



## Wheels to Work

### Frequently Asked Questions

#### What is Wheels to Work?

Wheels to Work is a scheme which offers low cost loans of pedal bikes, electric bikes and electric scooters to those who struggle to travel to employment, training or education.

#### Who is eligible?

- Applicants must be at least 16 years old.
- You must live in Leicester City or, if you live in Leicestershire most of your travel must be in the Leicester City region.
- Your place of work/college needs to be in Leicester/Leicestershire.
- Your employment/education/training must be secured before you can hire a vehicle.
- You need to provide proof of enrolment in employment/education/training.
- There is no requirement for a minimum number of work/study hours per week.
- There is no limit on how much you can earn.
- Self-employed applicants can be eligible, if they regularly travel for employment/education/training purposes.

#### What different transport options/vehicles are available?

Pedal bikes, electric bikes and electric scooters can be hired through the scheme. Availability is subject to demand.

#### Can I have a car instead?

No. Only pedal bikes, electric bikes and electric scooters are offered within the scheme.

#### Is there a cost?

Yes. The prices are as follows: Pedal bike: £15/month · Electric bike: £45/month · Electric scooter: £90/month. The first month's vehicle hire, plus a deposit, are paid in advance of receiving the vehicle.

#### How do I pay? (Payment methods)

You can make one full payment or pay in monthly instalments.

To pay by instalments:

- You will need to pay a deposit, to the value of one month's vehicle hire, plus the first month's hire in advance of receiving the vehicle.
- The advance payment must be made online, using a payment card.
- A link to the payment form will be provided by the Wheels to Work Coordinator.
- You will receive an invoice for the remaining instalments.
- The invoice will contain instructions on various payment options.

To make one-off payment:

- You will need to pay a deposit, to the value of one month's vehicle hire, plus the full payment in advance of receiving the vehicle.
- You will be asked to pay online, using a payment card.
- The payment must be made in advance of receiving the vehicle, online, using a payment card.
- A link to the payment form will be provided by the Wheels to Work Coordinator.

**Do I have to pay upfront?**

You are only required to pay the deposit and first month's rental upfront. However, if you choose to, there is the option to pay the full cost of hire upfront.

**Are there any salary sacrifice options?**

No, we do not offer salary sacrifice options.

**What if I miss a payment?**

We will contact your guarantor if you fail to pay. If we don't receive payment from the guarantor, the vehicle will be reported as stolen and seized from your property. You will still be liable to pay any outstanding fees.

**When does the scheme start? / When will it end?**

The scheme will commence when payment has been received for the deposit and first month's hire and you have collected the vehicle. The scheme will end six months on from the date of commencement or earlier if you no longer need the service.

**Do I need to sign a hire agreement?**

Yes, you will need to sign a Wheels to Work agreement.

**How long can I hire the vehicle for?**

Up to six months.

**Do I need to return the vehicle during holidays?**

No. The vehicle is yours to use for the entire duration of hire.

**How do I cancel?**

You are free to cancel at any time by contacting the Wheels to Work Coordinator and returning the vehicle.

**What happens if I don't need the vehicle anymore?**

You can cancel the agreement and return the vehicle to Leicester City Council.

**How/Where do I get my vehicle?**

- You collect the vehicle from the Bike Park at Town Hall Square.
- It cannot be delivered to an address.

**How do I get in touch with someone to talk about my options?**

You can contact the Wheels to Work co-ordinator on [wheels2work@leicester.gov.uk](mailto:wheels2work@leicester.gov.uk) or 0116 454 2248. Alternatively, you can come and speak to us at Town Hall Bike Park. It is based in the basement of the Town Hall, at Town Hall Square, LE1 9BG.

**What do I do if my vehicle is stolen?**

You must immediately report any theft to Leicestershire Police on tel. 0116 2222222 and the Wheels to Work Co-ordinator, as soon as possible during daytime hours, on 0116 454 2248.

**Do I need a driving licence?**

For the hire of an electric scooter, a provisional or full driving licence is required.

**Do I need insurance?**

Vehicle insurance is provided by Leicester City Council, but you will need to buy third party liability insurance.

**What if my vehicle breaks down?**

You should contact the Wheels to Work Co-ordinator as soon as possible during daytime hours on 0116 454 2248.

**How do I charge an electric vehicle?**

The Wheels to Work co-ordinator will demonstrate how to correctly use and charge vehicles. The battery is plugged into a 3-pin plug socket.

**What if my charger breaks?**

You must report any mechanical faults to the Wheels to Work co-ordinator as soon as possible during daytime hours on 0116 454 2248.

**How can I plan my route to work/college?**

Route planning assistance is available through the Wheels to Work co-ordinator.

**How do I stay safe on my journey?**

- You will be provided with a helmet, which should be worn when cycling and is a legal requirement to wear when riding the electric scooter.
- Advice on clothing is provided by the Wheels to Work co-ordinator.
- Locks are provided with each vehicle.
- Lights are provided in the pedal bike hire package and are integral to the electric vehicles.

**How do I use the vehicle in bad weather?**

- Advice on safety is provided by the Wheels to Work co-ordinator.

**What if I can't park my vehicle at my workplace/college?**

- Advice on parking is provided by the Wheels to Work co-ordinator.

**How can I learn to ride a bike?**

- Leicester City Council provides adult cycle training courses. For more information, and to register your interest, please visit our website: [cycle training for adults](#).

**Can friends/family use my vehicle too?**

No. Under no circumstances can the vehicle be used anyone else.