



RELATED DOCUMENTATION

Legislation	• Fire Protection and Prevention Act • Highway Traffic Act • Human Rights Code • Residential Tenancies Act;
Collective Agreement	
Forms	
Policies	• LMCH Accessibility Policy • LMCH Parking Policy
Other Resources	

1.0 PURPOSE

London Middlesex Community Housing ("LMCH") recognizes that some tenants, occupants, staff, and visitors use electric devices, including e-bikes, to access work, education, services, and other daily needs. LMCH also recognizes that these devices, particularly lithium-ion batteries, can create fire, life-safety, accessibility, and operational risks in multi-residential housing if they are not used, stored, and charged properly.

The purpose of this Policy is to:

- 1) Support safe and lawful use of permitted e-bikes on LMCH property
- 2) Clearly identify which devices are permitted and prohibited on LMCH property
- 3) Establish rules for safe use, charging, storage, and disposal
- 4) Protect building egress, accessibility, and common areas; and
- 5) Support compliance through education, monitoring, and progressive enforcement.

This Policy is intended to balance mobility access with building safety and aligns with LMCH's obligation to provide safe housing while recognizing broader municipal direction that supports cycling and electric devices as part of a more equitable and sustainable transportation system

2.0 SCOPE

This Policy applies to all tenants, occupants, guests, visitors, contractors, service providers, and staff on LMCH property.

This Policy applies to the use, movement, charging, storage, parking, and disposal of e-mobility devices and related batteries on LMCH property, including buildings, units, common areas, exterior walkways, driveways, parking lots, and garages.

3.0 GUIDING PRINCIPLES

LMCH will administer this Policy in accordance with the following principles:

- 1) Safety first – fire prevention, life safety, and unobstructed egress are paramount;
- 2) Accessibility – mobility supports required for disability-related needs will be accommodated in accordance with applicable human rights requirements;
- 3) Mobility choice – lawful e-bikes are recognized as a legitimate transportation option;
- 4) Clarity – tenants and staff must clearly understand what is and is not allowed; and
- 5) Progressive compliance – education and hazard reduction will be prioritized before enforcement, except where immediate safety risks exist.

4.0 DEFINITIONS

For the purposes of this Policy:

Assistive Mobility Device means a battery-powered mobility aid required due to a disability-related need.

Common Area means any interior or exterior shared area of LMCH property, including lobbies, hallways, corridors, stairwells, elevators, laundry rooms, amenity rooms, and shared storage areas.

Designated E-Bike Area means an LMCH-approved location for parking, storing, and/or charging permitted e-bikes.

E-Bike means an electric-powered bicycle or tricycle that:

- 1) It has pedals that can propel the device
- 2) Has handlebars and an independent braking system
- 3) It is equipped with an electric motor and battery
- 4) Has not been modified from manufacturer specifications in a way that increases risk;
and
- 5) Meets LMCH's requirements under this Policy.

E-Scooter means an electric kick scooter that is designed and manufactured for personal transportation equipped with handlebars, a deck for standing, an electric motor and battery, and meets LMCH's requirements under this policy.

E-Mobility Device means any electric device, including but not limited to e-bikes, electric kick scooters, hoverboards, electric skateboards, one-wheels, electric unicycles, electric four-wheelers, and similar devices.

Modified Device means any device or battery that has been altered, tampered with, rebuilt, or fitted with non-approved components contrary to manufacturer specifications.

5.0 PERMITTED DEVICES

Only the following devices are permitted on LMCH property under this Policy. All permitted devices must comply with applicable provincial legislation, municipal by-laws, manufacturer requirements, and the safety requirements set out in this Policy.

5.1) Permitted E-Bikes

LMCH permits only compliant e-bikes that meet all the following requirements:

- a) The device has functional pedals
- b) The device is designed and manufactured as an e-bike
- c) The electric motor does not exceed 500 watts
- d) The device is not capable of travelling faster than 50 km/h under motor power
- e) The device has an original manufacturer battery and charger
- f) The battery and electrical system comply with recognized safety standards applicable to e-bikes and personal e-mobility devices, including but not limited to ANSI/CAN/UL 2272, ANSI/CAN/UL 2849, and the Canadian Standards Association ("CSA").
- g) the device has not been modified in any way that changes its electrical system, battery, motor, or speed capability; and
- h) where the e-bike is stored inside a building or unit, the total weight of the device, including the battery, does not exceed 55 kilograms (120 pounds).

5.2) Permitted E-Scooters

LMCH also permits compliant electric kick scooters (e-scooters) that meet all the following requirements:

- a) The device is designed and manufactured as an electric kick scooter
- b) The device has two wheels placed along the same longitudinal axis, with one wheel at the front and one wheel at the rear
- c) The device has a standing deck and a steering handlebar
- d) The device does not have pedals or a seat
- e) The electric motor does not exceed 500 watts
- f) The device is not capable of travelling faster than 24 km/h on a level surface
- g) The device does not exceed 45 kilograms, including the battery
- h) The device has an original manufacturer battery and charger
- i) The battery and electrical system comply with recognized safety standards applicable to personal e-mobility devices, including ANSI/CAN/UL 2272 and CSA, where applicable and
- j) The device has not been modified in any way that changes its electrical system, battery, motor, or speed capability.

5.3) Assistive Mobility Devices

Assistive mobility devices required for disability-related needs are permitted on LMCH property, subject to Section 7 of this Policy.

LMCH may require reasonable information to distinguish an assistive mobility device from a recreational or general-use e-mobility device where necessary for safety administration.

6.0 PROHIBITED DEVICES

Unless expressly approved as an assistive mobility device accommodation, the following are prohibited on LMCH property:

- a) Hoverboards
- b) Electric skateboards
- c) One-wheels and electric unicycles
- d) Electric four-wheelers and similar recreational electric devices
- e) Any modified e-bike or modified battery
- f) Any damaged, refurbished, rebuilt, aftermarket, or non-compliant battery
- g) Any loose spare lithium-ion battery not specifically authorized by LMCH; and
- h) Any e-mobility device that does not meet the requirements of Section 5.

Permitted devices are not permitted in units, common areas, parking areas, garages, or elsewhere on LMCH property.

7.0 ACCOMMODATION for ASSISTIVE MOBILITY DEVICES

LMCH recognizes its duty to accommodate disability-related needs in accordance with applicable human rights requirements.

Assistive mobility devices required by a tenant, occupant, or visitor due to a disability-related need are permitted on LMCH property, including inside units and common areas, provided their use does not create undue hardship or an unmanageable safety risk.

Where a device would otherwise be restricted under this Policy, a person may request accommodation through LMCH. LMCH will work with the individual to identify a reasonable accommodation plan that balances protected needs with building and life-safety requirements. Please refer to LMCH's Accessibility Policy.

8.0 USE on LMCH PROPERTY

8.1) Use on LMCH Property:

Permitted e-bikes and e-scooters may be operated only in exterior areas where lawful and safe, such as driveways, roadways, parking lots, and parking garages.

Permitted e-bikes and e-scooters must not be ridden inside buildings. When transporting an e-bike or e-scooter through any building, the user must:

- a) Always walk the device
- b) Keep all wheels on the ground where possible
- c) Take care not to damage walls, doors, elevators, floors, or other property; and
- d) Avoid interfering with other residents, staff, visitors, or emergency access.

E-bikes and e-scooters must not be used in lobbies, hallways, stairwells, corridors, elevators, or amenity spaces except for necessary transport while being walked.

LMCH may limit elevator use or interior transport of any device where size, weight, or building design creates an unreasonable safety or operational risk. When approved on elevators, only one device is allowed per elevator cab.

8.2) Guests and Visitors:

Guests and visitors are not permitted to bring e-bikes or other e-mobility devices into LMCH buildings, including inside of units, common areas, parking areas, garages, or any other interior LMCH space.

This restriction does not apply to assistive mobility devices required for disability-related needs, which will be addressed in accordance with Section 7.0 of this Policy and LMCH's Accessibility Policy.

9.0 CHARGING REQUIREMENTS

When charging a permitted e-bike, e-scooter, or related battery on LMCH property, the following requirements apply:

- a) The device and battery must be stored and charged strictly in accordance with manufacturer instructions
- b) Only the original manufacturer battery and charger supplied or approved for that device may be used
- c) The charger must be plugged directly into a wall outlet; power bars, extension cords, and adapter chains are prohibited
- d) An adult (eighteen (18) years or older) must be present and awake the entire time the battery is charging inside a residence

- e) The e-bike must be unplugged once charging is complete
- f) only one e-bike, e-scooter, or related battery may be charged in a unit at one time; and
- g) charging is prohibited in any common area unless LMCH has expressly designated and approved that location for e-bike or e-scooter charging.

The following charging conditions are prohibited:

- a) charging a damaged, modified, aftermarket, rebuilt, or refurbished battery
- b) charging in wet, damp, humid, or poorly ventilated conditions
- c) charging on a bed, couch, upholstered surface, or under any object
- d) charging within 5 feet of a radiator, stove, space heater, or other heat source
- e) charging in direct sunlight
- f) charging near the entrance to a unit or in any place that obstructs egress; and
- g) repairing, modifying, or tampering with the device or battery on LMCH property.

If any of the following is observed, charging and use must stop immediately: odour, colour change, shape change, excessive heat, leaking, smoke, sparks, or unusual noise.

10.0 STORAGE and PARKING REQUIREMENTS

10.1) Inside Units

Where LMCH has not provided a designated e-bike area, up to two (2) permitted e-bikes and/or e-scooters may be stored inside a unit, provided that:

- a) Each e-bike or e-scooter weighs 55 kilograms (120 pounds) or less, inclusive of battery
- b) Storage does not create a fire hazard, trip hazard, accessibility issue, or obstruction to egress
- c) Only one e-bike may be charged in the unit at one time
- d) No loose spare lithium-ion batteries are stored in the unit; and
- e) All storage requirements under this Policy are met.

10.2) Designated Storage

Where LMCH has provided a designated e-mobility device area and space is available, permitted e-bikes and e-scooters must be stored in that area.

10.3) Heavier Devices

Any permitted device that exceeds 55 kilograms (120 pounds) is not allowed inside units or inside LMCH buildings unless approved as part of an accommodation plan. Such devices must be stored only in a designated exterior or garage location approved by LMCH, if available.

10.4) Common Areas

No e-bike, e-scooter, battery, or other e-mobility device may be stored in any common area, including lobbies, hallways, corridors, stairwells, entrances, laundry rooms, shared rooms, or near exits

11.0 BATTERY DISPOSAL and EMERGENCY RESPONSE

No e-bike battery, e-scooter battery, or lithium-ion battery may be disposed of in a garbage chute, garbage bin, recycling container, or elsewhere on LMCH property.

End-of-life or damaged batteries must be taken to an appropriate battery disposal or hazardous waste facility or managed through an LMCH-approved disposal process. Tenants are responsible for properly disposing of all e-bike batteries or lithium-ion batteries. All LMCH staff will follow the Standard Operating Procedure (SOP) for Discarded Batteries, Storage, & Disposal.

If a battery, e-bike or e-scooter begins smoking, sparking, or appears to be in thermal failure, the person must immediately evacuate the area, close the door if safe to do so, call 911, and notify LMCH as soon as possible.

12.0 INSPECTIONS, COMPLIANCE, and ENFORCEMENT

LMCH may monitor compliance with this Policy through annual unit inspections, fire safety inspections, incident response, complaint investigations, and other lawful operational processes.

During inspections, LMCH may check:

- a) The number of visible e-mobility devices in the unit
- b) The type and apparent size of the device
- c) Whether the device appears modified or non-compliant
- d) Storage and charging practices; and
- e) Whether batteries or devices are creating a fire or accessibility risk.

LMCH will generally use a progressive compliance approach that may include:

- a) Education and verbal direction
- b) Written warning
- c) Follow-up inspection or monitoring
- d) Formal notice to comply
- e) Removal of immediate hazards; and
- f) Further action in accordance with lease, fire safety, or other applicable requirements.

LMCH may take immediate action without progressive steps where there is an urgent fire, life-safety, or accessibility risk.

13.0 EDUCATION and COMMUNICATION

LMCH is committed to supporting safe integration of permitted e-bikes and e-scooters through ongoing education and communication.

LMCH may provide:

- a) Tenant FAQs, posters, brochures, and notices
- b) Staff reference guides and training materials
- c) Building-level communications about designated storage or charging areas; and
- d) Updates when requirements, risks, or practices change.

Education will focus on safe charging, fire prevention, proper storage, permitted devices, and emergency response.

14.0 ROLES and RESPONSIBILITIES

14.1) Tenants and Occupants

Tenants and occupants are responsible for ensuring that any e-bike or e-mobility device they own, use, store, or permit on LMCH property complies with this Policy. Tenants and occupants are responsible for ensuring their guests and visitors do not bring e-bikes or other e-mobility devices onto LMCH property, except when permitted as part of approved accommodations. Tenants are also responsible for the actions of their occupants, guests, and visitors in relation to this Policy.

14.2) LMCH Staff

LMCH staff are responsible for communicating this Policy, identifying hazards, documenting non-compliance, responding to safety concerns, and escalating matters as required.

14.3) LMCH Management

LMCH management is responsible for implementation, staff training, designation of storage or charging locations where feasible, and periodic review of this Policy.

15.0 RELATED LEGISLATION and DOCUMENTS

This Policy should be read together with all applicable laws, by-laws, lease requirements, fire safety requirements, accessibility obligations, and related LMCH policies and procedures, including, as applicable:



- a) Fire Protection and Prevention Act
- b) Highway Traffic Act
- c) Human Rights Code
- d) Residential Tenancies Act
- e) LMCH Accessibility Policy
- f) LMCH Parking Policy; and
- g) Unit condition, inspection, and health and safety procedures.

16.0 POLICY REVIEW

This Policy will be reviewed every five (5) years, or sooner if required due to:

- a) Changes in legislation or standards
- b) Fire or safety incidents
- c) Operational issues identified by LMCH
- d) Changes in LMCH building infrastructure; or
- e) Changes in electric device use or risk.

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Inquiries to Policy Owner	Operations