

Your guide to leasing a **Motability scooter** or **powered wheelchair**





It is worry-free to lease, if anything goes wrong they come and sort it out.

Motability customer



Who's involved



All Motability Scheme vehicles are leased to customers by Motability Operations Limited which is authorised and regulated by the Financial Conduct Authority.

The Motability Scheme is overseen by Motability, the national charity which also provides financial help to customers who are unable to afford the right mobility solution to meet their needs.

Hello

Welcome to worry-free mobility

Today the Motability Scheme helps over 630,000 people to get mobile. We offer simple, worry-free leasing packages, designed to make getting around easier. This guide is an introduction to our scooter and powered wheelchair Scheme. You'll find more information on our website – **[motability.co.uk](https://www.motability.co.uk)**

Our aim is to make everything as easy as possible. When you are ready, your local Motability dealer will help you make the choice that's right for you.

Once you're happy and have placed your order, we just ask for a £100 Non-refundable Payment before you take delivery of your product.

Then at the end of your three year lease, you will be eligible for a £100 End of Contract Bonus.

Straightforward, all-inclusive lease packages – that's what you will find with the Motability Scheme.

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It was much more affordable
to lease it through the
Motability Scheme.

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Our worry-free package helps you get about

With the Motability Scheme, you get more than just the scooter or powered wheelchair of your choice, you get all the support and help you need to enjoy worry-free mobility. Standard pricing starts from just £11.50 a week, with over 300 products to choose from.

You are eligible for the Motability Scheme if you receive:

- ✓ **Higher Rate Mobility Component of the Disability Living Allowance** (currently £57.45 per week)
- ✓ **The Enhanced Rate of the Mobility Component of Personal Independence Payment** (currently £57.45 per week)
- ✓ **War Pensioners' Mobility Supplement** (currently £64.15 per week)
- ✓ **Armed Forces Independence Payment** (Mobility element currently £57.45 per week)

Allowances are awarded by either the Department for Work and Pensions (DWP) or Veterans UK. You need to have at least 12 months remaining on your award to lease a product through the Motability Scheme.

Parents can apply on behalf of a child aged three or over who receives the allowance. Only the person in receipt of the allowance can use the scooter or powered wheelchair. It cannot be used by anyone else, such as a partner or spouse.

Please note: The Attendance Allowance cannot be used to lease a product through the Motability Scheme.

We take care of everything

The lease agreement is comprehensive – which means no unexpected costs. Insurance, breakdown, servicing, battery and tyre replacement are all included in the price.

Payment is organised for you

We arrange for the relevant amount of your allowance to be paid direct to us every four weeks. As most products cost less than your weekly allowance, you receive the remainder directly from the Department for Work and Pensions or Veterans UK to spend however you choose.



Your responsibilities

All we ask in return is that you take good care of the product and that it is only used for your benefit.

Personal Independence Payment

The Government has started to replace Disability Living Allowance (DLA) for disabled people between the ages of 16 and 64 with a new benefit called Personal Independence Payment (PIP). DLA will continue to be available until children reach the age of 16 and for those who were aged 65 and over as of 8 April 2013. The DWP will contact you when you need to start your application for PIP and until this time you do not need to do anything. Eligibility to lease through the Motability Scheme is based on receiving one of the benefits listed on page 5. If you asked to apply for PIP by the DWP, and are successful, you will not experience any disruption to your lease. For more information on PIP, please visit [gov.uk/pip](https://www.gov.uk/pip) or call the DWP on **03457 123 456**.



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**I have got my
independence back.**

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All in one

To make leasing through the Motability Scheme as affordable and worry-free as possible, all of these essentials are included in the price you pay for your scooter or powered wheelchair.

✓ **Servicing and maintenance**

To keep your scooter or powered wheelchair reliable and in good condition, all servicing and maintenance is included as part of our worry-free package.

✓ **Breakdown recovery**

If you break down or get a puncture that prevents you from being able to get home, our partners at Motability Assist will help get you and your scooter or powered wheelchair home so your dealer can carry out the necessary repairs.

✓ **Insurance cover**

You are covered in case of an accident, damage or theft, with no excess to pay. The insurance also covers you against any damage caused by your scooter or powered wheelchair to other products, property or people.

✓ **Battery replacement**

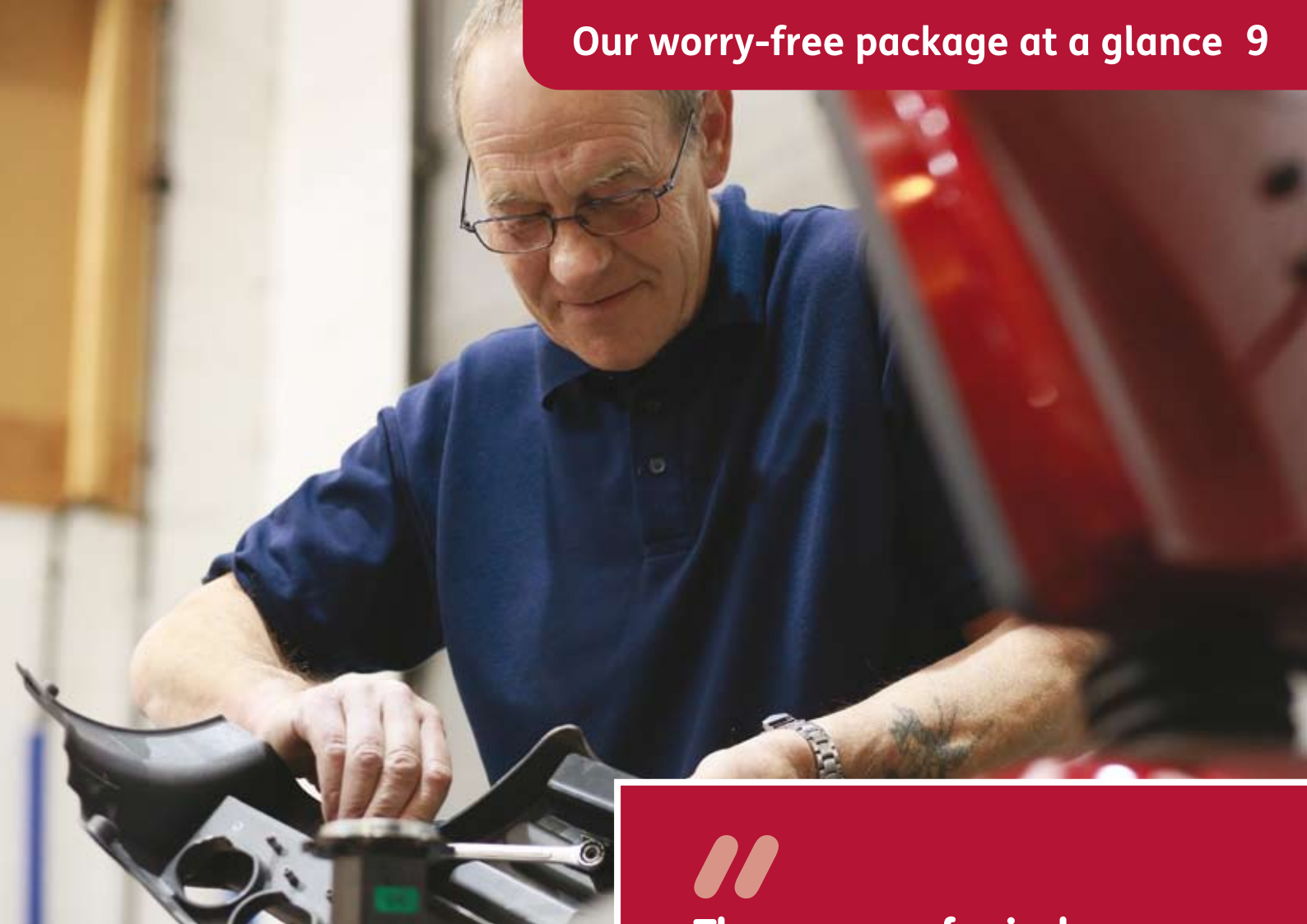
Your scooter or powered wheelchair will come with a battery as standard so all you have to do is keep it charged. However, if anything goes wrong with the battery through normal every day use, it will be replaced, free of charge.

✓ **Tyre replacement**

There is no need for you to worry about any punctures or damage to your tyres, as we will repair or replace them if there is a problem.

✓ **Customer service**

We have a dedicated team of advisors based in the UK to help you if you have any questions about your product or your lease. You can call them on **0300 456 4566** or visit **motability.co.uk** for lots of useful information.



The peace of mind you get because it's all sorted for you is fantastic.



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Which one is right for me?

We have over 300 products to choose from, and have lots of information available to help you make the right choice. You can find a selection of products and prices later in this guide, the full list is available at motability.co.uk. Your dealer will also be able to give you more individual advice.

Scooters

A scooter is probably the right choice if you can travel relatively independently, get on and off on your own easily, and want to take trips to local shops or visit family and friends.

We offer three main types of scooter:

Small

Light, easy to transport but limited distance

Medium

Carry more weight, sturdier, some are road legal

Large

Bigger, road-legal, for longer distances

Powered wheelchairs

A powered wheelchair may be the right choice if you need mobility assistance throughout the day or around the home, if you don't feel confident getting on or off seats, or if you can only operate joystick controls.

We offer three types of powered wheelchair:

Standard

Standard seats and controls, some can be folded for transport

Standard Plus

Standard design but with the most popular adaptations fitted

Custom Built

Tailored to your needs, available through specialist dealers

Tailoring your choice with optional extras

Your scooter will automatically be provided with a weatherproof storage cover, and many models come with a storage basket. There are also many other accessories available at an extra cost including storage units, ramps, crutch and cup holders. Just ask your dealer for advice.

Independent advice is available

Independent advice is also available from sources such as Mobility Assessment Centres, the NHS, Rica and health professionals.

Helping you make the right decision

We always recommend that you try any scooter or powered wheelchair in the places you will use it to make sure it meets all your needs. It is important that you discuss your needs in detail with your dealer. You should never feel pressured to choose there and then. It's a good idea to have a trusted family member or friend with you for a second opinion.



What to do next

Your next step is to contact a few Motability dealers. You can find both national and local dealers on **motability.co.uk** using our 'Find a dealer' search or call **0800 953 3060**.



These things will affect what product is right for you

- How your disability affects you now and in the future
- Your height and weight
- How easy it is to get on and off
- Can you easily reach the steering column or 'tiller'?
- Your typical journey types (for example hills, distance, public roads, kerbs etc)
- Seat comfort for longer journeys
- How solid or air filled tyres affect the comfort of the ride
- The amount of shopping you are likely to carry
- Where you could keep it at home and charge it up
- Will you need to get the product through your front door?
- Will you need to get the product into a car?



Specialist dealers ready to help you

It's very important to us that you choose the scooter or powered wheelchair that's right for you. That's why we work with specially trained dealers in your area who can visit you to discuss the products available. The dealer you choose will also provide servicing, maintenance and repairs throughout your lease.

How to find a dealer

You can find your nearest dealer online at [motability.co.uk](https://www.motability.co.uk) or call **0800 953 3060**. You can talk to as many dealers as you like – do not feel obliged to place an order with the first dealer you speak to.

They will come and visit you

The dealer of your choice will come to your home with a selection of products for you to try. They'll assess your needs and see how the scooter or powered wheelchair fits around your home and your lifestyle. Alternatively, you can visit a dealer showroom to see a range of models. Your dealer will still do an assessment at your home to make sure it's the right product for your lifestyle.



Make sure you are safe!

When out and about do not forget the Highway Code. There is a special section dedicated to scooters and powered wheelchairs (rules 36-46). Full details of this can be found on [direct.gov.uk](https://www.direct.gov.uk)



The people who looked after us were absolutely brilliant.

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Placing an order – here's how it works:

Your Motability dealer will take care of everything from start to finish.

- 1.** Your dealer will take you through a suitability questionnaire to make sure the Motability Scheme, and your product, are right for you now, and throughout the course of your lease.
- 2.** To make ordering quick and simple, it is completed through our online system at the dealership. If you are at home, the dealer will take your information and place the order on your behalf.
- 3.** Your allowance will be held by the Department for Work and Pensions or Veterans UK from the date your dealer expects you to take delivery of your new scooter or powered wheelchair. If for any reason delivery is delayed, any monies owed will be paid back to you after your new scooter or powered wheelchair is delivered.
- 4.** We'll send you a PIN (Personal Identification Number) which you will need when collecting your scooter or powered wheelchair to confirm the start of your lease. You will also receive details of the terms and conditions of the lease agreement for you to read before entering into the lease agreement.
- 5.** Upon delivery, the dealer will take you through a full demonstration of your product, including a test drive to make sure you're happy. You will also get full details of your lease and insurance cover as well as a handbook to support you through your lease.

Worry-free mobility starts here

All you need to do now is find a local dealer and look forward to choosing your product. We'll then take care of the rest so you can enjoy the independence it brings.

Whether you've seen a product you're interested in, or you want to talk through where to

start, our specialist dealers are here to help.

You can search for local Motability dealers online at **motability.co.uk**. If you don't have internet access you can phone us on **0800 953 3060** and we'll help you arrange an appointment.



For enquiries about the Motability Scheme:**Motability Operations**

City Gate House
22 Southwark Bridge Road
London SE1 9HB

Telephone: **0800 953 3060**
motability.co.uk

If you're an existing Motability customer please call our UK based Customer Services team:
0300 456 4566

If you have specialist Minicom equipment please call our text phone: **0300 037 0100**

For enquiries about the Disability Living Allowance (DLA) or Personal Independence Payment (PIP):**Department for Work and Pensions**

Telephone: **03457 123 456**

Department for Social Development (NI)

Telephone: **028 9090 6182**

For enquiries about the War Pensioners' Mobility Supplement or the Armed Forces Independence Payment:**Veterans UK**

Telephone: **0808 191 4218**
veterans-uk.info

For enquiries about taxing a Class 3 product:**DVLA**

Telephone: **0300 790 6802**
dvla.gov.uk

motability.co.uk

Telephone: **0800 953 3060**



Motability Operations Limited is the principal service provider to Motability and the Motability Scheme.

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Motability Operations Limited is authorised and regulated by the Financial Conduct Authority.

Calls may be recorded and monitored to improve customer service.

Please note that quoted customers are not pictured.

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