



W2W Notes for Referrers, Employers and Guarantors

Summary of Moped Loan Scheme

This scheme provides the short term hire of mopeds to people living in Hampshire who find it difficult to access employment or training due to lack of public transport. Loans are made for three to six months, depending on circumstances, and may be renewable for a maximum of a further 6 months.

Copies of all relevant documentation can be supplied to Referring Agents, Employers and Parents/Guardians on request.

Referring Agent's/Employer's responsibilities:

All applicants may be referred to the scheme by a recognised agent, such as Social Services, Jobcentre Plus, or an employer. It is also possible to self-refer.

The role of the Referring Agent is to:

- Support the application
- Assist the applicant to complete the form correctly, including making every effort to ensure it is correct
- Ensure the applicant has considered an exit strategy for the end of the hire period
- Be an ongoing contact point throughout the period of the hire

Guarantor's responsibility:

Each applicant needs somebody to act as guarantor. This is usually a parent or some other person with the means to cover financial shortfalls.

- In the event of the user falling behind with the weekly loan fee (maximum 2 weeks) or any arrears outstanding at the end of the hire period, the Guarantor will be informed. If the arrears remain outstanding the Guarantor would then be expected to pay.
- Failure to settle arrears will result in the user being withdrawn from the scheme and the moped being recovered, costs may be incurred.
- **The guarantor may also be expected to settle arrears on the costs of any damage or recovery costs being charged to the hirer caused by negligence or wilful misuse.**
- Further steps will be taken to recover any outstanding arrears or costs.
- The Guarantor may also be responsible for any outstanding fines or PCNs incurred by the hirer.

An application will not be accepted without the signature of a Guarantor.

Community First (CF) responsibilities:

CF undertakes to provide the user with:

- A moped (with bike lock) at the commencement of the contract
- Road fund licence for the moped
- Fully comprehensive insurance for the moped
- Compulsory Basic Training (CBT)

- Helmet and lock (free), gloves and jacket (nominal fee of £40)
- A supervised road ride for safety assessment purposes
- Breakdown recovery
- Full service cover
- Copy of the Highway Code

User's Responsibilities:

The user's responsibilities are detailed in the Terms and Conditions of Loan, but the key elements are that prior to the hire starting they must agree to:

- Attend an interview with the Wheels to Work Co-ordinator
- Sign a hire agreement (or the user's representative if the user is under the age of 18) to comply with the Terms and Conditions of the Loan
- Obtain a provisional driving licence and undertake Compulsory Basic Training (if applicable)
- Pay a deposit of £100.
- Set up a payment scheme for the use of the moped commencing from the date of collection of the moped:

Age of hirer	50cc moped	110cc or Horwin electric
Under 21	£22.00	£24.00
21 or over	£22.50	£25.00

- Read and abide by the Highway Code

During the period of hire, they must:

- Undertake weekly checks of engine oil, two stroke oil, tyre pressures and lights
- Ensure that the vehicle is parked safely and is kept locked when unattended
- Pay for petrol and oil of petrol vehicles: maintain electric charge on electric vehicles
- Pay for any damage to the moped caused through negligence (e.g. failure to top up oil) or wilful misuse (e.g. doing wheelies, riding off-road, allowing others to use the moped) whilst the moped is in their care
- If they suspect the helmet has been damaged, have it checked at the nominated garage and inform the Moped Loan Scheme Co-ordinator, who will organise a replacement if necessary
- Not drink alcohol or be under the influence of any illegal/other substance and ride
- Report all mechanical and safety faults to the Wheels to Work Co-ordinator as a matter of urgency, and inform the Co-ordinator of any accident, incident or breach of the Road Traffic Act
- Comply with the law at all times
- Inform the Co-ordinator of any change in circumstances, for example, change of employment or training venue, change of contact address, telephone number etc.
- Ensure regular contact with Co-ordinator is kept, as stated in the agreement.

Termination of hire (Full Terms & Conditions available on Hire Agreement):

CF may withdraw the bike from the user if:

- The user fails to ensure sufficient funds are available for weekly hire charge payment
- The user is not looking after the bike correctly
- There are concerns about the user's driving ability and safety awareness
- The moped is used at any time by anyone other than the user
- The user fails to comply with the law
- The user ceases employment or fails to seek/find employment
- Any payments due from the user are in arrears
- The user fails to keep to the contact requirements
- Any other reason deemed justifiable by CF