

POLICY NUMBER:	E-Bike Safety V1	DATE REVIEWED BY BOARD:	27 th May 2026
DEPARTMENT:	Property Services	DATE OF NEXT REVIEW:	April 2027

1. Purpose and context

This policy applies to Houses in Multiple Occupation (HMOs), hostels, sheltered accommodation, and general needs blocks with communal areas.

The policy sets out Squared's approach to managing the risks associated with e-bikes and e-scooters within our housing stock. Its primary aim is to protect customers, staff, and properties from the significant fire risks linked to lithium-ion batteries, while ensuring compliance with current fire safety guidance and best practice.

2. Scope of this policy

This policy applies to:

- All customers and visitors
- All staff and contractors
- All internal and communal areas within:
 - HMOs
 - Hostels
 - Sheltered accommodation schemes
 - General needs blocks with shared or communal spaces

3. Policy Statement

Squared operates a zero-tolerance approach to the storage and charging of e-bikes and e-scooters within internal areas of the above property types.

The following are strictly prohibited:

- Storing e-bikes or e-scooters inside individual units where this poses a fire risk (particularly in HMOs and buildings with shared escape routes)
- Storing e-bikes or e-scooters in communal areas, including corridors, stairwells, entrances, bin stores, and shared kitchens
- Charging e-bikes or e-scooters anywhere inside the building, including private rooms, flats, or communal spaces

This applies regardless of battery type, brand, or condition.

4. Rational

4.1 Fire Risk

Lithium-ion batteries can fail without warning, leading to rapid and intense fires. These fires:

- Develop quickly and are difficult to extinguish
- Produce toxic smoke
- Can compromise escape routes within seconds

4.2 Means of Escape

Items stored in communal areas can obstruct or reduce the effectiveness of designated fire escape routes, placing customers at increased risk during evacuation.

4.3 Electrical Safety

Charging multiple high-demand devices in residential settings—particularly in older buildings—can overload circuits and increase the likelihood of electrical fires.

4.4 Legal and Regulatory Context

This policy aligns with:

- Fire safety expectations under relevant housing and fire safety legislation in England
- Government and Home Office guidance (2023–2024), which advises against charging e-bikes and e-scooters indoors or within escape routes

4.5 Insurance and Liability

Damage caused by lithium-ion battery fires may not be covered under insurance policies, exposing the organisation to significant financial and legal risk.

5. Responsibilities

5.1 Housing Management Teams

- Communicate this policy clearly to all residents
- Reinforce expectations during sign-ups, inspections, and routine contact
- Monitor compliance within schemes

5.2 Customers

- Comply fully with the restrictions set out in this policy
- Not bring, store, or charge e-bikes or e-scooters within prohibited areas

5.3 Staff and Contractors

- Report breaches of this policy

- Take appropriate action in line with procedures

6. Exceptions

No exceptions are permitted under this policy unless and until the organisation can provide:

- A designated, purpose-built external storage and charging facility
- Appropriate fire safety controls and risk assessments

Any future exceptions will be formally communicated.

7. Customer Engagement

Squared are passionate about placing our customers at the heart of everything we do. Ensuring that customers have a meaningful say in how services are delivered is central to our approach. This policy will be shared with our Customer Engagement Group for comment.

8. Future Review

Squared recognises the growing use of e-bikes and e-scooters and is committed to exploring safe, practical alternatives. This policy will be reviewed regularly in line with:

- Changes in legislation or national guidance
- Advances in technology or safety measures
- Availability of safe infrastructure solutions

9. Review Date

This policy will be reviewed annually or sooner if required.