

# 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.

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## 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.

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## 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**.
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### 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.
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### 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.**
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## Fire Safety

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

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

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## Review

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

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## References:

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