

CITY MOBILITY - GUIDANCE FOR MOTABILITY CAR DEALERS

Version 2 – 3 February 2020

MOTABILITY OPERATIONS LTD ADAPTATION SCHEME - CUSTOMER ORDERS

Thank you for using City Mobility for your vehicle adaptations, we appreciate you have a choice of having the adaption done locally or choosing another adaption provider from the central belt. To ensure the customer receives the adaptation that is best suited to their needs; the adaptation is provided in a timely manner; and the processes required of Motability Operations are met, please follow the guidance below.

If you have received this guidance as a paper copy it may be because we don't have the e-mail address of your dealership's Motability contact. Please ensure the e-mail address is correct on Motability Operations system or e-mail service@city-mobility.co.uk directly with it.

Before ordering a vehicle, it is advisable that:

- The customer has a demonstration of adaptations available to them so they can see what works best for them, we can provide this by arrangement at our site or at their home address for free¹. We are not able to advise customers on how much their contribution will be towards an adaptation is, the car dealer must do this;
- We have an initial consultation with the customer, just to confirm that the parts for the required adaptation are suitable for the chosen vehicle;
- If a boot hoist is to be fitted, the mobility scooter or powerchair that the customer currently uses will fit in the boot along with the correct hoist.

Please advise the customer to make contact with us.

Once the car arrives at the dealership we need to factor in time for the following:

- You need to register the car and check it is showing as registered on the DVLA web site or send us evidence it is registered. It is illegal to adapt a car without it being registered so no exception can be made to this.
- Motability requires us to consult with the customer to ensure that the adaptation listed on the order is appropriate for their use, and that it will fit in/on their selected vehicle. If we have done this as listed above (before the car has been ordered) this will be a quick check to make sure the adaptation is still appropriate for their needs.
- For certain adaptations it may mean that a demonstration is required, which may take some time, depending on the location of the customer. Again, if this has been done ahead of ordering it will save time.

¹ Free demonstrations are available for Motability or potential Motability customers only, each customer must have a CRN. The geographical scope of the free demonstrations is for the City Mobility dealership area only. Island demonstrations can only be provided with Motability's support.

- If the customer hasn't been in touch with us before ordering the vehicle lease advise them to make contact with us as soon as they can. Although we have to contact the customer, in the past, we have had considerable difficulty with this.

A request for a manual wheelchair does not require registration of the vehicle prior to supply unless it is in conjunction with other adaptations that are fitted to the vehicle.

PLEASE NOTE: WE WILL NOT ORDER PARTS UNTIL THE CAR HAS BEEN REGISTERED, CONTACT HAS BEEN MADE WITH THE CUSTOMER TO CARRY OUT THE SUITABILITY QUESTIONNAIRE AND (IF NECESSARY) ANY MOTABILITY ORDERS HAVE BEEN UPDATED WITH THE AMMENDMENTS FORMALLY AGREED.

GOING AHEAD WITH THE ADAPTATION:

Once we have established that the order is suitable, the vehicle has arrived at your garage, and registration has been confirmed we can then proceed to order the parts and provisionally book workshop time (subject to parts being delivered) to carry out the adaptation. If registration has not been confirmed by the car dealer, we do not have the time to remind or chase for this information, the onus is on the car dealer to provide it.

Lead times for the manufacturer of some adaptations are variable and can take between 1 week to 1 month from date of order to delivery.

IMPORTANT NOTES: Some of the adaptations may be described as a 'Universal Fit'. This means that they are not designed for a particular vehicle. Sometimes these adaptations come with instructions from the manufacturer but often without. This adaptation will therefore involve extra time and work on our part to fit, as substantial alteration of the vehicle may be required.

Vehicles scheduled to be adapted at our workshop must arrive between 9.30am and 10.30am on the confirmed date of adaptation to allow us to work within the timeframe allocated. Our workshop schedule is rigid, therefore if the adaptation is unable to be completed due to late delivery, completion of the adaptation will be deferred to another date as our busy schedule allows.

THE HANDOVER:

If there are hold ups registering the car; contacting the customer; providing last minute mandatory demonstrations of the adaptation; adaptation supplier delays, or any other factors that are out with our control, then this will delay completion of the adaptation and subsequently delay the handover of the vehicle. We would strongly advise that it is prudent **not to arrange a handover too soon** after provisionally booking workshop time in order to accommodate any setbacks. This will help everyone involved and prevent handover being delayed.

With your cooperation as above, we shall always try our best to work within your time scale to ensure a smooth handover for you and our Motability customer.