

Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 14873-2:2005 sisaldab Euroopa standardi EN 14873-2:2005 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 15.07.2005 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 14873-2:2005 consists of the English text of the European standard EN 14873-2:2005.</p> <p>This document is endorsed on 15.07.2005 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>Käsitlusala: This European Standard specifies service activities designed to ensure a customer oriented service for the storage of furniture and personal effects for private individuals.</p>	<p>Scope: This European Standard specifies service activities designed to ensure a customer oriented service for the storage of furniture and personal effects for private individuals.</p>
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Võtmesõnad: containers, contract agreement, contracts, descriptions, furniture

English version

Furniture removal activities - Storage of furniture and personal effects for private individuals - Part 2: Provision of the service

Activités de déménagement - Entreposage des meubles et objets mobiliers de particuliers - Partie 2 : Mise en oeuvre du service

Umzugsdienste - Lagerung von Möbeln und persönlichen Gegenständen für Privatpersonen - Teil 2: Bereitstellung der Dienstleistung

This European Standard was approved by CEN on 4 May 2005.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

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Foreword

This document (EN 14873-2:2005) has been prepared by Technical Committee CEN/TC 320 "Transport -Logistics and 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 2005, and conflicting national standards shall be withdrawn at the latest by December 2005.

This document has been prepared by CEN/TC 320/WG 4 "*Furniture removals activities*" as the second part of a two part draft European Standard and has been submitted to CEN Technical Committee CEN/TC 320 "*Transport - Logistics and Services*" for approval as a draft for CEN Formal Vote.

No existing European Standard will be superseded by the eventual publication of this standard.

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

Introduction

This European Standard is the second part of a two-part standard, intended to establish a minimum level of service and performance, in enterprises dealing with the storage of furniture and personal effects, for private individuals. Together with Part 1 and EN 12522-1 and EN 12522-2 *Furniture removal activities- Furniture removal for private individuals*, it forms a suite of European Standards developed to ensure that appropriate, minimum, standard of services and facilities for the removal and storage of household furniture and effects for private individuals are available on an equal basis, across the European Community.

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:

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

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

- create a dialogue with the consumers which is favourable to the profession;
- 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;
- protect customers against provision of services, the characteristics of which may not be in compliance with the standards;
- 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 its disposal, in particular, harmonized general conditions of contract.

1 Scope

This European Standard specifies service activities designed to ensure a customer oriented service for the storage of furniture and personal effects for private individuals. Part 1 specifies minimum requirements for the provision of storage facilities, and is applicable to all forms of such storage, whatever the means of containment employed.

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 12522-1, *Furniture removal activities — Furniture removal for private individuals — Part 1: Service specification*

EN 12522-2, *Furniture removal activities — Furniture removal for private individuals — Part 2: Provision of service*

EN 14873-1:2005, *Furniture removal activities — Storage of furniture and personal effects for private individuals — Part 1: Specification for the storage facility and related storage provision*

3 Delivery of a customer oriented service

3.1 General

The operation of the quantitative and qualitative elements necessary for the provision of a generally acceptable, customer oriented furniture storage service requires the timely delivery of accurate and relevant information and the application of human and technical skills and means, at each of the following three phases of the delivery of the service:

- 1) Preparation/ presentation of preliminary information.
- 2) Provision of the service.
- 3) After sales service.

The administrative, commercial and operational personnel involved in each of these three phases shall be familiar with the provisions of EN 12522-1 and EN 12522-2 and with the requirements that stem from their implementation (does not apply to self storage).

3.2 Information prior to commencement of service

3.2.1 Preliminary information

At initial enquiry the service provider shall provide the following information, as a minimum.

- Information concerning types of storage available and technical procedures adopted.
- Details of any ancillary services offered.