

Is my device allowed or not allowed?

- **E-Bikes:** allowed on TCHC property, in designated parking and buildings, and in units.
- **E-Motor scooters:** allowed on TCHC property and in designated parking, but not inside buildings or units.
- **Moped/motorcycles:** allowed on TCHC property and in designated parking, but not inside buildings or units.
- **Electric kick scooters** (like skateboards, unicycles, hoverboards): not allowed on TCHC property, in parking, inside buildings or units.

Mobility devices identified for a **disability-related need** as defined by the Human Rights Code are **excluded from the E-Device policy.**

TRM-1040

Have questions or want to learn more?

✉ E-DevicePolicyQuestions@torontohousing.ca

🖱 torontohousing.ca/EDevice-policy

Get more safety tips or read the policy in full.

Let's keep our homes and communities safe from battery fires and hazards.



Scan the QR code to learn more.

Toronto
Community
Housing



E-Device safety starts with you

Safe devices. Safe use.
Safe charging.



torontohousing.ca/EDevice-policy

Toronto Community Housing is committed to making sure E-Devices are used safely and accessibly across our properties.

Our Electric Mobility Device (E-Device) Policy provides clear guidelines for the responsible use, charging, and storage of E-Devices. It also addresses potential hazards and promotes best practices.



This policy is effective as of **Monday, March 2, 2026**. It is designed to support tenants who use electric mobility devices to go to work, access essential services, or get through areas with limited public transit.

Safe devices

Use only approved E-Bikes, electric motor scooters, and mobility aids. They cannot be gas-powered or modified.

While E-Devices can be useful, they also create safety hazards.

Allowable E-Bikes or e-scooters must have certain features.

They must have pedals that the rider can move with their feet or hands, cannot weigh more than **120 kg total**, not be able to go more than **50 km/h total** and more.

Maximum of two devices per unit.



Safe use

Follow the manufacturer's instructions, and stop using right away if you notice heat, smell, leaks, or noise.

Do not ride your E-Bike in the building, including hallways and other common areas.

Only one E-Bike or assistive mobility device is allowed on an elevator at a time.

Safe charging

Plug directly into a wall outlet, and unplug when charging is done. Never leave a charging device unattended.

You can only charge one device at a time.

Always use the charger and battery made for your device.