

Self storage - Specification for self storage services

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 15696:2008 sisaldab Euroopa standardi EN 15696:2008 ingliskeelset teksti.

Standard on kinnitatud Eesti Standardikeskuse 15.12.2008 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.

Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 12.11.2008.

Standard on kättesaadav Eesti standardiorganisatsioonist.

This Estonian standard EVS-EN 15696:2008 consists of the English text of the European standard EN 15696:2008.

This standard is ratified with the order of Estonian Centre for Standardisation dated 15.12.2008 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.

Date of Availability of the European standard text 12.11.2008.

The standard is available from Estonian standardisation organisation.

ICS 03.080.30, 55.220

Võtmesõnad:

Standardite reprodutseerimis- ja levitamiseõigus kuulub Eesti Standardikeskusele

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonilisse süsteemi või edastamine ükskõik millises vormis või millisel teel on keelatud ilma Eesti Standardikeskuse poolt antud kirjaliku loata.

Kui Teil on küsimusi standardite autorikaitse kohta, palun võtke ühendust Eesti Standardikeskusega:
Aru 10 Tallinn 10317 Eesti; www.evs.ee; Telefon: 605 5050; E-post: info@evs.ee

English Version

Self storage - Specification for self storage services

Self-stockage - Spécification pour les services de self-stockage

Selbsteinlagerung - Anforderungen an Selbsteinlagerungsdienstleistungen

This European Standard was approved by CEN on 5 October 2008.

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 CEN Management Centre or to any CEN member.

This European Standard exists 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 CEN Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, 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 United Kingdom.



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

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

Contents

Page

Foreword.....	4
Introduction	5
1 Scope	6
2 Terms and Definitions	6
3 The self storage facility	7
3.1 Security	7
3.2 Access	7
3.3 Health, safety and the environment	7
3.4 Handling equipment	8
4 Self storage units	8
4.1 General construction and condition of units	8
4.2 Closure of units	8
4.3 Access to units	8
5 Response to enquiry	9
5.1 Preliminary information	9
5.2 Assessment of space required	9
5.3 Reservations	9
6 Drafting and Completion of the self storage contract	9
6.1 The self storage contract and Terms and Conditions	9
6.2 Proof of identity and address	10
6.3 Customer Goods Insurance Declaration	10
7 During the contract period	10
7.1 Move in	10
7.2 Customer access to unit	10
7.3 Service provider access to units	11
7.4 Other authorised access to units	11
8 Late payment and Lien	11
9 Unit vacate process - Condition of unit	11
10 After sales service	11
10.1 Monitoring	11
10.2 Response to Feedback	11
10.3 Resolution of Dispute	12
11 Insurance	12
12 Risk management	12
12.1 Prohibited Goods	12
12.2 Anti-terrorism and anti-criminality measures	12

12.3	Disaster plan	12
13	Operations Manual	12
14	Human resources	12
15	Implementation of the standard	13
15.1	Communication of the standard	13
15.2	Conducting, controlling and reviewing responsibilities for the standard.....	13
15.3	Elimination of sub-standard service	13
15.4	Corrective Action.....	13
16	Claims of Conformity	13
Annex A (normative)	List of Prohibited Goods	14

This document is a preview generated by EVS

Foreword

This document (EN 15696:2008) has been prepared by Technical Committee CEN/TC 320 "Transport - Logistics and services", the secretariat of which is held by NEN.

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 May 2009, and conflicting national standards shall be withdrawn at the latest by May 2009.

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.

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, 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

This European Standard has been drafted at an early stage in the development of self storage services in the European Community in order to promote a customer focussed approach to the commercial provision of customer direct access space for storage purposes, to both businesses and private individuals.

Given the various implications attaching to the provision of such services, it is recognised that the applicable legislative framework may be subject to change and it is therefore strongly recommended that service providers establish a system designed to identify European, national or local legislation applicable to such facilities and ensure that they are kept abreast of changes as they occur.

This document is a preview generated by EVS

1 Scope

This European Standard specifies requirements for the provision of self storage facilities and related services, for both personal and business purposes.

2 Terms and Definitions

For the purposes of this document, the following terms and definitions apply.

2.1 self storage

system of storage in which the service provider allocates, under the terms of a self storage contract, a finite, securable unit for storage to which the customer has the right to exclusive access

2.2 self storage facility

building or other designated area in which self storage is provided

2.3 self storage unit unit

individual self-contained, securable, unit of storage space which once occupied is static in a self storage facility

2.4 hard-standing ground

permanent hard purpose-built surface (e.g. pavement, tarmac or concrete) with good drainage to enable rainwater to run off with ease

2.5 the natural elements

weather conditions usually prevailing in the vicinity of the self storage facility

2.6 service provider

entity providing the self storage service on a commercial basis

2.7 self storage contract

written agreement between the service provider and the customer by means of which the customer is allocated the use of one or more self storage units, in accordance with the terms and conditions agreed

2.8 sound condition

structurally robust, without significant deterioration from the as new condition, clean and free from contamination that would affect stored items, and capable of protecting stored items from unauthorised access (other than through forced entry or other illegal means) and deterioration through exposure to the natural elements

2.9 unit size

approximate area/volume of usable floor space expressed in square/cubic metres

NOTE In some countries this is expressed in square/cubic feet.