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## Mobility scooters



*Paradigm*

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# What to do if you own a mobility scooter

Modern mobility scooters are equipped with many safety features that can protect the rider and the vehicle when out and about. Although incidents involving electric scooters are rare, we want to ensure all our residents remain as safe as possible.

## **Your ticket to ride**

If you wish to operate, store or charge a scooter on any of our properties you will need to apply for a permit. Simply complete and return our 'Permission Request Form' attached to this guide.

After receiving your permit, if your circumstances change for any reason, please let us know immediately as it may affect your permission.

## **Storing your scooter safely**

Wherever you store your mobility scooter it should be in a secure, clean and dry location that is protected from damp and extreme temperatures (both hot and cold).

Some other important information to note is that we're sorry but you can't store a scooter in any communal areas unless we have given you permission to do so. Speak to us to find out more. If you live in a flat and want to build some external storage you will need to apply for planning permission from your local authority.

Our staff will be happy to help you find safe and secure storage, including finding an approved building contractor if required. We will also come and inspect any outside storage just to make sure it is suitable.

## **Contact us**

If you need advice on mobility scooters, please phone Customer Services on 0300 303 1010. Lines are open: Monday to Friday - 8.00am to 7.00pm

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## Useful Addresses

Vehicle Customer Services (VCS)

DVLA, Swansea, SA99 1AR

Tel: 0870 240 0010

Fax: 0870 850 1285

email: [vehicles.dvla@gtnet.gov.uk](mailto:vehicles.dvla@gtnet.gov.uk)

BHTA (British Healthcare Trades Association)

1 Webbs Court,

Buckhurst Avenue, Sevenoaks,

Kent, TN13 1LZ

Tel: 01732 458868

Department for Transport

Great Minster House

76 Marsham Street,

London, SW1P 4DR

Tel: 0300 330 3000

8.30am - 5.30pm Mon - Fri

email [FAX9643@dft.gsi.gov.uk](mailto:FAX9643@dft.gsi.gov.uk)

website: [www.dft.gov.uk](http://www.dft.gov.uk)

Disabled Living Centres Council

1st Floor, Winchester House,

11 Cranmer Road, London, SW9 6EJ

Tel: 0207 820 0567



# Mobility Scooters - Permission Request Form

If you need to operate, store, or charge a mobility scooter on any property owned by Paradigm you must agree to the following conditions:

Please tick all boxes.

- The scooter may need to be registered with the Driver and Vehicle Licensing Agency (DVLA). Please send a copy of the registration document for our records.
- You should have the correct insurance for your scooter. Please send a copy for our records. You can get help on scooter registration and insurance by phoning us, or contacting the DVLA or Dept of Transport.
- The scooter must be kept in good working condition. Please send a copy of the service history.
- You must have suitable storage and charging facilities. See our guidance on storing your scooter safely.
- The scooter must be charged in accordance with manufacturers' instructions.
- Charging may only take place between 9.00am and 5.00pm Monday to Friday, excluding bank holidays.
- All equipment is subject to annual 'Portable Electrical Testing'. We can arrange this for you but there may be a small cost involved.
- No flammable materials are to be stored near the scooter.
- Electric extension leads are not to be used when charging the scooter.
- After receiving your permit should your circumstances change for any reason, please let us know immediately as it may affect your permission.
- Our housing officers may need to inspect your storage and charging arrangements.

I/We understand and accept the Terms and Conditions set out overleaf and would like to apply for a permit to allow the operation, storage and charging of a mobility scooter on any property owned by the Paradigm Housing Group.

Name ..... Signed .....

Address .....

.....

Postcode .....

Date .....

Please forward this completed form together with any documentation to:  
Paradigm Housing Group  
1 Glory Park Avenue  
Wooburn Green  
Buckinghamshire  
HP10 0DF

**Contact us**

If you need advice on mobility scooters, call Customer Services on: 0300 303 1010. Lines are open: Monday to Friday 8.00am to 7.00pm

This leaflet is about mobility scooters. If you would like it translated or want further information about any of our services please contact Customer Services on 0300 303 1010 or visit our website at [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk)

### Polski

### Polish

Ulotka o skuterach inwalidzkich. Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub uzyskać więcej informacji na temat naszych usług, prosimy skontaktować się z biurem obsługi klienta pod numerem 0300 303 1010 lub odwiedzić naszą stronę internetową [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk)

### ਪੰਜਾਬੀ

### Punjabi

ਇਹ ਕਿਤਾਬਚਾ ਗਤੀਸ਼ੀਲ ਸਕੂਟਰਾਂ ਬਾਰੇ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸਦਾ ਤਰਜਮਾ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਕੋਈ ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਕਸਟਮਰ ਸਰਵਿਸੀਜ਼ ਨੂੰ ਨੰਬਰ 0300 303 1010 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਡੀ ਵੈਬਸਾਈਟ ਨੂੰ ਇਸ ਪਤੇ ਤੇ ਵੇਖੋ [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk)

### Soomaali

### Somali

Warqaddani waxay ku saabsantahay Iskuutarka naafadu ku socoto. Haddii aad rabto in la tarjumo ama aad rabto macluumaad dheeraad ah oo ku saabsan adeegyadayada fadlan kala soo xidhiidh Adeegga Macmiisha telefoonka ah 0300 303 1010 ama booqo goobtayada internetka ee cinwaankeedu yahay [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk)

### Türkçe

### Turkish

Bu broşür mobilite skuterler hakkındadır. Dilinize çevrilmesini istemek ya da hizmetlerimizden herhangi biri hakkında daha fazla bilgi almak için lütfen 0300 303 1010 numaralı telefondan Müşteri Hizmetlerini (Customer Services) arayın ya da [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk) adresindeki web sitemizi ziyaret edin.

### Urdu

### اردو

یہ کتابچہ موبیلیٹی اسکوٹرز کے بارے میں ہے۔ اگر آپ کو یہ ترجمہ شدہ شکل میں چاہیے یا آپ ہماری کسی بھی خدمت کے بارے میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم کسٹمر سروسز سے 0300 303 1010 پر رابطہ کریں یا [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk) پر ہماری ویب سائٹ ملاحظہ کریں۔



Large print



Braille



Audio

MOŻEMY PRZETŁUMACZYĆ

ÇEVIRMEKTEN MEMNUN

ترجمے کے لئے حاضر

KU FARAHSANNAHAY INNAN TAJANNO

ਅਨੁਵਾਦ ਕਰਨ ਵਿਚ ਖੁਸ਼ ਹਾਂ

Paradigm Housing Group provides services to Paradigm Homes, Paradigm Commercial and Paradigm Maintenance Services and is a not-for-profit housing association registered in England. Industrial and Provident Societies Act 1965, number 28844R. Registered Provider, number L4215. Registered office: 1 Glory Park Avenue, Wooburn Green, Buckinghamshire, HP10 0DF.

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