

E-Device policy

Tenant Q&A | March 2026

Toronto
Community
Housing



Why was the policy created?

E-Devices, like electric bicycles (E-Bikes), electric motor scooters, and mopeds, are becoming more popular in our communities. The policy helps keep everyone safe while still supporting tenants who rely on E-Devices for mobility, work, or reaching places with limited transit options.

When was this policy approved?

The policy was approved by the Tenant Services Committee and the Toronto Community Housing (TCHC) Board of Directors in October 2025.

When did the policy come into effect?

The policy is in effect as of Monday, March 2, 2026.

What is included in the policy?

The policy covers:

- What types of devices are allowed on TCHC property and in tenant units.
- Guidelines for safe use, charging, and storage of E-Devices.
- Important information about compliance and monitoring.

What devices are allowed on TCHC property?

Only certain electric mobility devices are allowed on TCHC property.

Allowed devices include some E-Bikes and electric motor scooters, but they must meet certain rules:

- They must have working pedals.

- The motor must be 500 watts or less.
- The device must weigh under 55 kg (120 lbs.).
- The device cannot go faster than 50 km/h.

Only approved E-Bikes or assistive mobility devices are allowed in units.

What devices are not allowed on TCHC property?

Some electric mobility devices are not permitted anywhere on TCHC property or in units.

These include:

- Electric kick scooters (with or without a seat)
- Four wheelers
- Hoverboards
- One-wheels
- Unicycles
- Electric skateboards
- Similar devices

The only exception is approved assistive mobility devices. This includes mobility scooters used for accessibility.

Do the rules under the E-Device Policy apply to mobility scooters?

No. The policy only applies to E-Bikes and similar lithium-ion powered devices listed in the policy.

Assistive mobility devices, like mobility scooters used for accessibility, are exempt from these rules.

How can I safely charge my E-Device?

Safe charging is important. Lithium-ion batteries can be dangerous if they are not used properly.

Here are some key safety tips:

- Always follow the manufacturer's instructions when charging.

- Plug the charger directly into a wall outlet.
- Do not use power bars or extension cords.
- An adult must be awake and present while the device is charging.
- Only one device can be charged in a unit at a time.
- Never charge devices near doors or exits. Don't block hallways with them.
- Use the original charger whenever possible.

You cannot charge your E-Device in common areas of the building, like lobbies, stairwells, or hallways.

Can I modify my battery?

No. Batteries should never be modified or repaired. You should never replace them with refurbished batteries. Use only batteries from the original manufacturer.

What do I do if my battery smells, leaks, changes shape, gets too hot, or makes noise?

Stop using it right away. Unplug your device from the wall. If a battery starts smoking or sparking, call **9-1-1** immediately.

Why is TCHC allowing E-Bikes inside tenant units under this policy?

If your building does not have a designated storage area, E-Bikes can be stored in your unit.

There are a few rules:

- The device must weigh 55 kg (120 lbs.) or less.
- You can have up to two E-Bikes in your unit, including batteries.
- Only one device battery can be charged at a time.

These rules help reduce the risk of fire. They also make evacuation easier during an emergency.

Can I store or charge my E-Bike in the hallway?

No. E-Bikes or other E-Devices cannot be stored in hallways, stairwells, lobbies, or other common areas.

Why doesn't TCHC just ban E-Devices?

We understand that many tenants and staff rely on E-Devices for work, mobility, and reaching places with limited transit options. Instead of banning them, the policy supports the responsible use while keeping fire safety a top priority.

Why are electric kick scooters banned from TCHC properties?

Electric kick scooters (E-scooters) are not permitted to be ridden in the City of Toronto.

To follow municipal restrictions, E-scooters:

- Cannot be stored in units.
- Cannot be stored in common areas.
- Cannot be charged on TCHC property.
- Are not permitted anywhere on TCHC property.

E-scooters can reach high speeds and create hazardous situations in shared spaces. They often lack important safety features required for permitted devices, like pedals, independent braking systems, and battery standards. These devices are also linked to higher risk of fire especially when uncertified batteries are used.

For safety reasons and to align with municipal restrictions, kick scooters, hoverboards, and similar devices are not allowed on TCHC property.

What do I do if I already own an electric kick scooter?

If you already own an electric kick scooter, you will need to remove it from TCHC property.

You may choose to:

- Store it off-site, like with a friend or family member.
- Store it in a rented locker.
- Sell or return the device.
- Recycle it through a proper battery recycling program.

Please do not place these devices in TCHC recycling bins or garbage sites.

Does TCHC provide storage for my E-Device?

Right now, TCHC only allows storage of permitted devices, like E-Bikes and electric motor scooters in designated areas or inside units.

You can store an E-Bike in your unit if:

- They weigh less than 55 kg (120 lbs.).
- There are only two E-Bikes per unit.
- You only charge one device at a time.

E-Bikes or other E-Devices cannot be stored in hallways, stairwells, lobbies, or other common areas.

Why can't we use parking spaces?

Parking spaces don't have the safety features needed for charging and storage, like fire suppression systems or certified charging stations.

We know many buildings don't yet have dedicated storage or charging areas. TCHC is actively exploring safer options for parking and charging, but it will take time to put these in place.

Why can I store an E-Bike in my unit, but not an electric kick scooter even though both devices have the same risk?

Even though E-Bikes and electric scooters both use lithium-ion batteries, there are a few key reasons for the difference:

- **Legal rules:** Electric kick scooters are not legal to ride anywhere in the City of Toronto. TCHC follows the City's rules. If TCHC allowed

these scooters in units, tenants may think they are allowed to use them.

- **Safety standards:** Electric kick scooters often don't have the required safety features, like pedals, independent brakes, and certified batteries. E-Bikes that are allowed under the policy meet strict safety requirements for weight, speed, motor size, and batteries. For example, they must have:
 - Working pedals.
 - A motor under 500 watts.
 - A weight under 55 kg (120 lbs.).
 - A top speed of 50 km/h.
- **Risk of fire:** Electric kick scooters are linked to more fire incidents, especially when uncertified batteries or batteries from somewhere other than the original manufacturer are used.

Aren't E-Bikes bigger than electric kick scooters? Wouldn't that make it more difficult to evacuate in an emergency?

While electric kick scooters are smaller than E-Bikes, the policy is not based on the size of the device. Electric kick scooters are not legal to operate in the City of Toronto and don't have consistent safety standards.

Electric kick scooters are linked to more fire incidents, especially when uncertified batteries are used.

There are also building safety rules that help during emergencies. For example:

- You can only store a maximum of two E-Bikes in your unit.
- Only one device can charge at a time.
- When moving your device in the building, you must walk it with the wheels on the floor.
- Only one E-Bike is allowed in an elevator at a time.
- E-Bikes or other E-Devices cannot be stored in hallways, stairwells, lobbies, or other common areas.

These rules help reduce the risk of fire and keep hallways and exits clear. This makes it easier for people to evacuate safely during an emergency.

What happens if you see an E-Device in my unit during an Annual Unit Inspection?

You may see staff check for E-Devices during Annual Unit Inspections.

During these inspections, staff will look at:

- What type of device you have
- How many devices are in the unit
- Whether the devices are stored and charged safely

If we notice something that looks unsafe, we will start a conversation with you. We may also send a written reminder explaining what needs to change.

If the issue continues or creates a serious safety risk, it could lead to a formal notice. In situations where there is an immediate fire risk, staff may need to remove the hazard right away to keep everyone safe.

How do you handle concerns or complaints?

Our focus is on education first.

If someone raises a concern about a device, we will:

- Talk to you about what happened.
- Check for any fire safety risks.
- Explain what the policy requires.
- Give you time to correct the issue.

We'll also share tips, resources, and safety information about batteries, charging, and fire prevention.

What is a policy violation?

Examples of violations include:

- Charging a device unsafely.
- Having too many devices in a unit.
- Using a device that is not permitted.
- Charging or storing devices in common areas.
- Using devices inside the building.

What happens if I break the policy?

We will meet with you to talk about what happened, explain why it's not permitted, and go over what needs to change. We always start with a conversation, whether verbal or written, and give you time to correct the issue.

If the issue continues or creates a serious safety risk, additional warning letters or further steps may follow.

Serious or repeated violations, especially those that create fire or safety risks, may lead to legal action. This could include a notice of eviction at the Landlord and Tenant Board.

You can generally expect this process:

1. **Verbal or written warning:** Regional staff will explain the issue to you and what needs to be done to fix it.
2. **Follow-up and monitoring:** Regional staff may use inspections or outreach to make sure the issue has been resolved.
3. **Formal written notice:** If the issue continues or escalates, regional staff may issue a formal written warning or notices, following applicable laws and TCHC procedures.
4. **Remedial action:** In cases where hazardous conditions may cause an immediate risk to life, safety, or property, staff like

superintendents, Special Constables and/or Fire Life Safety Inspectors may enter your unit to remove or fix the hazard.

What happens to my E-Device if TCHC removes it from my unit?

We will store your E-Device in a safe place. You'll receive a letter with more information about when and where you can pick it up, including how long we will store it. If you do not pick up your device by the deadline in your letter, it may be disposed of. You will not be allowed to bring the E-Device back to your unit if it was removed for safety reasons.

Do I have to have tenant insurance if I have an E-Bike in my unit?

Yes. If you store an E-Bike in your unit, you're required to have tenant insurance. Tenant insurance is also a requirement of your lease with TCHC.

It's your responsibility to check with your insurance company to see if having, using, storing, or charging an E-Bike in your unit affects your coverage.

Where can I find the policy?

You can find the policy on our website. Go to *Current Tenants* → *Tenant Guide* → *Tenant Policies*.

You can also visit torontohousing.ca/EDevice-policy.

I still have questions about the policy. Who can I contact?

If you have questions about the policy, you can email E-DevicePolicyQuestions@torontohousing.ca.

Our goal is to help everyone understand the rules and keep our buildings and communities safe.

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