

metroSTOR Webinar Summary and Transcript

E-Mobility Fire Risk in Social Housing

What Actions Should We Be Taking *Now*?

26.02.26

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metroSTOR Webinar **Summary**

- **Main Themes**
- **Key Takeaways**
- **Practical Steps for Housing Providers**
- **Additional insight from Graeme Warnell – Further Q&A**

This metroSTOR webinar examined the growing fire risk associated with lithium-ion battery powered e-mobility devices in residential buildings and what proportionate actions housing providers should now consider.

Graeme Warnell provided technical insight into battery failure, emerging fire statistics and the behavioural factors driving risk in social housing environments. The session explored both prevention and the governance challenge landlords face when making defensible decisions in an area where legislation remains limited.

Main Themes from the Webinar:

The scale of the issue

E-mobility devices are becoming increasingly common in residential settings. At the same time, lithium-ion battery incidents are rising.

Key points highlighted during the session included:

- E-mobility related fires are increasing year on year
- Many incidents are linked to indoor charging
- Modified batteries and poor quality chargers are common contributing factors
- Vapour cloud toxicity presents a serious hazard beyond visible flames

This means lithium-ion battery risk is no longer a niche issue but a mainstream housing management challenge.

Understanding lithium-ion battery risk

The session explored how battery failure occurs and why lithium-ion fires behave differently from conventional fires.

Important points included:

- Thermal runaway is fast moving and difficult to suppress
- Early warning signs can include swelling, overheating or unusual smells
- Ignition timing can vary from seconds to hours
- Conventional fire extinguishers may not stop a lithium-ion reaction

Particular attention was given to vapour cloud formation and the presence of toxic gases such as hydrogen fluoride.

What landlords can influence

While the risk cannot be eliminated entirely, landlords can influence how and where devices are used and charged.

Resident awareness and behaviour

- Clear and consistent charging guidance
- Promotion of safe charging habits
- Education on early warning signs of battery failure

Location and layout

- Avoiding charging near sole means of escape
- Considering proximity to doors, glazing and compartment lines
- Assessing open-plan layouts carefully

Infrastructure and management

- Controlled communal charging areas
- Lockable or timed sockets
- Smoke detection in charging areas
- Policies that can realistically be enforced

A central theme was that blanket bans can displace charging into bedrooms and living spaces, potentially increasing risk.

Key Takeaways:

1. Lithium-ion risk is increasing

The number of e-bikes, scooters and mobility devices in homes continues to grow. Fire incidents are increasing alongside this trend.

2. Risk is shaped by behaviour and location

The most serious incidents often occur where charging takes place in high-consequence locations such as escape routes or sleeping areas.

3. Blanket bans rarely solve the problem

Prohibiting devices without providing alternatives can shift charging into less safe locations.

4. Decision making must be proportionate

Housing providers must balance:

- Fire safety responsibilities
- Equality Act obligations
- Practical enforcement challenges
- Budget constraints

In the absence of clear national legislation, decisions must be risk-based, documented and defensible.

Practical Steps Housing Providers Can Take Today:

The session highlighted that while lithium-ion risk cannot be eliminated entirely, there are practical steps housing providers can begin implementing immediately.

A useful way to approach the issue is through a simple hierarchy:

1. Educate – Improve awareness and influence behaviour

Many incidents are linked to poor charging practices or lack of awareness.

Practical actions include:

- Provide simple, visual guidance on safe charging habits
- Encourage residents to use original manufacturer chargers
- Share early warning signs of battery failure (swelling, overheating, unusual smells)
- Reinforce key safety messages regularly rather than relying on one-off communication

Education alone will not remove risk, but it can significantly reduce unsafe behaviour.

2. Locate – Identify higher-risk charging locations

Where devices are charged often determines the severity of an incident.

Housing providers should review:

- Charging near sole means of escape
- Charging in corridors or communal escape routes
- Devices stored immediately next to doors, windows or combustible materials
- Open-plan layouts where charging occurs close to the exit route

In many cases the objective is to move charging from the worst location to a safer location, even if it is not perfect.

3. Mitigate – Introduce proportionate controls

Where charging cannot be avoided within buildings, simple controls can reduce risk.

Examples include:

- Clear communal charging policies
- Lockable or timed sockets in shared spaces
- Smoke detection in charging areas
- Removing or isolating communal sockets in escape routes
- Ensuring policies are realistic and enforceable

These measures help manage risk but may still leave devices dispersed throughout the building.

4. Eliminate – Externalise or aggregate risk where appropriate

Where internal mitigation reaches its limits, moving charging and storage away from residential areas may reduce overall building risk.

Approaches may include:

- Purpose-built communal charging locations
- Secure external storage areas
- Dedicated rooms designed for charging with ventilation and detection
- Charging areas separated from escape routes and sleeping areas

The aim is not to remove lithium-ion risk entirely, but to remove it from the highest-consequence locations within residential buildings.

The key challenge for housing providers is no longer whether e-mobility devices will appear in residential buildings, but how their risks are managed in a way that is proportionate, enforceable and defensible.

Additional Responses from Graeme Warnell:

High levels of engagement in the webinar chat generated a number of additional questions. While not all could be explored during the live session, Graeme Warnell provided further responses after the event to expand on several of the points raised by attendees.

Communal charging and proportionate control

Graeme emphasised that decisions about restricting communal charging should begin with a competent risk assessment.

Each building and communal area operates differently, so generic rules often fail to reflect how residents actually use the space.

While blanket bans across entire buildings can be difficult to enforce, restrictions may be appropriate in specific high-risk areas such as corridors, stairwells and escape routes.

Lockable sockets and communal power supplies

Lockable sockets are sometimes installed to prevent unauthorised charging from communal power supplies. However, these can be damaged or bypassed.

In some buildings sockets have been moved into cleaner's cupboards or locked service areas, creating a double-locked system for authorised use only.

Where sockets are located in safety critical areas, some risk assessments have recommended disconnecting the supply completely.

External charging using extension leads

Charging devices outside using extension leads may appear safer, but the surrounding environment must still be assessed.

Charging immediately outside doors or windows can still present risk, particularly where uPVC windows could fail quickly in a fire.

Graeme emphasised that suitability should always be determined through site-specific risk assessment.

Fire safety and Equality Act considerations

Balancing fire safety duties with Equality Act responsibilities was a key concern raised by attendees.

Graeme noted that life safety must remain the primary consideration, but risk assessments often identify compromise solutions that reduce risk without removing essential mobility support.

He also highlighted that electric wheelchairs and larger mobility scooters often have stronger battery management systems than many e-bikes or scooters.

Mobility scooters and an ageing population

Use of mobility scooters and electric wheelchairs is increasing as the population ages.

Graeme noted that this trend is visible across residential buildings and public environments, yet there is currently no coordinated sector strategy for managing these devices safely.

Engagement with residents

Where buildings lack obvious storage space, engagement-based approaches are often more effective than strict enforcement.

Graeme referenced Gentoo Housing Association's approach, which focused on identifying residents with devices and having supportive conversations about safer charging locations.

In many cases the aim is to move residents towards the least risky available option.

Storage solutions and funding

Participants also raised the potential use of Disabled Facilities Grant funding to support safer storage solutions.

External charging or storage areas can help isolate risk from residential buildings, provided they remain secure, accessible and practical for residents.

Some care homes are already adopting this approach, charging devices overnight in purpose-built external shelters before returning them to the building during the day.

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metroSTOR Webinar Transcript

Graeme Warnell

Thank you all for joining. I will start by introducing a little about EV EXBox. We formed the organisation out of concern that we were seeing almost no risk assessment process around the rollout and operation of EV charging infrastructure in the UK.

We carry out surveys across a wide range of infrastructure, from filling stations, bus depots and airports to residential basement parking. On virtually every residential basement parking EV charging risk assessment we have done, we have had to consider e-bikes and e-mobility throughout basements and buildings. It is now something we include across all our risk assessments.

We cover a wide portfolio of structures and clients. We work with private organisations, Transport for London and local authorities, looking at where EV charging is installed and how e-mobility risks are managed.

Today I have about 20 minutes, so we will be touching on a lot of issues at a high level. The aim is to raise awareness and give some food for thought about how we progress this and develop solutions.

We will cover the challenge and goal around e-mobility, the growth of e-mobility, fire statistics, why batteries fail, damaged battery packs, illegal e-bikes, thermal runaway, vapour cloud and rapid fire spread. Then we will look at how to make e-mobility safer, including risk awareness through informing, engaging and aggregating risk through purpose-built facilities. We will also touch on proximity to walls, then summarise and move to Q and A.

If we do not have time to answer everyone's questions live, please put them in the chat. I have your contact details and will respond afterwards, either directly or through metroSTOR, to ensure no questions go unanswered.

When I look at e-mobility and lithium-ion batteries, they become an unacceptable risk when the combination of device condition, behaviour and location creates what we would call a foreseeable high consequence event. For landlords it is difficult, because you are required to make defensible and proportionate decisions. You need to cut through confusion, fear and misinformation. You are under pressure to do something, but there is also a fear of overreacting or underreacting. It is a difficult environment, especially given the lack of legislation around e-mobility.

Our goal is a path to safer charging that involves behavioural and physical changes in how lithium-ion fire risk is managed. That means raising awareness through informing, offering support and engaging with people who have e-mobility devices. We also want safer charging locations in homes or controlled charging environments within buildings. This is a domestic issue, but we may have the ability to aggregate some of that risk.

If we look at growth in the UK, the British Cycling Association estimated that almost 150,000 e-bikes were purchased in 2024, mostly online. In terms of mobility scooters and powered wheelchairs, there are around 1.2 million in circulation. It is difficult to get accurate figures on e-scooter sales because privately owned scooters remain illegal for road use, but we do know that most e-bikes, e-scooters and powered wheelchairs are charged in the home.

I did a small study with my neighbour to understand the volume of lithium-ion devices in a typical home. We are both households with two adults and two teenagers. My neighbour is more tech heavy. We have no e-bikes, e-scooters or e-mobility devices, while my neighbour does. Even so, once you include laptops, phones, tablets, toys, vapes and old devices people tend to hoard in drawers or the loft, my neighbour had 45 lithium-ion battery devices in the home. We recorded 28. These devices are everywhere in domestic environments in different shapes, sizes and configurations.

We also discussed where devices are charged. E-bikes, because of their size and because people want easy access, are often charged as close to the front door as possible. E-scooters owned by children and teenagers are often treated as personal possessions and charged in bedrooms. Mobility scooters are often charged where their size allows, but we do find them in bedrooms because they can be the last thing someone gets out of and the first thing they get into if they have reduced mobility. Phones are often charged by beds at night, which I try to discourage at home. Laptops are usually charged where they are used, but many are left plugged in permanently, which is not good for battery health.

On fire statistics, London Fire Brigade data shows e-mobility related device fires rising sharply, from seven in 2017 to 206 in 2025. There have also been five related deaths since 2023. Most incidents are linked to indoor charging.

QBE, using Freedom of Information requests, compiled wider UK data on battery fires, showing reported incidents have doubled since 2022. In 2022 there were around 690 recorded, rising to over 1,300 in 2024. These are only the fires that get reported, and we believe some do not. E-bikes accounted for 27 per cent of lithium-ion battery fires in the UK, which shows it is a growing problem.

Across Europe there is a similar pattern, with multiple fatalities from 2022 onwards, typically concentrated in dense urban housing environments.

Why do lithium-ion batteries fail? When a device goes into thermal runaway, it is usually due to one or more of the following: overcharging, use of incompatible chargers, physical damage, poor quality manufacture or design, or modification of battery packs by people without the right experience. People buy a pack, try to make it larger, follow a video online, but they may never have done it before.

Damaged battery packs are not always obvious. For landlords, it can be hard to identify. It can help to share simple information that shows people what to look for. Indicators include burning, discolouration or rusting around the charging port, swelling that shows as a widening of the casing and dents from drops. Even a small dent can indicate cell damage. If someone opens a battery casing, damage can be easier to see, but that is not something most people should be doing.

On illegal e-bikes, we advise looking for additional battery packs. Certified e-bikes typically have one pack. If you see multiple packs, that suggests modification. Also watch for e-bikes that move without pedalling. If someone is using a throttle without pedalling, that is illegal. Legal e-bikes only engage the motor when the pedals are being turned.

Thermal runaway starts with one cell. A battery pack is made up of many small cells, often slightly larger than AA size. If one cell fails due to damage, overcharging or a manufacturing defect, it heats up and warms surrounding cells. The initial cell can start to smoke and emit electrolyte gases. These gases can ignite, sometimes as flames and sometimes as a vapour cloud before ignition. There is then a risk of explosion and ongoing fire. Under thermal imaging, you can see heat spreading throughout the pack until critical failure.

In real life, there are audible and visible signs. You may see toxic smoke and hear hissing and popping. When the smoke ignites, flames can be jet like. There is potential for explosion, rapid fire spread if combustibles are nearby and a risk of re ignition.

People often ask how long it takes from early warning signs to ignition. It can be hours, minutes or seconds. In larger vehicles, it can take days. There is no fixed rule.

Thermal runaway is an exothermic chemical reaction that is hard to stop once started. Most fires follow the fire triangle, where you remove heat, fuel or oxygen. Lithium-ion batteries can generate their own oxygen, so they operate outside the standard fire triangle. That is why many fire extinguishers will not work effectively on a lithium-ion battery fire.

On vapour cloud and rapid fire spread, my primary concern is often the vapour cloud rather than the flames. The vapour cloud contains several harmful chemicals, including hydrogen fluoride, which can make up a large proportion. Hydrogen fluoride is highly aggressive. It passes through clothing and standard PPE quickly. It is absorbed through skin and mucous membranes and can cause severe injury, including eye damage and fluid accumulation in the lungs. Children and infants can be more susceptible due to their surface area to body volume. It requires medical treatment and is not comparable to simple smoke inhalation where fresh air alone resolves it.

Rapid fire spread is a major issue in domestic environments because homes and offices contain large amounts of combustible material. Limited space often means close proximity between the heat source and available fuel. Burning debris can also be projected from a battery pack over long distances. If charging is unsupervised, particularly at night, and smoke detection is limited, fire growth can be significant before any action is taken.

So how do we make e-mobility safer? We need to focus on what we can influence. For e-bikes, e-scooters and mobility scooters, we can influence behaviour and awareness and we can potentially provide physical infrastructure to support safer charging. For smaller devices such as phones, toys and accessories, education can help, but it is not practical to provide a controlled solution for everything.

We should increase awareness to promote good charging habits, as many problems arise from poor charging practices and lack of knowledge. In residential buildings we can identify and quantify higher risk locations, as not all locations carry the same risk. Minor home adaptations may help and we may be able to aggregate risk through purpose built charging facilities.

On informing, there is more good guidance now, often in simple formats. The key is that people do not read manuals, so messages must be simple, visual and consistent. Consistency matters, because advice from different insurers can conflict. Clear, consistent information can also support engagement and enable follow up support for residents with devices.

We use simple examples. For instance, Amazon's fleet electrification includes clear messaging: if a fire starts, do not attempt to fight it, clear the area and call 999.

Six essential habits we recommend are: do not charge while sleeping, use the original manufacturer's charger, check the battery before, during and after charging, do not store or charge near the only means of escape, charge away from flammable materials and charge in an area with a smoke alarm.

We also encourage awareness of early warning signs: swelling or cracked casing, battery or charger overheating, strange smells during use or charging, damaged wiring, slow charging or rapid discharge and leaking fluid.

On response actions, these depend on the building and its policies, but general principles include: do not stop to film, do not attempt to extinguish unless you are trained and it is very small, evacuate immediately in line with the building's procedures, close doors behind you to slow spread, call emergency services quickly and alert others as you leave.

Engagement matters because people are driven by habit and convenience. Telling people once is rarely enough. Offering practical support can improve engagement, such as helping residents identify a dedicated and safer charging location in the home. In many flats it is a matter of choosing the least bad location rather than a perfect one, because prohibiting charging entirely is not realistic.

Some infrastructure approaches include lockable sockets in communal areas, so residents cannot use sockets intended for maintenance or cleaning equipment. We have also used timed sockets. For example, for one police force e-bike charging area, bikes needed around four hours to charge, but they were being left plugged in over weekends. Time limited charging added another layer of control.

On aggregating risk through purpose-built facilities, do not allow storage and charging to become random across a premises, because devices will appear everywhere. Policies must be enforceable. We often hear "no e-mobility devices allowed", but then find chargers on the floor and bikes padlocked to parts of the building.

Purpose built units and communal storage can provide more controlled environments, but they must be secure or no one will use them. Passive ventilation helps, as you do not want gases building up. If there is power, ensure RCD protection or equivalent safety mechanisms. Time limited charging can help. Smoke detection is valuable because standard detectors can pick up off gassing. Audible or visual alarms can alert others. Clear means of escape and clear instructions are critical.

If there is a confined charging space and electrolyte gases build up, opening a door can introduce oxygen and cause ignition. In that situation, the path of least resistance is through the open door. This is why large battery energy storage fires are not approached by opening and entering. We need to consider how early warning, evacuation and response will work in an aggregated facility.

Basements can sometimes provide suitable areas because they are generally transient spaces and are often built with at least 60 minutes fire resistance. They can sometimes be adapted at relatively low cost. Even simple compartmentation, such as adding blockwork, can help contain spread within a dedicated charging area.

Outside is not always best. "Charge outside" can translate to charging just outside the front door, which may be the only escape route. External locations also vary. A location with no nearby doors or windows can be safer, while charging next to uPVC windows is riskier because they can fail quickly in fire, allowing fire spread into a building. There has been guidance suggesting six metres from a wall, but it is important to consider what the wall is made of and what is behind it. Simple distances can create a false sense of certainty.

To summarise: lithium-ion incidents are fast, toxic and can be explosive. Incidents are rising and show no signs of slowing. Many fires involve poor quality chargers or modified batteries. Fatalities are often linked to where devices were stored and charged. Awareness is key to prevention. Safer charging practices reduce risk. Aggregated charging areas can reduce the spread of risk across a building, even if not everyone uses them.

A blanket ban can shift charging risk into bedrooms and living spaces. Out of sight cannot mean out of mind. Thank you and please share questions.

Edward Jelliffe

That was really interesting, thank you Graeme. I found the point about different wall types particularly relevant. Six metres is a useful rule of thumb, but some walls can safely have a scooter closer, for example if it is a gable end with no real risk. It is a case by case decision.

Graeme is happy for the slides to be shared and I believe they have already been sent over for distribution. We have a few questions. Jackie Runnells asked about new build homes with open plan kitchen and living spaces. What is your advice on where to charge?

Graeme Warnell

It is site specific and I am cautious about generalising. If there is a smoke detector in the room, charge as close to it as possible. Also be mindful of how the room relates to the escape route. If the front door opens straight into that kitchen and living area, then it may be the only means of escape. Risk assessment is site specific. Even if homes are laid out similarly, people use them differently.

Edward Jelliffe

Another question was raised about illegal scooters and whether local authorities are taking it seriously. Some people feel it is not being taken seriously, even though it is. What do you think is driving that perception?

Graeme Warnell

The last statistic I saw suggested that around half of e-bikes in London had been converted illegally. It is a major problem. It is not always easy to spot and it can be difficult to enforce. That may be due to limited legislation and, more than anything, lack of resource to police it.

I do a lot of risk assessments for police authorities and a challenge they now face is where to store impounded e-bikes and e-scooters that have been modified. There is a knock-on effect. From what I see, many are being taken off the streets, but it remains a significant issue.

Edward Jelliffe

Paul Spargo asked about mobility scooters. The concern is how you manage risk where a tenant has used a scooter for years, there is nowhere else to store it and budgets do not allow extensive upgrades. How do you approach that, given it is often behavioural?

Graeme Warnell

Gentoo Housing Association ran a strong engagement process at some of their premises. They started by identifying who had mobility scooters and where they were stored. Then it became a simple doorstep conversation to check whether someone was charging in the best place possible. It was framed as concern for resident safety rather than a directive approach.

In many cases you are choosing the least bad option. If someone is charging in the worst possible location, you can often move them to a less risky location. It may still not be ideal, but it is an improvement.

Edward Jelliffe

Lee asked whether manufacturer instructions cover relevant installations for chargers for scooters, bikes and cars. Beyond that, is there overarching guidance or a reference point?

Graeme Warnell

There is not much legislation, but there is a lot of guidance. The challenge is that there is so much guidance it can be difficult to know where to start. Electrical Safety First produce good, simple guidance. The reality is most people do not read the manual in small print. They plug in the device and that becomes the charging habit. Simple guidance can be applied broadly, but the key point is to use the charger designed for that battery pack.

Edward Jelliffe

A question I was asked recently is whether devices are much less at risk of thermal runaway when they are not charging. Is most of the risk related to charging?

Graeme Warnell

I do not have specific statistics for e-mobility devices. For electric vehicles, around 20 per cent of fires occur while charging or within one hour of charging. That means around 80 per cent occur outside that window. Those can be linked to damage, accidents or water ingress, among other factors. For EVs, it is roughly one in five while charging or within an hour.

It may be that the proportion is higher for e-bikes and mobility scooters because cars have more complex battery management systems and e-bikes generally do not.

Edward Jelliffe

That is lower than I would have expected, so that is useful. Many organisations have no charging overnight policies, but enforcement is very difficult. Behaviour is a big challenge.

Another question: should manufacturers be obliged to supply items with fireproof covers to suppress fires during charging?

Graeme Warnell

If you mean making the battery casing itself fireproof, the problem is that during thermal runaway liquid turns to gas and creates significant pressure. The casing will rupture, the gas will be released and that is where fire risk escalates. Creating a fully indestructible pack would be challenging in terms of weight and cost. There are safes and special charging boxes designed to manage thermal runaway events, but making the device casing itself effectively fireproof is unlikely to be practical.

Edward Jelliffe

Kevin, you had your hand up. Did you want to ask directly?

Kevin Brady

Thanks Graeme. I was thinking of something like the weatherproof covers you see on mobility scooters parked outside. I wondered whether a similar cover could be used indoors, over the scooter, to help prevent fire spread if it was charging in a property.

Graeme Warnell

Fire blankets are an interesting option. I have discussed this with Firechief Global, who have developed covers used over shipping crates that could potentially be repurposed for mobility scooters. Fire blankets can be a helpful tool, but they are not a silver bullet.

They may reduce fire spread, but if the battery is off gassing you can create an accumulation of gas under the blanket, which can increase the risk of a vapour cloud ignition or explosion. So they can help with containment, but may also increase explosion risk depending on conditions.

Edward Jelliffe

That is very interesting. We will have to stop there as it is 12:00. We have captured the questions in the chat. Sorry if we missed any. Graeme will review the chat and we will respond to any unanswered questions afterwards. If you want to email us or Graeme directly, that is also fine. Thank you so much, Graeme. I found it really interesting, and thanks everyone for attending.

Q&A Chat Summary

The session generated strong engagement, with participants sharing practical challenges and local approaches. Many operational questions were addressed during the live discussion, including open plan layouts, illegal e-bikes, charging locations, manufacturer guidance and fire blanket considerations.

Alongside these, a number of broader policy themes emerged through the webinar chat. These topics are explored further in the [supporting summary document](#), which includes key takeaways from the session and additional responses from Graeme Warnell expanding on several of the questions raised by attendees.

1. Communal Charging and Proportionate Control

While aggregation and lockable sockets were discussed, attendees raised wider implementation questions:

- What is a proportionate and defensible approach to restricting communal charging?
- Is a blanket ban ever workable in practice?
- How should landlords respond where residents bypass controls or use extension leads?
- Does isolating landlord electrical supplies reduce risk or create unintended consequences?

These reflect the practical enforcement and behavioural challenges landlords face.

2. Fire Safety and Equality Act Considerations

Participants highlighted the tension between fire safety duties and equality responsibilities where mobility scooters or powered wheelchairs are essential aids.

Key questions included:

- How should landlords balance fire safety with Equality Act obligations?
- Is prioritising fire safety defensible where risk is demonstrable?
- How should prescribed powered wheelchairs be treated where Building Control scrutiny differs from privately purchased scooters?

This theme was not explored in depth during the live Q&A but was clearly significant.

3. Ageing Population and Mobility Scooter Use

Attendees noted increasing reliance on mobility scooters as tenant populations age and asked whether this reflects a wider sector trend, and what practical approaches are working in blocks with limited storage options.

4. Funding and Emerging Practice

Participants referenced the use of Disabled Facilities Grant funding to support fire resistant storage in some areas, raising the question of whether landlords should proactively explore similar funding routes where no safe alternative exists.

Overall, the chat reinforced that while technical risks are better understood, proportionality, equality considerations and practical enforcement remain central to effective policy development.

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