

## **Mööbli kolimine. Eraisikute mööbli kolimine. Osa 2: Teenuse pakkumine**

Furniture removal activities - Furniture removal for private individuals Part 2: Provision of service

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 12522-2:1999 sisaldab Euroopa standardi EN 12522-2:1998 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 12.12.1999 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 12522-2:1999 consists of the English text of the European standard EN 12522-2:1998.</p> <p>This document is endorsed on 12.12.1999 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p><b>Käsitlusala:</b> Standard sätestab mööblikolimisteenuse pakkumisele esitatavad kvalitatiivsed ja kvantitatiivsed miinimumnõuded ja -omadused; teenusele esitatavad tingimused on sätestatud standardis EN 12522-1. Standard täpsustab ka kvaliteedi järgimise nõudeid.</p>	<p><b>Scope:</b></p>
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**ICS** 03.080.30

**Võtmesõnad:** kolimine, kvaliteet, müügijärgne teenindus, organisatsioon, tarbija ja varustaja vahelised suhted, teenused, tegevustingimused, tehnilised andmed

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Descriptors: Services, furniture removal.

**English version**

Furniture removal activities

**Furniture removal for private individuals**

Part 2: Provision of service

Activités de déménagement –  
Déménagement de particuliers –  
Partie 2: Mise en œuvre du service

Umzugsdienste – Umzug für  
Privatpersonen – Teil 2:  
Bereitstellung von Dienstleistungen

This European Standard was approved by CEN on 1998-05-13.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

The European Standards exist in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom.

**CEN**

European Committee for Standardization  
Comité Européen de Normalisation  
Europäisches Komitee für Normung

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## **Foreword**

This European Standard has been prepared by Technical Committee CEN/TC 320 "Transportation services", the secretariat of which is held by DS.

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 December 1998, and conflicting national standards shall be withdrawn at the latest by December 1998.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

It is Part 2 of a standard on furniture removal for private individuals which includes the two following Parts:

- Part 1: Service specification
- Part 2: Provision of service

## Introduction

This standard forms part of a system of reference relative to the removal of household furniture and effects aimed at dealing with the service and with the provision of the service to private individuals conducted by the profession.

Within each activity, it has been necessary to make a distinction between the "service" on the one hand, and the "provision of the service" on the other hand :

- the service : all the services agreed upon between the service provider and the customer within the framework of the contract ; includes characteristics which allow this said service to be assessed ;
- the provision of the service : all the means engaged by the service provider which include the personnel, the equipment, the organisation and the budget with a view to carrying out the service.

The systems of reference constitute a beneficial means of achieving the following objectives :

- to create a dialogue with the consumers which is favourable to the profession ;
- to permit customers to identify and compare the services offered by companies in order to benefit from the positive spin-off of fair competition in an open market ;
- to protect customers against provision of services, the characteristics of which may not be in compliance with the standards ;
- to allow the professionals of the trade to conduct their activity with the aid of technical specifications that are clearly defined by a common understanding ;
- finally, as regards the single market, to allow the activity to position itself efficiently in order to meet the needs of the European customer by having at it's disposal, in particular, harmonized general conditions of contract.

## 1 Scope

This standard specifies the minimum qualitative and quantitative rules and characteristics of the provision of a furniture removal service, the service specifications of the furniture removal service being defined in EN 12522-1.

The standard also specifies the requirements for a quality approach.

This standard applies only to those activities which relate to the mobility of private individuals where the contract is entered into by an individual or by an employer or relocation agent when the latter requires the moving of personal property, generally consisting of non commercial property and/or property which is in current use.

## **2 Normative references**

This European Standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

EN 12522-1: 1998 Furniture removal activities - Furniture removal for private individuals - Part 1 : Service specification

## **3 Provision of the usual furniture removal service**

### **3.1 General**

The carrying out of the quantitative and qualitative performances related to the usual furniture removal service requires the implementation of the following human and technical skills and means, at each of the three phases of the performance of the service.

The administrative, commercial and operational personnel involved in these three phases shall be acquainted with EN 12522-1 and EN 12522-2 and with the requirements which stem from their implementation.

### **3.2 Preliminary information**

The preliminary information shall comprise the elements defined in 4.2 of EN 12522-1:1998.

#### **3.2.1 Human resources**

The initial contact with the customer and the assessment of the work to be undertaken shall be carried out by a delegated employee of the service provider.

**NOTE :** The employee dealing with the initial contact should have a friendly and helpful attitude.

The competence of the employee should include the ability to gain the confidence of the customer and, additionally, both sales and technical skills acquired through training and practical experience.

#### **3.2.2 Technical skills**

The assessment of the volume can be carried out with the help of a proven method known to reduce the possibility of errors.