



Powered Transporters

How emh will manage the fire risks presented by Powered Transport.



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Author Title & Issuing Department	Andrew Humberstone Head of Specialist Housing
Target Audience	Emh employees and residents

Approved By	Strategic Health and Safety Committee
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Links to Regulatory Standards – Economic/ Consumer Standards	<ul style="list-style-type: none">➤ GOV.UK➤ Fire Protection Association➤ Electrical Safety First➤ British Safety Council➤ E-bikes and e-scooters fire safety guidance - NFCC➤ ChargeSafe London Fire Brigade
Outcomes for Customers	Safe living environment. Information, advice and guidance on safe use of powered transporters.
How were tenants, residents and service users involved in the review/development of this document	Consultation via Customer Voice Team – 73 responses taken into account.
Training Provision	NA
Links to the Business Plan	Safe management of risk
Links to Key Values	This policy provides Clarity about how we will manage the emerging risks poses by powered transporters, and sets out the Accountability of colleagues and residents.

Version Control

Version	Revision Date	Author: Job Title	Change Description
1.1	13/08/2027	Andrew Humberstone Head of Service	Approval by Strategic Health and Safety Committee



1. Introduction

There has been a significant increase in the number of 'powered transporters' that are powered by chemical batteries, which includes lithium-ion batteries. Powered transporters include devices such as e-scooters and e-bikes. There has also been an increase in the number of fires relating to these devices, caused by poor quality manufacturing, faulty batteries, or misuse of the lithium-ion battery.

emh has a responsibility to ensure the safety of all residents. In the absence presently, of a current UK safety and/or quality standard relating to the fire safety performance of lithium-ion batteries commonly used in power transporters, emh has produced this policy and will provide advice and guidance to customers/residents through our usual channels of communication.

To ensure we manage this risk appropriately, we have taken proportionate action to introduce the guidance and controls contained within this policy.

This policy sets out how emh will:

- Implement measures to ensure all residents and customers are kept safe
- Maintain sterile communal areas, where appropriate
- Support customers/residents to comply with this policy
- Educate and inform customers/residents about the dangers of powered transporters and lithium-ion batteries

A zero-tolerance approach will be adopted in the implementation and enforcement of this policy.

2. Definitions and Scope

The policy applies to tenants/customers of emh and leaseholders, plus anyone that visits or lives with a tenant/customer or leaseholder.

Employees of emh and contractors assigned by emh should also have due regard to the policy.

This policy applies to powered transporters including e-bikes, pedal bikes fitted with electric conversion kits, e-scooters, segways, hoverboards, and e-unicycles. Other powered transporters not named above are also within the scope of this policy.

This policy does **not** apply to mobility scooters or e-wheelchairs. There is a separate policy for these devices.

The aims of the policy are:

- To ensure the health and safety of customers/residents, leaseholders, staff and visitors when in communal and non-communal areas
- To highlight the fire safety risks relating to powered transporters
- To give clear advice to residents to mitigate the risk of fire in relation to powered transporters
- To give clear advice to residents to minimize the risks of powered transporters causing obstruction to access and escape routes in the event of an emergency



- To ensure that communal areas remain sterile, where appropriate, and can be safely evacuated in the event of an emergency
- To advise tenants and leaseholders how HP will manage and respond to concerns around powered transporters
- To encourage customers/residents to be aware of the legal use of powered transporters
- To enable emh to meet our statutory obligations in regard to fire safety.

3. Specifics of the Policy

3.1 Definitions

Powered transporters is a term used to cover a variety of novel and emerging personal transport devices which are powered by a motor or are mechanically propelled. The term “powered transporters” covers a variety of transport devices including **e-scooters, e-bikes, segways, hoverboards, go-peds** (combustion engine-powered kick-scooters), **powered unicycles**, and **u-wheels**. Pedal cycles fitted with **conversion kits** are also classified as powered transporters. They may also be recognized by term Personal Light Electric Vehicles, (PLEVs)

Further definitions can be found within Appendix 1.

Powered transporters are typically powered by **lithium-ion batteries**. Lithium-ion is a popular rechargeable battery chemistry used in many commonly used e-vehicles such as e-bikes and e-scooters, but also in mobile phones and other smaller electronic devices. Lithium-ion batteries consist of single or multiple lithium-ion cells, along with a protective circuit board. These batteries can be removable in some cases, but in others, are fixed.

For this document's purpose, the term Powered Transporters will be used and includes e-bikes, pedal bikes fitted with electric conversion kits, e-scooters, segways, hoverboards and e-unicycles.

3.2 Risks

Powered Transporters are typically powered by lithium-ion batteries. Lithium-Ion batteries can create a fire hazard. This can occur when:

- The battery is of poor quality.
- The battery is mishandled, tampered with, or damaged in any way.
- The battery is left to charge unsupervised for long periods of time. This can cause the battery to overheat and cause a chemical reaction called thermal runaway. As the battery overheats, the gases inside the battery react to cause a fire and/or explosion. In this event, the battery will also release toxic gases into the environment.
- The operator attempts to use a battery or charger that was not supplied with the device.
- The battery has suffered damage through exposure to extreme temperatures.
- The battery is overcharged, for example, when left to charge overnight.

The resident is responsible for being aware of the risks and taking appropriate action to mitigate them.



emh will share relevant advice and information relating to these risks, using appropriate channels of communication.

3.3 Storage and communal spaces

Communal areas should not be used for storage. It is the customer's responsibility to keep communal areas clear. Powered transporters, which are considered personal possessions, should not be stored or parked in any communal areas or escape routes.

Communal areas are those parts of a house, block of flats, street or estate which tenants have a right to use in common with other tenants or leaseholders and for which a landlord is responsible. These include:

- communal hallways
- shared stairways, lifts, doors, windows, balconies and access paths
- all doors between a domestic premises and common parts
- gardens or yards, where each property doesn't have its "own" garden or yard
- designated parking areas
- Roof spaces as applicable

Any electrical cupboards, meter cupboards and gas cupboards that are in communal areas are to be sterile environments. Due to the potential risk of fire, cupboards must not be used for storage.

3.4 Shared accommodation

In shared accommodations where residents have a license or tenancy for a bedroom with other living facilities being shared, powered transporters will not be permitted. This is because of the increased risks of serious injury and death that would occur from a fire related incident. Examples include hostel provisions and some supported living arrangements.

3.5 Charging

It is the resident/customer's responsibility to charge the battery for the powered transporter in accordance with the manufacturer's instructions. Only the charger that is supplied with the battery should be used to charge it. The charger should be disconnected once the battery is charged. The battery should not be left to charge overnight or unsupervised. The charger and battery should be inspected prior to each charge for signs of damage, wear or tear. These include:

- ✓ **Heat:** If the battery is extremely hot to touch.
- ✓ **Shape:** If the battery has changed shape such as bumps or swelling.
- ✓ **Leaks:** If the battery is leaking any fluid.



- ✓ **Sound:** If the battery makes a hissing or cracking sound.
- ✓ **Smell:** If there is a noticeable or unusual smell coming from the battery.
- ✓ **Performance:** If the battery takes longer to charge or fails to fully charge.
- ✓ **Smoke:** If the battery or device is smoking.

3.6 Registration and Compliance/Safety Testing

There is no specially designed legal regime for powered transporters. This means that they are covered by the same laws and regulations that apply to all motor vehicles. The definition of “motor vehicle” as set out in the Road Traffic Act 1988 is “any mechanically propelled vehicle intended or adapted for use on roads”. There is case law confirming that powered transporters fall within this definition.

All batteries used in powered transporters should be purchased from a reputable retailer and meet UKCA (UK Conformity Assessed) or CE marking to sell products in Great Britain (GB).

3.7 Prevention

For further advice and information about current safety advice, the resident should consult emh or the local fire and rescue service. Up to date advice can also be found online on well-informed and trusted websites.

emh will work with other partners to keep residents/customers informed of fire safety in relation to powered transporters and lithium-ion batteries.

emh will revise this policy as relevant legislation and product safety standards are published.

4. Implementation

4.1 Reporting

Where any items are found within the communal area by residents or emh colleagues this should be reported to the manager responsible for the building immediately, these items are, but not limited to;

- E-Bikes
- E-Scooters
- Segways
- Hoverboards
- Any personal vehicle powered by a lithium-ion battery

If an item is reported to or found by an officer/employee of emh, it will be removed immediately and stored safely for up to 28 days. After such time EMH may dispose of the item.

4.2 Guidance for the removal of items from communal areas

- a. The items listed above are considered high risk items and they should be removed as soon as practicable.
- b. Make every effort to identify who the item belongs to.
- c. If possible, the owner of the items should be contacted and given the opportunity to remove the item themselves. This could include knocking on doors within the vicinity of the item to make enquiries and/or leaving notes for households who have not answered the door.
- d. If the owner of the item cannot be identified or will not remove the item, it will be necessary to arrange to remove the item to a safe and secure location.
- e. Take photos of the item prior to removal to provide evidence of its condition. This should include close-up photos of any areas of damage which you notice.
- f. All communications (both written and verbal) should provide clarification that any removed items will be returned to the owner upon request and provide contact details of the officer who has arranged for removal of the item.
- g. If you are unsure how to proceed in any given situation speak to your line manager or another member of the management team for support.

Where appropriate, for example due to a repeated lack of cooperation, consideration should be given by an appropriate manager to re-charging removal costs to the resident and/or other tenancy enforcement actions.

Residents should be asked to complete the “Item return and Indemnity Form” see appendix 2 before the return of a powered transporter item to them.

5. Responsibilities

It is the responsibility of emh to ensure this policy is enforced. This policy applies to all emh colleagues.

It is the resident's responsibility to adhere to this policy and act in accordance with their occupancy agreement.

6. Associated Documents

Legislation:

- The Highway Code 2015 updated 2023 (With particular reference to ‘Riding an electric bike: the rules’)
- DVSA and Dept. For Transport Guidance: Powered transporters 2020
- Road Traffic Act 1988
- Fire Safety Act 2021
- Housing Act 2004
- Local Government Association guidance on fire safety in purpose-built blocks of flats 2011
- Landlord and Tenant Act 1985



- Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work Act 1974
- Torts (Interference with Goods) 1977
- Building Regulations 2010
- Commonhold and Leasehold Reform Act 2002
- Anti-Social Behaviour Crime and Policing Act 2014

References:

- [GOV.UK](#)
- [Fire Protection Association](#)
- [Electrical Safety First](#)
- Office for Product Safety Standards
- [British Safety Council](#)
- [E-bikes and e-scooters fire safety guidance - NFCC](#)
- [ChargeSafe | London Fire Brigade](#)

Appendix 1 – Definitions

- “E-Scooter” is a term used to cover a two wheeled, battery powered vehicle, propelled by an electric motor. These are usually controlled using an upright handle, to which hand controls are mounted.
- “E-Bike” is a term used to cover a pedal cycle, which utilises additional propulsion, provided by a battery powered electric motor. These are usually controlled by handlebar-mounted controls. The motor, battery, and controls may be found as part of a purpose-built e-bike but may also be retro fitted in kit form to standard pedal cycles.
 - *This term does not include electrically assisted pedal cycles (EAPCs), which have their own regulatory framework.*
- “EAPC” is a term used to cover electrically assisted pedal cycles.
 - *An EAPC must have pedals that can be used to propel it and can have more than 2 wheels, for example a tricycle.*
 - *It can be propelled up to 15.5mph without pedaling but only if it has been approved.*
 - *Its electric motor must have a ‘continuous rated power’ output of no more than 250 watts, and must not be able to propel the bike when it’s travelling at more than 15.5 miles per hour (mph)*
 - *An EAPC must show markings on the bike detailing both the continuously rated power output and the bike manufacturer.*
 - *It must also show either the battery’s voltage, or the maximum speed at which the motor can propel the bike.*
 - *If an electric bike does not meet the EAPC rules, then it’s classed as a motorcycle or moped.*



Appendix 2 - Item return and Indemnity Form

Tenant Name

Address

I acknowledge emh's safe return on my powered transporter.

Description of returned item:

I understand that emh removed the item as it was a health and safety risk and undertake to ensure that this transporter is kept, charged, used and stored safely in the future.

I acknowledge that it is my responsibility to ensure that the device is safe, well maintained and legally compliant and undertake to do so.

Also, I undertake to comply with emh policy for powered transporters.

I understand that emh has not carried out any checks on the returned item and that by returning the item to me emh does not vouch for the safety or condition of the item.

Signed	Date
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