

Cheltenham Borough Council policy

E-Bike and Battery Safety Policy

Version control

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Version: 1.0

Responsible officer

- Justine Skitt, Tenancy Management Team Leader

Approved by: Housing Committee

Next review date: January 2029 (or change to relevant legislation)

Retention period:

Revision history

| Revision date | Version | Description |
|---------------|---------|-------------|
| date | | |
| | | |

Consultees

Internal

- Caroline Walker, Director of Housing, Customer Services & Communities

External

- Tenants

Distribution

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Introduction and purpose of the policy

The purpose of this policy sets out how Cheltenham Borough Council manages the safe use, storage and charging of electric bicycles (e-bikes) and their lithium-ion batteries within properties by Cheltenham Borough Council Housing Services, reducing fire risk and protecting tenants, staff, and property.

Aims and scope of the policy

This policy applies to:

- All tenants, leaseholders and residents in properties managed by Cheltenham Borough Council Housing Services.
- All communal areas, dwellings managed by Cheltenham Borough Council Housing Services and storage facilities.

Policy Statement

E-bikes and their batteries present a potential fire hazard if not used and maintained correctly. Cheltenham Borough Council is committed to:

- Complying with the Regulatory Reform (Fire Safety Order 2005, Health and Safety at Work Act 1974 and relevant housing regulations.
- Implementing measures to minimise risks associated with lithium-ion batteries.

Key Requirements

Storage

- E-bikes must not be stored in communal areas, escape routes, or near fire exits.
- Tenants may store e-bikes in their own property if space allows and does not obstruct exits.

Charging

- Charging in communal areas is strictly prohibited.
- Tenants must:
 - Use manufacturer- approved charges only.
 - Charge batteries while awake, never overnight.
 - Keep batteries away from flammable materials during charging.
 - Avoid charging near doors or escape routes.

Battery Safety

- Inspect batteries regularly for damage, swelling or overheating.
- Do not use damaged or non-original batteries.
- Report any concerns immediately to Cheltenham Borough Council.

Enforcement Procedures

To ensure compliance with this policy:

Monitoring

- Regular inspections of communal areas will be carried out by Cheltenham Borough Council Housing Services.
- Fire risk assessments will include checks for e-bike storage and charging.

Action on Breach

- **First breach** – Written warning issued to tenant with guidance on safe practices.
- **Second breach** – Formal notice under tenancy agreement, removal of e-bike from communal areas at tenants' cost.
- **Persistent or serious breach:**
 - Possible tenancy enforcement action (e.g. breach of tenancy conditions).
 - Referral to fire safety authorities if risk is severe.

Emergency Situations

- If an e-bike battery or bike poses an immediate fire risk, Cheltenham Borough Council reserves the right to remove the item without prior notice for safety reasons.

Record keeping

- All breaches and actions taken will be logged in their tenancy management system.

Tenant Guidance

Cheltenham Borough Council will provide:

- Safety leaflets on e-bike battery use.
- Links to official guidance from the NFCC and OPSS.

Complaint and Appeals

If a tenant/applicant is not happy with any element of CBC's service received, they will be able to make a formal complaint. The complaint will be dealt with in line with CBC's Complaints and Compliments policy.

Equality and Diversity

CBC is committed to the principle of equality of opportunity in the delivery of its services. CBC aims to ensure all its tenants are dealt with fairly and equitably and, where possible, taking into account the diverse nature of cultures and backgrounds.

An Equality Analysis Form has been completed in the production/review of this policy.

Monitoring and Review

The Tenancy Services Team Leader is responsible for monitoring this policy ensuring it is being correctly applied, and is also responsible for ensuring reviews of this policy are carried out.

CBC will undertake regular reviews of this policy, any procedures related to it and staff training needs, ensuring service improvements are made and implemented.



There will be an automatic review of this policy whenever there is a change of policy from the government, or change to legislation. In the absence of any other trigger, the policy will be reviewed at intervals of no more than three years.

References

- NFCC Fire Safety Guidance for E-Bikes & E- Scooters
- UK Government Lithium-ion Battery Safety Guidelines.