



Wheels to Work

Frequently Asked Questions

What is Wheels to Work?

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

What is available?

A six month hire of an e-bike, helmet and lock for just £45 per month. We have a range of commuter bikes including folders and second-hand options which are at a reduced rate. Contact us to find out what we have in stock.

Who can apply?

To be eligible to hire an e-bike, you must:

- Be over the age of 16
- Be able to confidently ride a bike*
- Live within the Leicester City region, or travel mostly within Leicester City if you live in Leicestershire
- Provide proof of enrolment in employment, education or training
- Have official documentation to confirm your identity.

* To learn how to ride a bike, find courses [here](#)

Is there a cost?

Yes, £45 per month.

You will be required to make a £90 payment before receiving the bike. This includes your first months hire and deposit.

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 make timely payments towards your hire. If your guarantor fails to pay, the bike 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 and end?

The scheme will commence when the advanced £90 payment has been received and you have collected the bike. The scheme will end six months from this date. If you wish to continue using the bike, you may move over to the Wheels to Work Loan to Own scheme.

Do I need to return the bike during holidays?

No, the bike is yours to use for the entire duration of hire.

What happens if I don't need the bike anymore?

You may be eligible to end your hire period early. Contact us to find out more.

What if my bike requires a repair?

As part of your £45/ month hire, you will receive reasonable maintenance and servicing for your bike. You should contact the Wheels to Work coordinator as soon as possible during daytime hours.

What if my bike is stolen?

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

Do I need insurance?

Bike insurance is provided by Leicester City Council, but you are responsible to independently purchase third party liability insurance.

Can friends/family use my bike too?

No, under no circumstances can the bike be used anyone else.

How can I plan my route to work/college?

Visit the new [Journey planner app](#) or find out more about the support for businesses provided by Leicester City Council's [Active Travel Teams](#)

How do I use the bike in bad weather?

Advice on safety will be provided by the Wheels to Work coordinator during your training session.

Where can I park my bike whilst in the city centre?

The Town Hall Bike Park LE1 5BP, is open to all members of the public to provide secure parking for your bikes. The Bike Park is open 7 days a week and is currently free of charge for daily use.

Contact details

You can contact the Wheels to Work co-ordinator on wheels2work@leicester.gov.uk or 07516 588447.