

E-Bike and Battery Safety – Tenant Guide

Cheltenham Borough Council wants to keep everyone safe when using electric bikes (e-bikes) and their batteries. This guide explains how to store, charge, and look after your e-bike safely.

Why is this important?

E-bikes use lithium-ion batteries, which can cause fires if damaged or charged incorrectly. Following these rules helps protect you, your neighbours, and your home.

What you need to do

Storage

- **Do not store e-bikes in communal areas** (hallways, stairwells, shared spaces) or near fire exits.
- You can keep your e-bike inside your home **if it doesn't block doors or escape routes**.

Charging

- **Never charge your e-bike in communal areas.**
- Always:
 - Use the **charger provided by the manufacturer**.
 - Charge batteries **when you are awake** – never overnight.
 - Keep the battery **away from anything that can catch fire** while charging.
 - Avoid charging near doors or escape routes.

Battery Safety

- Check your battery regularly for:
 - Damage
 - Swelling
 - Overheating
- **Do not use damaged batteries** or non-original replacements.

- If you notice a problem, **contact Cheltenham Borough Council immediately.**

Fire Safety

- If your e-bike or battery looks dangerous or could cause a fire, we may remove it straight away for safety reasons.

What happens if rules are broken?

- **First time:** You'll get a written warning and advice.
- **Second time:** Formal notice and removal of the e-bike from communal areas (at your cost).
- **Serious or repeated breaches:** We may take tenancy enforcement action or contact fire safety authorities.

Need help or more information?

- We'll provide safety leaflets and links to official guidance.
- If you're unhappy with our service, you can make a formal complaint under our Complaints and Compliments policy.

Equality

We treat all tenants fairly and consider different needs and backgrounds.

Review

This policy will be reviewed regularly and updated if laws change.

References:

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