charging facilities, might be considered.

Dependent on their location and proximity to the building, such facilities may need to be fire-resisting enclosures and may also be fitted with automatic detection.

Option 3: Purpose-Designed Internal Storage Rooms

The provision of purpose-designed or specifically adapted rooms inside premises for the storage and charging of one or more PMVs might be an option.

Rooms would, as a minimum, need to be enclosed in fire-resisting construction, and be fitted with fire-resisting, self-closing doors, and automatic detection.

Option 4: Internal Area Enclosed in Fire-Resisting Construction

This could include the provision of storage in areas located off common stairways and circulation spaces that have been enclosed in fire-resisting construction to separate them from the remainder of the adjacent space.

These areas would be specifically provided for the storage and/or charging of possibly one or a small number of PMVs. These areas would as a minimum, need to be fitted with fire-resisting, self-closing doors, and automatic fire detection.

Option 5: Existing Fire-Resisting Rooms Utilised for Storage

The storage and charging inside rooms, not originally designed for the purpose but which are separated from the remainder of the premises with fire-resisting construction and self-closing doors, might be considered.

This may include options to utilise storerooms, utility rooms, unused offices, or meeting rooms on a permanent or temporary basis. In the instances, the use of the rooms, or clearly separated areas, might need to be restricted to the storage and charging of PMVs and not combined with other uses.

These rooms would be generally be separated from the remainder of the building with fire-resisting construction and fire-resisting, self-closing doors, and will already have automatic detection.

Option 6: Storage and Charging within Tenants own Accommodation

Suitable storage and charging arrangements might be possible inside the accommodation of individual tenants.

This option removes the risk from the common areas, and it places the storage and charging of PMVs within a fire-resisting enclosure beyond a fire-resisting, self-closing door.

However, this potentially places individual tenants at risk from a fire involving a PMV in their own homes. If this option is considered, the PMV should not be stored or charged in the hallway, if this is the only means of escape available.

The PMV should, preferably, be stored and charged in a separate room, which is fitted with fire-resisting or substantial door and fire detection. Tenants should be provided with advice on the safe use and charging of PMVs as part of a person-centred approach.

Appendix 8 Permission refused letter template

Choose a building block.

Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

Permission refused / WITHDRAWN

Thank you for taking the time to complete and send your request to keep a mobility PMV within your flat/development.

I am sorry to let you know that at this time, we will not be able to grant permission for the following reason(s). [delete as appropriate]

- There is not a safe space to store and charge your PMV
- We believe that you do not have the capacity to operate the PMV safely

We will keep your details on file in case a safe space becomes available or your circumstances change.

I hope that this letter offers you the reassurance that we have taken full consideration of your request. However, should you remain dissatisfied with the outcome you can appeal the decision by completing the enclosed form and returning it to your local manager within 28 days of receiving this letter.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

Request to appeal

I would like to appeal the decision to refuse me permission to store charge and operate a mobility PMV within my development based on the following grounds.

- I believe there is a safe space to store and charge the PMV that has not been considered
Please provide details in the space below

- I believe that I do have capacity to operate the PMV safely
Please provide details in the space below

- I believe more information has become available since the original assessment was undertaken
Please provide details in the space below

Please use this space to provide details in support of your appeal

Signature

Date

Address

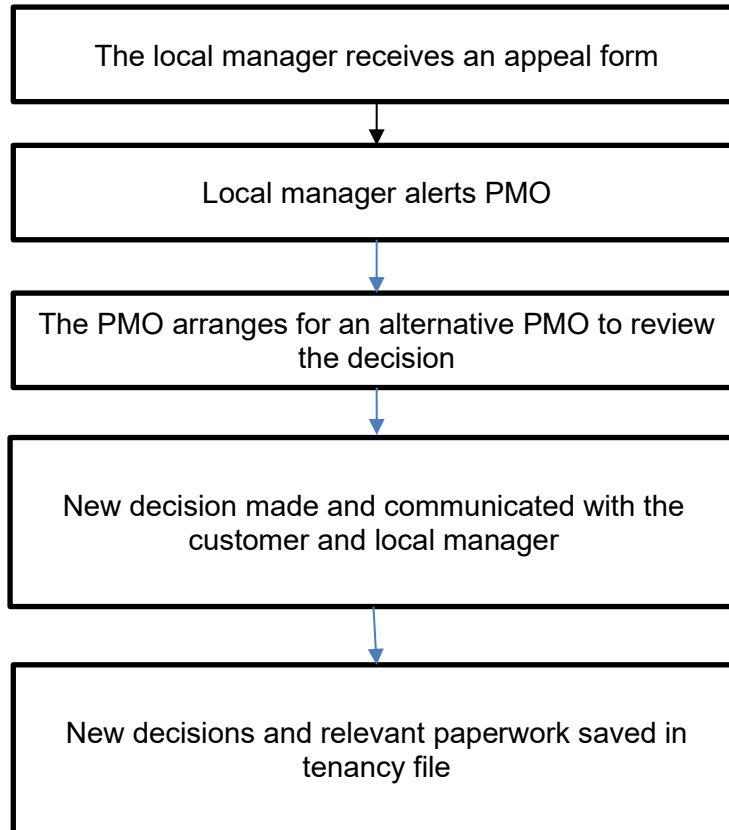
Office use

Uploaded and started process

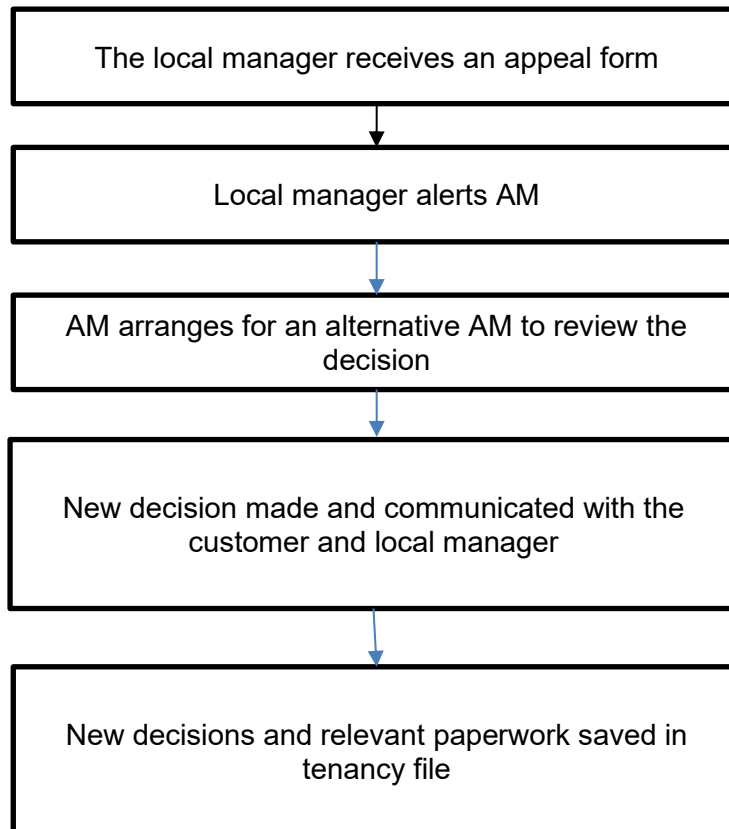
Date

Appendix 9 Customer appeal process

Appeal for Storage and Charging Decision



Appeal Safety Factors



Appendix 10 Permission Granted Letter and PMV agreement

Choose a building block.

Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

Permission granted- PMV request

Thank you for taking the time to complete and send your request to keep a PMV within your flat/development.

I am pleased to let you know that we are happy to grant permission for you to use, store and charge a PMV.

This permission is based on the following information

PMV Type	
Classification	
Charging location	
Storage location (if different)	

This permission is contingent upon you

- signing and returning the PMV Agreement enclosed with this letter
- getting relevant insurance and providing evidence of this
- getting your PMV serviced regularly in accordance with the manufacturer's specifications

I hope this is the outcome you were looking for and would like to wish you safe use of your PMV.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

PMV Agreement

Name _____

Address _____

- I am liable for the cost of any damage I cause to the building fabric, furnishing, and persons whilst using my PMV on Bield property
- I will get appropriate insurance cover in place for the use/storage and charging of my PMV and renew this annually
- I will only use, store and charge my PMV within the specified areas and times.
- I will exercise caution when using my PMV around the Bield development to ensure that I do not injure myself or other people, or damage property
- I will only use my PMV in the designated areas
- I will observe a speed limit equivalent to a slow walking pace
- I will store my PMV in a safe way that does not pose a hazard to myself or other people, taking extra care to make sure it does not prevent a means of escape or entry
- I will make sure that my PMV is charged and maintained in accordance with the manufacturer's instructions to guarantee safe operation
- I will make sure my PMV is free from mud/dirt when in the development

- I will not leave any items stored in the PMV while it is being stored or charged in the development

- I know that Bield cannot be held responsible for any damage to my PMV whilst stored on Bield property (indoors or outdoors)

Designated area for storage

Designated area for charging

Customer signature

Date

Appendix 11 No permission letter template

Choose a building block.

Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

Permission required - PMV

It has come to our attention that you have been storing and operating a PMV within your home. We appreciate the benefits a PMV can bring to our tenants, you may not have realised that your tenancy agreement states that

“If you wish to keep a mobility aid such as a PMV or motorised wheelchair you must get written permission first.”

We would normally try to grant permission, but we need to check that the PMV can be stored and charged safely.

An application form has been included with this letter, and you are asked to complete the form and share it with your local manager within 14 days from the date of this letter so that we can carry out the relevant assessments and checks.

I look forward to hearing from you.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

Appendix 12 Enforcement process

If there is a serious and/or persistent breach of the PMV Policy, we will take enforcement steps.

As soon as the breach is identified

Warning letter

14 days after warning letter sent

Visit

Timeframe agreed at visit

[Permission withdrawn letter](#)

Tenancy Breach or ASB process

Breach of tenancy – tenancy management path

Warning letter template

Choose a building block.

Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

PMV – failure to comply with conditions

We appreciate the benefits a PMV can bring to our tenants and try to support our customers to operate a PMV if it helps them overcome mobility issues.

You were granted permission by way of a letter to keep a PMV on Click or tap to enter a date. Included with that letter was a list of conditions that you were required to adhere to. It has recently come to our attention that the following conditions have been breached:

Delete as required

- You are liable for the cost of any damage you cause to the building fabric, furnishing, and persons whilst using your PMV on Bield property
- You must have appropriate insurance cover in place for the use/storage and charging of your PMV and renew this annually
- You must only use /store and charge your PMV within the designated areas
- PMVs must only be used around the development to and from the designated area to outside, and vice versa
- You must observe a speed limit equivalent to a slow walking pace
- When stored in your home, your PMV must not prevent a means of escape or entry
- You must make sure that my PMV is charged and maintained in accordance with the manufacturer's instructions to guarantee safe operation



- You must make sure my PMV is free from mud/dirt when in the development
- You will not leave any items stored in the PMV while it is being stored or charged in the development

We understand this might be an oversight; you are asked to rectify this situation within 14 days of the date on this letter. If you have any queries regarding the above, please contact me using the details below.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

Visit letter template

Choose a building block.

Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

Personal Mobility Device (PMV) – failure to comply with conditions

I wrote to you on Click or tap to enter a date.to bring to your attention the breach of the conditions for your permission to operate, store and charge a PMV on Bield property.

I asked that you take steps to rectify the breach within 14 days. However, I have been informed that you have not as yet taken this action.

I would like to visit you at your home to discuss the reasons why you have not been able to rectify the breach in the PMV conditions and explore if there is any other assistance we can offer.

Date of meeting

Time of meeting

If you have any queries regarding the above, please contact me using the details below.

Yours sincerely

Name

Title

Direct Dial:

E-mail:

Permission withdrawn letter template

Choose a building block.

Private and Confidential

Click here to enter text.

Click here to enter text.

Click here to enter a date.

Dear Click here to enter text.

Permission withdrawn – Personal Mobility Device (PMV)

I wrote to you on Click or tap to enter a date. to bring to your attention the breach of the conditions for your permission to operate, store and charge a PMV on Bield property.

I asked that you take steps to rectify the breach within 14 days.

I visited you at your home on the Click or tap to enter a date. to discuss this issue.

Since then, the conditions have still not been met. As a result, I am sorry to inform you that your permission to store and operate your PMV on Bield property has been withdrawn effective immediately.

You are required to remove the PMV within seven days from receipt of this letter.

If your circumstances change, please do not hesitate to complete a new application form. If you have any queries regarding the above, please contact me using the details below.

Yours sincerely

Name

Title

Direct Dial:

E-mail:



Speaking your language - we are happy to translate our policies on request.

يمكن ترجمة سياساتنا عند الطلب
إذا كنت بحاجة إلى مساعدة ، فيمكننا توفير مترجم

**Nasze zasady mogą być przetłumaczone na żądanie.
Jeśli potrzebujesz pomocy, możemy zapewnić tłumacza**

**我们的政策可以应要求翻译。
如果您需要帮助，我们可以提供翻译**

ہماری پالیسی کا درخواست پر ترجمہ کیا جاسکتا ہے۔
اگر آپ کو مدد کی ضرورت ہو تو ہم ایک ترجمان فراہم
کرسکتے ہیں