Title: Electric Mobility Device (E-Device) Safety, Charging, and Storage		
Policy #: CRR-07-02	**Issued: TBC**	**Page #: 1 of 5**
Revised:		

1. Policy

1.1 This policy explains how electric mobility devices and lithium-ion batteries may be safely used, charged, and stored on Housing Durham property. These requirements are intended to reduce the risk of fire, injury, property damage, and disruption to building operations.

1.2 This policy applies to tenants, household members, guests, visitors, vendors, and contractors, while on Housing Durham property, including residential units, common areas, parking areas, storage areas, and other shared spaces.

1.3 E-Devices approved under this policy are permitted on Housing Durham properties.

1.4 E-Devices considered to be assistive mobility devices that are required because of a disability-related need are permitted, subject to reasonable health and safety restrictions and the accommodation process.

2. Definitions

2.1 Assistive Mobility Device: an electric or battery-powered mobility aid required to support a person's disability-related need to access and use Housing Durham premises and facilities.

2.2 Electric Mobility Device or E-Device: a battery-powered personal transportation device, including an e-bike, e-scooter, electric motor scooter, hoverboard, electric skateboard, one-wheel, electric unicycle, electric four-wheel device, or similar device.

2.3 Lithium-ion battery (LiB): a type of rechargeable battery in which the ions move between the positive electrode (cathode) and negative electrode (anode).

2.4 Mobility Aids: devices that assist people with limited mobility or physical disability to move around and be more independent.

2.5 Non-Permitted E-Device: an E-Device that is not permitted to be used, charged, or stored on Housing Durham property because of safety, size, operating, or compliance concerns, unless required as an approved assistive mobility device.

2.6 Permitted: means an E-Device may be used, charged, or stored on Housing Durham property because it meets the requirements of this policy and has not been identified by Housing Durham as unsafe or not allowed.

2.7 Conditionally permitted: means the device may be allowed only if it meets the safety, charging, storage, and insurance requirements in this policy and does not create a health, safety, accessibility, or property risk.

3. Approved E-Devices

3.1 The types of E-Devices that may be allowed on Housing Durham property depend on the type of device and whether it can be used, charged, and stored safely:

- Power wheelchairs, mobility scooters, and other assistive mobility devices are permitted.
- E-Bikes, Pedal Assist Bikes, and E-Scooters are conditionally permitted provided they meet all requirements noted in this policy and any local bylaws where applicable.
- E-Skateboards, Hoverboards, E-Unicycles, and other recreational devices are not permitted unless an approved accommodation has been granted.

3.2 Spare lithium-ion batteries and removable battery packs may be permitted provided they are undamaged and follow the requirements laid out in section 4.

3.3 Housing Durham will consider the device type, condition, size, weight, charging requirements, safety certification, storage location, and whether the device is required as an assistive mobility device when deciding whether an E-Device can be used, charged, or stored on Housing Durham property.

3.4 Tenants who are unsure whether their E-Device is permitted should contact their Property Manager before using, charging, or storing the device on Housing Durham property. Housing Durham may request information about the device, including the type of device, battery, charger, safety certification, condition, and proposed storage or charging location.

4. E-Device Regulations

4.1 Tenants must only use, charge, and store E-Devices on Housing Durham property if they are permitted by this policy.

4.2 Tenants must also comply with all applicable laws and local by-laws. Where a local by-law prohibits the use, storage, or operation of an E-Device the by-law will apply.

4.3 Tenants must not use, charge, or store an E-Device on Housing Durham property if the device does not meet safety requirements, has been modified or damaged, is too heavy or unsafe for the location, does not have required safety features, or has otherwise been identified by Housing Durham as not permitted.

4.4 Tenants must follow the manufacturer’s instructions for use, charging, storage, maintenance, and disposal.

4.5 Tenants must ensure that the following charging rules are followed for all approved E-Devices:

- E-Devices, batteries, and chargers must have a recognized Canadian safety certification mark (i.e. CSA, cUL, or CETL) and must not be used if the certification label is missing, altered, or appears unreliable.
- Tenants must not use, charge, or store an E-Device, battery, or charger that has been recalled, unless the recall issue has been repaired or resolved according to the manufacturer's instructions.
- Plug chargers directly into a wall outlet. Do not use extension cords, power bars, multi-plug adapters, or damaged outlets.
- Only charge an E-Device in a unit. E-Devices are not to be charged in hallways, stairwells, lobbies, laundry rooms, amenity rooms, storage rooms, parking garages, or any other common area unless Housing Durham has designated and approved the area for that purpose.
- Do not leave an E-Device or removable battery unattended while charging. If you leave your unit, you must unplug the device or battery.
- Charge only one E-Device or removable E-Device battery in a unit at a time, unless otherwise approved in writing by Housing Durham or required as part of an approved accommodation.
- Charge on a firm, flat, non-combustible surface away from furniture, bedding, curtains, papers, clothing, chemicals, fuel, or other combustible materials.
- Do not modify, repair, rebuild, or replace batteries with refurbished, incompatible, uncertified, or non-manufacturer-approved batteries.

4.6 Tenants must immediately stop using or charging an E-Device or battery if it is hot to the touch, leaking, smoking, making unusual sounds, changing shape, giving off an unusual smell, showing corrosion or damage, or otherwise appears unsafe. Tenants should contact emergency services if there is an immediate safety risk, and should contact their Property Manager or the manufacturer for non-emergency safety concerns.

4.7 Tenants must ensure that the following storage rules are followed for both E-Devices and their batteries:

- E-devices must be turned off when inside any buildings, unless the device is an assistive mobility device required for access.
- E-Devices and batteries must be stored in the tenant's unit. They must not be stored in hallways, stairwells, lobbies, laundry rooms, amenity rooms, storage rooms, parking garages, or any other common area unless Housing Durham has designated and approved the area for that purpose or unless the device is an assistive mobility device being used or stored as required for access.
- E-Devices must be stored away from unit doors, exit paths, balcony doors, or any location that could block evacuation or emergency access.
- E-Devices and batteries must be stored in a cool, dry, well-ventilated area away from combustible materials and sources of heat, water, or direct sunlight.

- Batteries must be kept away from metal objects such as coins, keys, tools, and jewellery to prevent short-circuiting.

4.8 Dispose of damaged, recalled, end-of-life, or unwanted batteries through an approved battery recycling or hazardous waste program. Batteries must not be placed in household garbage or recycling bins or any shared garbage areas including dumpsters.

4.9 Tenants must maintain valid and current renters' insurance for their unit, as required by their lease. Tenants are responsible for checking with their insurer to confirm whether having, using, storing, or charging an E-Device in their unit affects their insurance coverage.

5. Unsafe Use, Charging, or Storage

5.1 If an E-Device or battery is being used, charged, or stored in a way that does not meet this policy, Housing Durham will contact the tenant to explain the concern and what needs to be corrected. The response will depend on the situation, including the level of safety risk and whether the concern has happened before.

5.2 For a first concern or a lower-risk concern, Housing Durham may provide a written warning that explains the issue, what must be corrected, and the deadline for correcting it. Depending on the issue, the tenant may be required to remove, repair, replace, safely dispose of, or move an unsafe or non-permitted device or battery.

5.3 Housing Durham will follow up to confirm that the concern has been corrected by the noted deadline.

5.4 If the tenant does not correct the concern by the deadline, or if the concern happens again or causes damage, Housing Durham may take further action in accordance with the Residential Tenancies Act, 2006, applicable Housing Durham procedures, and any available legal remedies.

5.5 Housing Durham may take further action without first providing a written warning or correction period if there is a serious or urgent safety risk. This may include situations where an E-Device or lithium-ion battery causes or contributes to a fire, explosion, serious property damage, significant safety concern, or another urgent risk.

5.6 Any decision to issue a notice of termination or file an application with the Landlord and Tenant Board will depend on the facts, available evidence, applicable legislation, and Housing Durham procedures.

5.7 If a tenant needs an assistive mobility device because of a disability-related need, Housing Durham will consider whether accommodation is required and whether reasonable health and safety measures can address the concern.

6. Requesting an Accommodation

6.1 If a device would otherwise be restricted under this Policy or related procedures, and is related to a disability-related need, tenants may contact their Property Manager to request accommodation.

7. Tenant Roles and Responsibilities

7.1 Tenants are responsible for complying with this policy and following all safe use, charging, storage, and disposal requirements.

7.2 Tenants are responsible for ensuring that household members, guests, and visitors follow this policy while on Housing Durham property.

7.3 In the event of a fire, smoke, explosion, or suspected battery failure involving an E-Device or lithium-ion battery, tenants must follow the applicable emergency procedures and on-site fire safety plan, including contacting emergency services and evacuation where required.

8. Inquiries

8.1 For additional information about this policy, to report a safety concern, or to request accommodation related to an assistive mobility device, tenants should contact their Property Manager.