

Guide to E-Car Club's Pool Car Fleet – Scottish Borders Council

Great news! Scottish Borders Council staff can now join '*E-Car Club – Scottish Borders Council*' and book a pool car for all your work journeys.

Please note that all journeys should be made in accordance with the Council's [Employee Travel and Mileage Policy](#), and its [Business Travel Decision Maker](#).

Who are E-Car Club?

E-Car are the UK's first electric vehicle, hybrid and low emission car club specialist and are now the Council's appointed pool car service provider.

How can I become a member of the pool car scheme?

The scheme is open to all SBC staff across the Scottish Borders region who may otherwise be paid business miles. All eligible staff members will receive an invitation to register for the new scheme.

If you claim business miles, or were previously a member of the Co-Wheels scheme and have not received an invitation to join, please e-mail: corporatebusinesssystems@scotborders.gov.uk.

How do I register?

Staff members can register for the pool car scheme by simply visiting the Scottish Borders Council landing page <https://ecarclub.co.uk/sb/>.

You will need to have your National Insurance Number and Driving License at the ready.

Through the Scottish Borders Council landing page you will be taken step by step through the registration process.

During the process you will be asked to submit the following:

- a. Personal Contact Information
- b. DVLA Check Code
- c. Three photos of your driving license (front, back and selfie)

Towards the end of the registration process you will be asked to review E-Cars Terms and Conditions. We suggest you read them before signing up. More useful information can also be found in the E-Car FAQs.

If you have any questions please email corporatebusinesssystems@scotborders.gov.uk

Once approved, you'll receive a Welcome Pack in the post along with your very own RFID membership card

Where are the cars located?

When the scheme reaches full deployment there will be a total of 55 low emission hybrid vehicles at the Council's disposal including automatic Toyota Yaris' and RAV4 4x4's.

The Council offices that will now be served by the expanded scheme include:

| Settlement | Location |
|------------|------------------------------|
| HQ | MAIN BUILDING CAR PARK |
| | BOWDEN ROAD CAR PARK |
| GALASHIELS | PATON STREET CAR PARK |
| HAWICK | COMMON HAUGH CAR PARK |
| | LOTHIAN STREET CAR PARK |
| DUNS | NEWTOWN STREET |
| LANGLEE | LANGLEE CENTRE CAR PARK |
| PEEBLES | ROSETTA ROAD OFFICE CAR PARK |
| KELSO | COMMUNITY HOSPITAL CAR PARK |
| EYEMOUTH | VICTORIA ROAD CAR PARK |

Please note: this means that the car parking arrangements have changed. An [updated map](#) is available on the intranet for HQ parking and further information will be uploaded for other settlements closer to their launch date.

How do I use the E-Car Club cars?

You can book an E-Car weeks in advance or at the very last moment (subject to availability) by logging into your account online at www.ecarclub.co.uk or through the E-Car app.

CLICK: Once you have logged in just click on **Book an E-Car** to make a booking.

TOUCH: Touch your card at the car's card reader when you go to pick up your car.

DRIVE: Locate the keys in the glovebox and off you go!

IMPORTANT:

During your booking if you need to stop somewhere simply treat the car as your own, lock the car using the keys and take them with you, there is no need to leave them in the glovebox. **Only return the keys to the PIN Pad in the glove box and use your RFID card to lock the car at the end of your booking.**

What about fuel?

An Allstar fuel card can be found in the rear of the PIN Pad located in the glovebox. This can be used at most petrol stations including BP, ESSO, Texaco, Jet, Tesco, Morrisons, Sainsbury's among others. Simply hand this card over, along with the vehicle registration and current mileage, to the station attendant.

Am I insured?

All E-Car members are comprehensively insured by E-Car. More information can be found in E-Car's Terms and Conditions under Section 15. Only E-Car members are insured to drive the cars.

Details of what to do in the event of an accident can be found in the E-Car FAQs.

Can I cancel a booking?

If you've booked a car and no longer need it, it's important that you cancel the booking so that somebody else has the opportunity to use the vehicle. When returning early by placing the car key fob in the PIN Pad, confirming your booking end and touching out with your membership card you will end your booking and make cars available to other members.

What happens if I receive a fine?

Drivers are personally responsible for parking or speeding fines. E-Car will contact SBC if any tickets are issued.

What if I lose my driver smart card?

Please keep your RFID membership card safe. However, should you require a replacement please contact E-Car on the details below. Please note members may be charged if they repeatedly lose their card. Don't want to carry too many cards around? You may not know but it is possible to use any other RFID card (i.e. a bank card) as your membership card to gain access to vehicles that you have booked. Contact the E-Car Membership Team to find out how.

Contacting E-Car Club

If you have any issues with the vehicles, your bookings, or anything else please don't hesitate to contact E-Car on one of the following:

During office hours 8am – 8pm: 0203 603 2259

Out of hours 8pm – 8am: 0203 627 8270

E-mail support: info@ecarclub.co.uk

More on E-Car Club?

E-Car Club is the UK's first electric pay-by-use car club providing businesses and local communities with on-demand access to a range of fully electric, hybrid and low emission vehicles without the cost or hassle of owning one. They have extensive experience of delivering both on street car clubs offering on-demand access to vehicles in local communities and full pool car and grey fleet solutions to many local and regional authorities, corporate businesses and other organisations in the UK.

More questions?

Scottish Borders Council FAQs will be added soon.

If you can't find an answer to your question, send an e-mail to corporatebusinesssystems@scotborders.gov.uk