



Leasing your next Wheelchair Accessible Vehicle



We are Motability Operations Ltd, a company authorised and regulated by the Financial Conduct Authority.
All Motability Scheme vehicles are leased to customers by Motability Operations Limited.

Getting your next Wheelchair Accessible Vehicle (WAV)

We hope that you've been enjoying your Motability Scheme WAV. As your current agreement is due to end in a few months, now is a good time to start thinking about your next lease with us.

Have your needs changed?

If your needs have changed, or might during your next lease, you may want to consider something different this time. If a WAV is no longer right for you, you'll find a summary of other options available through the Scheme on page 10.



£750 New Vehicle Payment

When you get your next WAV you'll be eligible for a £750 New Vehicle Payment. You can now choose to send this to your supplier to help towards the Advance Payment on your new WAV. Your supplier will ask if you'd like to do this when you're ordering.

If you do not choose to do this, we'll send the New Vehicle Payment to you within a week or so of you getting your new WAV. Please note this payment is only available once per customer. Find out more at [motability.co.uk/payment](https://www.motability.co.uk/payment)

Did you know?

WAVs tend to be more expensive to lease than a standard car as there's additional engineering work to convert the vehicle and allow access for the wheelchair user.

We negotiate with our WAV suppliers every three months to ensure we can bring you the most competitive prices. We then freeze the price at the time you apply. This means it's locked, even if it changes before you get your vehicle.

If you're finding it difficult to afford the new WAV that meets your needs, here are a few options you can consider.

Financial help

Motability, operating as the Motability Foundation, is a national charity which oversees the Motability Scheme. They may be able to provide charitable grants towards Advance Payments, adaptations or driving lessons to support disabled people who would otherwise be unable to afford them. Visit [motabilityfoundation.org.uk/charitable-grants](https://www.motabilityfoundation.org.uk/charitable-grants) or call **0800 500 3186** to find out more.

Nearly New WAVs

The Scheme also provides a good selection of Nearly New WAVs. These are available on a three year lease and as you would expect, cost much less than new models, so may work better for your budget. To find out more visit [motability.co.uk/nearlynew](https://www.motability.co.uk/nearlynew)





Your worry-free package is now even better

Since you started your last lease, we've improved our lease package for WAV customers.

Now included as standard

- Every 12 months your WAV supplier will carry out a health check on the conversion elements of your WAV at your home.
- Any critical repairs that prevent you from using your WAV will be attended to within 72 hours.
- Where possible your supplier will try to complete any repairs at your home.
- If your vehicle is out of action for more than 48 hours, we aim to provide a converted alternative to bridge the gap until yours is repaired.
- A dedicated WAV supplier who acts as first point of contact for any issues with your WAV.

These additions are on top of all the usual Scheme benefits, such as insurance, servicing and maintenance, breakdown cover, tyres and windscreen repair or replacement.

Set price options

There are set prices for some of the most popular conversion options fitted to both new and Nearly New WAVs. This means items such as heavy duty tie-downs for heavier powered wheelchairs and privacy glass, can be fitted to any appropriate WAV, from any supplier, at a set price.

As part of our ongoing commitment to ensuring we offer the right WAV at an affordable price, we continue to work with our WAV suppliers to widen the range of conversion options available at a set price.

How do I include set price options with my order?

As part of your home demonstration, your supplier will work with you to understand your needs and find the most suitable WAV and any conversion options to meet them. Your supplier will place the application for you and if it includes any of the set price conversion options, these will be listed on your paperwork from us when your application is processed.



Motability Scheme online account

If you have an account, the following great benefits will help you as you approach the end of your lease:

- Save time with your WAV supplier by starting your next application online. You can update your personal details, allowance information and add the details for your proposed drivers all from the comfort of home before your supplier visits you
- View your lease end date (you can order your next WAV three months before this date)
- Find your supplier's contact details – useful if you need to arrange your MOT
- Track the progress of your application and access the PIN, ready for delivery day
- Get payments faster by saving your bank details. We'll then pay your Good Condition Payment and New Vehicle Payment by bank transfer, instead of cheque.
- View, add or change your drivers during your lease and see details of your insurance cover
- Extend the lease on your current WAV, if you're eligible.

Log in or create your account now
[motability.co.uk/account](https://www.motability.co.uk/account)



5 steps to a new Wheelchair

Step 1:

Search our range of WAVs

The vehicles used for conversions and how they can be converted will have changed since your last order. This means there'll be different options available which might suit your needs better.

Key things to consider when choosing your next WAV include:

- Is your current WAV suitable for the size of your wheelchair, and are you happy with your position inside.
- Can you fit everything you need in your current WAV, or would you prefer more space this time.
- Is it better for you to access your vehicle from the rear or side.

Browse our wide choice of new WAVs, check specifications, seating configurations and Advance Payment, then shortlist ones you're interested in at [motability.co.uk/wavsearch](https://www.motability.co.uk/wavsearch)



Step 2:

Talk to a WAV supplier

Our suppliers operate a nationwide service and provide home demonstrations and test drives of any WAV you're interested in.

You're free to contact as many WAV suppliers as you like. You do not have to go back to the one you have now. And for your convenience, the supplier you choose will take care of handing back your old vehicle, even if they did not supply it.

If you have not started talking to any WAV suppliers yet, now's the time to make contact and discuss your needs and requirements. You can find a list of suppliers at [motability.co.uk/wavs](https://www.motability.co.uk/wavs)

Step 3:

Order your new WAV

Once you're happy with your choice your WAV supplier will complete the order for you, but you can save time by starting your application online (see page 7). You'll need your National Insurance number or Customer Reference Number, and a proof of identity such as a UK passport or driving licence, to place your order.

If you do not add your proposed named drivers' details in your Motability Scheme online account before your supplier visits you, you'll need the licences of each intended driver too.

You'll be asked to sign a Statement of Responsibilities and Suitability form that confirms that you understand and agree to the Scheme rules.

Accessible Vehicle (WAV)

Step 4: Getting prepared

Book an MOT for your current vehicle

It's your responsibility to book an MOT test for your vehicle before you hand it back. Your supplier may contact you to organise an MOT test (if applicable) for your current vehicle. The cost of the test and any routine repairs are covered as part of your lease.

Removing adaptations

If you have adaptations fitted you do not have to remove them before handing your vehicle back. If you want to, please arrange this with your Motability Scheme adaptation installer.

Look out for your new PIN

Your PIN enables you to 'sign' the new paperwork electronically, so it's important to have it to hand when your new vehicle is delivered to your home. You can easily view your PIN in your Motability Scheme online account, but we'll also send this to you in a letter.

Keep in touch with your Wheelchair Accessible Vehicle (WAV) supplier

With a month or so to go, it's a good idea to check that everything's on schedule. If there's a delay, your WAV supplier can arrange for you to keep your current vehicle until the new one is ready.

Update your bank details in your Motability Scheme online account

If you're eligible for the Good Condition Payment, the quickest way to receive this is by bank transfer. We can do this if you've added your bank details to your Motability Scheme online account. The payment can then be made within a couple of days of your WAV being returned, otherwise we'll send a cheque which will arrive within a couple of weeks.

Step 5: Your new WAV

On delivery day

Your supplier will give you a tour of your new WAV and answer any questions you have. You'll need to show your driving licence, plus your PIN which you can find in your online account or on the letter we sent you. Before handing over your PIN, please make sure you are happy with your new WAV in every respect.

Hand back your current vehicle

On delivery day you will also need to hand back your current vehicle and any equipment that came with your WAV, such as spare keys and locking wheel nut key if you have one. The supplier will assess its condition and provided it is in good order, you could get a Good Condition Payment. Find out more at [motability.co.uk/gcp](https://www.motability.co.uk/gcp)

After delivery

Around a month after delivery, your supplier will be in touch to check that you're happy with everything, and to answer any questions that you may have about your WAV.



Thinking about your options

If your needs have changed and you want to consider something different, the Scheme offers other options that may be of interest. Here's a brief summary of what's available.

Adapted cars

The Scheme offers a huge range of adaptations that enable you to travel in, or drive a standard car. Most of the popular types can be fitted at no extra cost when ordered at the same time as the car. Adaptations not only help with accessing a car, they can also improve the driving experience and make stowing a wheelchair possible. We're constantly adding to our adaptations range, so even if you previously felt they were not suitable, there could now be a solution that suits your needs. Find out more at [motability.co.uk/adaptations](https://www.motability.co.uk/adaptations)

Drive from your wheelchair

There's a range of vehicle options that enable driving from a wheelchair, and ones that let you transfer from a wheelchair into the driver or passenger seat. We should point out that these types of vehicles usually require a substantial Advance Payment. You can find out more at [motability.co.uk/dfw](https://www.motability.co.uk/dfw)

Scooter and powered wheelchairs

If you're just looking for a more cost effective way of getting out and about locally, a scooter or powered wheelchair may be worth considering. There are over 500 product types to choose from and most cost less than your weekly mobility allowance. You can find out more at [motability.co.uk/scooter](https://www.motability.co.uk/scooter)

Not renewing your lease?

If you've decided that leasing through the Motability Scheme is not right for you at the moment, all you have to do is arrange a time to hand back your current vehicle to your supplier at the end of your contract. You'll also need to contact your allowance provider to re-apply for your tax exemption certificate if you're planning to get another vehicle away from the Scheme. Needless to say, we will be sorry to see you go, but hope we'll be able to provide you with another WAV, car, scooter or powered wheelchair in the future.



Ready to renew?

Useful contacts

The Motability Scheme

Browse our latest list of WAVs and find a WAV supplier at [motability.co.uk/wavs](https://www.motability.co.uk/wavs)

Or call one of our team on **0300 456 4566**

For charitable grants, please call the Motability Foundation on **0800 500 3186**

Disability Living Allowance (DLA) or Personal Independence Payment (PIP) / Questions about your allowance

Department for Work and Pensions:

Disability Living Allowance: **0800 121 4600**

Personal Independence Payment: **0800 121 4433**
[dwp.gov.uk](https://www.dwp.gov.uk)

Department for Communities (NI)

Disability Living Allowance: **0800 587 0912**

Personal Independence Payment: **0800 587 0932**
[nidirect.gov.uk](https://www.nidirect.gov.uk)

Child Disability Payment or Adult Disability Payment

Social Security Scotland

0800 182 2222 [mygov.scot/benefits](https://www.mygov.scot/benefits)

War Pensioners' Mobility Supplement (WPMS) or Armed Forces Independence Payment (AFIP)

Veterans UK

0808 191 4218 [veterans-uk.info](https://www.veterans-uk.info)

Keep in touch



If you're not receiving a monthly e-newsletter but would like to hear from us, it may be because we do not have an email address for you.

To make sure you're receiving the latest news each month, update your email address in your Motability Scheme online account. Learn more at [motability.co.uk/account](https://www.motability.co.uk/account)



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