

# Member's Query Q&A



**Date:**  
February 2024



**Member:**  
SWBM Club



**Topic:**  
Electric Bikes &  
Scooters

## QUERY

Following Electric Bike batteries exploding and/or catching fire whilst being charged in homes the GHS is considering a ban on any tenants charging their electric bikes on our properties.

Tenants are saying if they cannot charge within their properties then the GHA must provide outside charging points. GHA understands but does not feel responsible for supplying the means to charge electric bikes.

In our Extra Care facilities, we do provide separate buildings for tenants to park and charge mobility scooters but this is a medical/ health need.

- Do members have policies or what actions are being taken with regards to this problem?

## RESPONSES

- **Member #1:** We typically follow the advice and guidance provided by LFB. Additionally, we collaborate with our LA partners to tackle this significant issue that everyone is aware of but hesitant to address. We do not have a written policy as its implementation would require a substantial number of resources.
- **Member #2:** Attached are guidance notes from the London Fire Brigade. The documents refer to residential and non-residential sites. [GN 103 covers](#) guidance and principles for the charging and storage of electric powered personal vehicles, and [GN 84 shows](#) how relatively small fires in communal areas can rapidly develop, specific examples featuring fires caused by electric vehicles. We don't have a policy at present. New tenants receive [this attachment](#) which references the LFB information. Ealing Council were considering trialling the installation of an outside bike store with electric charging points on one of its high-rises, I will ask about this and provide an.
- **Member #3:** We don't have an agreed written policy as yet, but we would discourage storage or charging inside flats/ shared houses or communal areas, unless in a designated space suitable for the fire risk involved. I was hoping others might respond with a more developed policy? Here is one example from a larger HA, which does allow for storage and charging inside a flat: <https://www.hyde-housing.co.uk/tenants/looking-after-your-home/safety-in-and-around-your-home/e-bike-and-e-scooter-safety/>

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## RESPONSES

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- **Member #4:** We don't have a policy and like you we provide a communal space in our sheltered schemes for mobility scooters to be stored. We do issue a fire safety leaflet for those in flats when tenants sign up highlighting the landlord and the tenant responsibility along with fire safety under Housing Legislation. I think we would need to consider putting something into the tenancy agreement going forward stating that having e-bikes are not allowed due to charging issues they have. If a storage area was to be allowed it would need to be a fire compartmental space with a smoke alarm. Problem with this would be who pays the electric as it would need a separate meter from the communal electric meter. Not to mention the cost of setting this up. The CHANW group here have a policy officer and maybe this is something they will cover in due course. Link to nfcc guidance on e-bikes/scooters which would help if you were to write your own policy. <https://nfcc.org.uk/our-services/position-statements/e-bikes-and-e-scooters-fire-safety-guidance/#:~:text=Store%20e%2Dbikes%20and%20e,for%20extended%20periods%20of%20time>.
- **Member #5:** Our tenancy agreements lack specific policies related to the storage and charging of e-bikes in our properties, installing electric vehicle (EV) chargers, and other emerging technologies. Regrettably, a major fire occurred in one of our three houses just before Christmas. While we await the complete Fire Investigation report preliminary findings suggest that the fire was caused by the e-bike battery. The property has suffered severe damage, and the reconstruction process is estimated to take between 9 to 12 months. Fortunately, there were no casualties, but the incident has highlighted the need for a proactive approach to prevent such occurrences in the future. Perhaps as a group, we can engage a solicitor to develop a tailored policy that aligns with our properties. By sharing the associated costs as a group, we can ensure a comprehensive and legally sound approach to address these issues.
- **Member #6: Thank you!** The Electric Bike Charger issue response has been excellent and particularly useful and once we conclude on a policy I will circulate.