

Self storage — Specification for self storage services

ICS 03.080.30; 55.220

National foreword

This British Standard is the UK implementation of EN 15696:2008.

The UK participation in its preparation was entrusted to Technical Committee SVS/7/3, Storage services.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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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of an identical text or by endorsement, at the latest by May 2009, and conflicting national standards shall be withdrawn at the latest by May 2009.

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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.

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.

2.10

prohibited goods

goods which shall not be stored in a self storage facility

3 The self storage facility

3.1 Security

The self storage facility shall, as a minimum, be constructed and maintained to provide the following:

- secure, defined perimeter, which may be the building itself and/or a perimeter fence;
- means of securing entrances/exits;
- control of access and egress, with the aim of preventing unauthorised removal of stored items other than through forced entry or forced exit or other illegal means;
- camera monitoring and/or recording of movements through access and exit points. Records shall be retained for a minimum of 14 days subject only to legislative restriction;
- adequate intruder alarm system unless the facility is covered by an authorised guard.

3.2 Access

The self storage facility shall, as a minimum, be constructed and maintained to provide the following:

- adequate space for loading/ unloading of goods;
- lift, escalator, rolling staircase, ramp or permanent stairs for access to upper/lower floors and levels.

3.3 Health, safety and the environment

The self storage facility shall be constructed, maintained and operated in a manner commensurate with promoting the safety and well-being of the customer, and subject to national and local fire, health and safety legislation, to provide the following as a minimum:

- clean, dry environment inside any building of the facility, and hard-standing ground for storage units and access, externally;
- monitoring of vermin infestation and provision of control measures by a professional;
- facility to maintain privacy for the goods in individual units at least when requested;
- fire protection that includes provision of:
 - within any building a fire detection and alarm system capable of triggering, at least, an audible warning and alerting a remote monitoring system;
 - fire prevention and extinguishing equipment, appropriate to the protection of the items stored and capable of containing or extinguishing fires;
 - necessary operating instruction;
- internal signage specifically notifying customers of health and safety, no-smoking and fire regulation requirements and prohibited goods;

- reduction of its environmental impact (which can be through the use of timed and/or movement-sensitive lighting, energy-efficient light bulbs, efficient building design, insulation, recycling policies, and other such equipment or practices);

3.4 Handling equipment

3.4.1 The service provider shall provide handling equipment for use by the customer, appropriate to the type and condition of the facility.

3.4.2 Any handling equipment provided shall be maintained in good working order and in accordance with national and local legislation.

4 Self storage units

4.1 General construction and condition of units

Units shall be:

- made available in a sound condition;
- constructed in a manner that provides a lockable self-contained storage space providing protection from the natural elements; that may be closed and secured through control panels, swipe cards, padlocks or another locking mechanism provided by the service provider or by the customer;

NOTE It is recommended that preference be given to the use of robust materials such as steel or brick.

- secure from access (other than through forced entry or other illegal means) through adjacent units, corridors and roof-space.

4.2 Closure of units

The means of closure shall be capable of preventing unauthorised access (for authorised access see 7.2, 7.3 and 7.4) other than as a result of forced entry or other illegal means.

4.3 Access to units

The service provider shall ensure that:

- access ways are illuminated when in use; the intensity of light shall be sufficient for safe handling and access;
- there is facility for customers to access their units, from hard standing ground for both the deposit and removal of their goods;
- there is sufficient circulation space to access each storage unit.

5 Response to enquiry

5.1 Preliminary information

During the sales process the service provider shall provide the following information, as a minimum:

- types and approximate sizes of units available, in accordance with customer needs;
- general terms and conditions of service;
- access hours;
- prices, and the basis for their calculation, requirement for any deposit, invoicing frequency and general terms of payment applicable during the storage period;
- identification of prohibited goods (see Annex A);

and shall inform customers of any requirements relating to personal and official identification and insurance.

5.2 Assessment of space required

The service provider shall competently and fairly advise the customer on the unit size required, based on the information given.

5.3 Reservations

The service provider shall only allow a reservation for space which is scheduled to be available at the time of intended occupation.

6 Drafting and Completion of the self storage contract

6.1 The self storage contract and Terms and Conditions

6.1.1 The service provider shall enter into a written self storage contract with its customers.

6.1.2 The self storage contract including the Terms and Conditions shall be drafted by a competent person.

6.1.3 The self storage contract including the Terms and Conditions shall be supplied to the customer in a clearly legible typeface.

6.1.4 The self storage contract shall define the unit(s) to be occupied, the charge period, any deposit, the storage charge, and method of payment.

6.1.5 The service provider shall require that the self storage contract be signed by the customer in connection with which there shall be acknowledgement by the customer that he/she has read and understood the contract and the Terms and Conditions, particularly:

- any additional charges to be made for late payment;
- procedures and entitlements in the event of payment default (including the potential existence of the service provider's lien over the stored items, and hence its right to sell and/or dispose of stored items);
- method or procedure for registering complaints;

- customer obligations to secure the unit;
- prohibited goods;
- customer obligation to check suitability of the unit for the specific goods to be stored;
- that the service provider does not insure the goods under the contract and the requirement that the customer insure his/her own goods;
- termination of the contract and notice period;
- use of personal data.

6.1.6 The customer shall not store goods in the relevant unit(s) before having signed the self storage contract.

6.2 Proof of identity and address

Prior to the signing of the self storage contract, the service provider, in compliance with national and/or local legislation, shall request, copy and keep file of:

- proof of identity of the customer;
- declaration and/or proof of current address;
- in the case of a business or organisation, proof of legal representation.

In the event that these are not forthcoming, the service provider shall not proceed with the contract.

During the period of the contract the customer shall inform the service provider in writing of any changes to his/her contact details.

6.3 Customer Goods Insurance Declaration

The service provider shall only proceed with the contract if the customer declares that the whole of the goods to be stored are covered by insurance with the value determined and declared by the customer.

7 During the contract period

7.1 Move in

The service provider shall escort the customer to his/her unit(s) and acquaint him/her with access ways, fire evacuation procedure and the policy with regard to smoking.

NOTE It is recommended that prior to move in the service provider verifies that the unit is empty and in sound condition. Prior to or during move in, it is recommended that the service provider seeks confirmation that the customer is satisfied with the unit which has been allocated to him/her.

7.2 Customer access to unit

Access, other than in the circumstances provided for in 7.3, to any allocated unit should be only permitted to the customer with whom the relevant self storage contract has been arranged or any person authorised by the customer.

7.3 Service provider access to units

7.3.1 If the service provider has need to access a unit without the customer being present, the service provider shall, except in case of emergency, provide record of that event including photographic, video or independent witness corroboration, which shall be made available to the customer.

7.3.2 Other than where provided for in 7.3.3 and 7.3.4, the service provider shall only access an allocated unit when the customer has been given at least seven days' notice in writing of a requirement to access it and the reason for doing so, e.g., to enable the service provider to inspect the framework of the unit or carry out repairs, maintenance and alterations to it or any other adjoining unit or part of the facility.

7.3.3 The service provider may access allocated units as part of potential lien sales procedures after giving due warning to the customer as outlined in the contract (see 8.1).

7.3.4 The service provider may access allocated units without notifying the customer in an emergency e.g. to prevent injury or damage to persons or property.

7.4 Other authorised access to units

The Police, Fire Services, Revenue & Customs and other national or local Authority may access allocated units without notifying the customer provided they are in possession of a Court Order or any other statutory authorisation.

8 Late payment and Lien

8.1 Service providers shall have in place policies for dealing with late payers and non-payers including potential lien sales procedures.

8.2 Service providers shall keep records of all requests for payment.

9 Unit vacate process - Condition of unit

The service provider shall verify that the unit has been emptied and is clean and in sound condition, after the customer has vacated the unit. If the unit is not empty, clean and/or has been substantially damaged in any way the service provider shall advise the customer of the charges that will be invoiced and possibly deducted from the deposit, to cover disposal of residual content and/or cleaning/repair of the unit.

10 After sales service

10.1 Monitoring

The service provider shall operate procedures for regularly monitoring levels of customer satisfaction, (e.g. by means of a questionnaire to be completed by the customer).

10.2 Response to Feedback

Following completion of a customer satisfaction monitoring exercise, review of the responses shall be undertaken by a representative having sufficient knowledge/experience in self storage matters and the amicable resolution of complaints.

10.3 Resolution of Dispute

Procedures designed to achieve the amicable settlement of disputes shall be established.

11 Insurance

The service provider shall arrange and maintain insurance to cover the service provider's legal liability in respect of goods which are stored, public legal liability and product and property liability, all in accordance with national regulation.

12 Risk management

12.1 Prohibited Goods

The service provider shall include in all self storage contracts the list of any goods prohibited from storage and shall prominently display the same information by means of notices throughout the storage facility.

NOTE A list of Prohibited Goods based on their characteristics is given in Annex A. A service provider can add to this list at his discretion.

12.2 Anti-terrorism and anti-criminality measures

In addition to the security measures in 3.1 the service provider shall set up and operate procedures for:

- copies of the identity documents of the customer to be kept on file in accordance with national regulations;
- provision of training to employees intended to assist them in the recognition and reporting of suspicious behaviour.

It is recommended that settlement of at least the first payment for storage is taken by cheque, credit/debit card or direct debit or other unambiguously recorded means, subject only to legislative restriction.

12.3 Disaster plan

The service provider shall have a disaster plan in place.

13 Operations Manual

The service provider shall establish and operate to a procedures manual commensurate with the objectives and size of the organization, making copies readily available for use by its employees.

14 Human resources

The service provider shall establish and operate procedures designed to recruit and train employees to a standard appropriate to the role to be undertaken and shall maintain record of:

- work instructions and procedures (see 13) appropriate to each role in the organization;
- standard of competency required of employees in fulfilling those roles;
- training/development required and undergone and the standard achieved, for each employee.

15 Implementation of the standard

15.1 Communication of the standard

The service provider shall establish and operate procedures to ensure that all employees are made aware of the general objectives of the standard and of the specific details of the standard as they affect the day to day activity of the individual employee.

15.2 Conducting, controlling and reviewing responsibilities for the standard

The service provider shall allocate and communicate responsibility for the application of specific clauses of the standard to appropriate roles within his/her organization. The nature and extent of that responsibility shall be clearly defined, documented and reviewed at pre-determined intervals. For small/medium sized service providers, the primary functions may all be fulfilled by one person e.g. manager/owner or an individual specifically appointed for this purpose.

15.3 Elimination of sub-standard service

The service provider shall routinely monitor actual performance, to ensure that the service provider conforms to the requirements of this standard, and take corrective action.

15.4 Corrective Action

The service provider shall establish and operate procedures to monitor the nature and extent of customer complaints and internally identified problems, to an extent sufficient to enable appropriate corrective action to be taken.

The procedure followed shall be designed to prevent recurrence of irregularities and will apply, in particular, to failure to provide a service conforming to the terms of this standard.

16 Claims of Conformity

A service provider claiming conformity with this European Standard shall have in place and, upon request, provide written documentation describing the services offered.

Annex A (normative)

List of Prohibited Goods

- 1) Food or perishable goods unless securely packed so that they are protected from and do not attract vermin;
- 2) birds, fish, animals or any other living creatures;
- 3) combustible or flammable materials or liquids such as gas, paint, petrol, oil or cleaning solvents;
- 4) illegal firearms and weapons;
- 5) explosives and ammunition;
- 6) chemicals, radioactive materials, biological agents;
- 7) toxic waste, asbestos or other materials of a potentially dangerous nature;
- 8) item which emits any fumes or odour;
- 9) illegal substances, illegal items, or goods illegally obtained;
- 10) compressed gases.

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