



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 you've been enjoying getting out and about in your Motability Scheme Wheelchair Accessible Vehicle. 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.

We've made improvements

Since you took out your last lease we've updated our worry-free package for WAV customers and this guide tells you all about the new benefits and improvements we've made.

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.

Your allowance

As long as you have at least 12 months remaining on your allowance you can choose another WAV. If your allowance is due to end during your next lease, just remember to keep in touch with the Department for Work and Pensions to make sure it gets renewed on time.

If you have less than 12 months remaining when it's time to place a new application, we will be able to extend your current lease until you have confirmation of your new award.



Making Wheelchair Accessible Vehicles (WAVs) more affordable

At Motability Operations Ltd we understand that leasing a WAV can be more expensive than leasing a car, so we are constantly looking at ways to make these vehicles as affordable as possible.

You are eligible for a Support Payment

We have put together a Support Payment to help with the cost of your next vehicle. As you are approaching the end of your lease, you will be eligible for this payment. A cheque will be sent out to you automatically and the amount you will receive is based on the following:

- Customers with a current five year agreement receive £500.
- Nearly New WAV customers with a current three year agreement receive £300.
- Customers in a lease extension receive £100 on the anniversary of each year of the extension.

Even if you decide to leave the Scheme, you will still receive the Support Payment, which we hope will help with the cost of your on-going mobility requirements.

Financial help

For Motability Scheme customers who would otherwise be unable to afford the type of vehicle they need, Motability, the Charity, may be able to offer financial help. To ensure their limited funds go to those in most need, applications are means tested and any help will only be given towards your everyday mobility needs.

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.

Extending your lease

If you have driven fewer than 25,000 miles over the course of your five year lease, or if you have extensive adaptations fitted to your current vehicle, you may wish to consider extending your existing lease for another one or two years. For more information please call our Customer Services team on **0300 456 4566**.



Your worry-free package is now even better

Since you started your last lease we've improved our package for Wheelchair Accessible Vehicles (WAV) customers to include, as standard, all of the items listed below, as well as introducing some of the most popular conversion options at a set price.

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.

New set price options

This year the Motability Scheme introduced set prices for some of the most popular conversion options fitted to both new and Nearly New WAVs. 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 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.





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. So there will be different options now that may suit your needs better today and for the duration of your next lease.

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 are 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 are interested in to ensure your new vehicle is right for you.

Remember you are free to contact as many WAV suppliers as you like, you don't 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 didn't supply it.

If you haven't already started talking to our WAV suppliers, now's the time to make contact and discuss your needs and requirements. You can find a list of suppliers at [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer).

Step 3:

Order your new WAV

Once you are happy with your choice, your WAV supplier will complete the order for you. To place your order they will need the following documents:

- Driving licences for each intended driver.
- Certificate of entitlement from either the Department for Work and Pensions, or Veterans UK.
- Proof of address (e.g. recent utility bill).
- Your named driver consent form included with this guide.

You will 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

Your supplier will contact you to organise an MOT test. Most vehicles pass without any problems, and the cost of the test and any repairs due to general wear and tear are covered as part of your lease.

Removing adaptations

If you have adaptations fitted you don't have to remove them before handing your vehicle back, but if you want to, please arrange this with your Motability Scheme adaptation installer.

Look out for your new PIN

We will send this to you along with information about your new lease. Your PIN enables you to 'sign' the new paperwork electronically, so it's important to keep it safe and have it to hand when your new vehicle is delivered to your home.

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, don't worry, your WAV supplier can arrange for you to keep your current vehicle until the new one is ready. However, if you are already in a lease extension and there is a delivery delay, please call **0300 456 4566** to arrange this.

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 will need to show your driving licence, plus the letter we sent you with your PIN. 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 or locking wheel nut key. The supplier will assess its condition and provided it is in good order, you could receive a Good Condition Bonus a few weeks later, this is on top of the Support Payment you will have already received.

After delivery

Around a month after delivery, your supplier will be in touch and offer a home visit to check that you are 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 are constantly adding to our adaptations range, so even if you previously felt adaptations weren't 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 is 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 are 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 300 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 isn't right for you at the moment, all you have to do is arrange a time to hand back your current vehicle to your supplier or managing dealer at the end of your contract. You will also need to contact the Department for Work and Pensions to re-apply for your tax exemption certificate. 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 at [motability.co.uk](https://www.motability.co.uk)
Find a choice of dealerships near you at [motability.co.uk/findadealer](https://www.motability.co.uk/findadealer)
Or call one of our team on **0300 456 4566**

If you have specialist Minicom equipment, please call our text phone **0300 037 0100**

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**
[communities-ni.gov.uk](https://www.communities-ni.gov.uk)

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 are not receiving a monthly e-newsletter but would like to hear from us, it may be because we don't have an email address for you, or because you haven't consented to receive information about the Scheme by email.

To receive e-newsletters, simply update your details at [motability.co.uk/updatedetails](https://www.motability.co.uk/updatedetails).



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