

## **Ehitiste hooldusteenuste kavandamise, korraldamise ja kontrollimise kriteeriumid**

Criteria for design, management and control of maintenance services for buildings

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 15331:2011 sisaldab Euroopa standardi EN 15331:2011 ingliskeelset teksti.

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English Version

## Criteria for design, management and control of maintenance services for buildings

Critères pour la conception, la gestion et le contrôle des services de maintenance dans les constructions

Kriterien für Entwicklung, Leitung und Überwachung von Instandhaltungsdienstleistungen von Gebäuden

This European Standard was approved by CEN on 8 July 2011.

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## Foreword

This document (EN 15331:2011) has been prepared by Technical Committee CEN/TC 319 "Maintenance", the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2012, and conflicting national standards shall be withdrawn at the latest by February 2012.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

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According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

## Introduction

A building presents a challenging set of maintenance related requirements which, although not unique, are not often found together:

- the need to maintain property value of the building over time;
- the possibility that the property may undergo a significant change in its intended use during its service life;
- the number of persons responsible for maintenance and the different type of responsibility (owner, administrator, tenant, users,...);
- its long service life (decades).

Under these conditions, it is difficult to predict with any degree of precision the service life of each component. Budgeting for maintenance, and specifically the scheduling of maintenance interventions, requires the availability and the analysis of feedback data obtained from maintenance activities.

The purpose of building maintenance is to ensure utilisation of the asset by maintaining its value (see 3.3) and initial performance within acceptable limits for its whole service life, as well as promoting technical and regulatory modifications to initial or new technical requirements as selected by the operator or demanded by law.

To achieve this goal, the definition of general criteria to collect data that is essential for maintenance activities and the use of suitable information systems may be used to develop database and management tools to improve the profitability of buildings.

## 1 Scope

This European Standard specifies the criteria and the general methods that can be used in the planning, management and control of maintenance in buildings and their surrounding area according to the applicable legal requirements, objectives of the owners and users and the required quality of maintenance.

This European Standard applies to the maintenance management of buildings.

For informative purposes, a possible classification of buildings is given in Annex A.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13306:2010, *Maintenance — Maintenance terminology*

EN 13460:2009, *Maintenance — Documents for maintenance*

ISO 6707-1:2004, *Building and civil engineering — Vocabulary — Part 1: General terms*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 13306:2010, EN 13460:2009, ISO 6707-1:2004 and the following apply.

### 3.1

#### **building**

construction works that have the provision of shelter for its occupants or contents as one of its main purposes; usually partially or totally enclosed and designed to stand permanently in one place

[ISO 6707-1:2004]

NOTE Including envelope, structural and non structural elements, finishing, fitments, equipment and installations and external works.

### 3.1.1

#### **maintenance of buildings**

combination of all technical, administrative and managerial actions during the lifecycle of a building (or a part of it), intended to retain it, or restore it to, a state in which it can perform the required function

### 3.2

#### **item**

part, component, device, subsystem, functional unit, equipment or system that can be individually described and considered

NOTE A number of items e.g. a population of items or a sample, may itself be considered as an item.

[EN 13306:2010, see 3.1]

### 3.2.1

#### **system**

set of interrelated items considered as a whole for a defined purpose, separated from other items