



## A Squab Guide to British Standards for Domestic Removals in the UK

### ... and what they mean to The Customer

Most of us are familiar with British Standards (BS) of one type or another. They are quality standards developed and administered by the British Standards Institute (BSI) that usually relate to a specific industry.

For the busy customer who wants to make plans for his or her house move, it can be easy to overlook the significance of the BS logo, and be influenced by the 'cheapest removals quote'. Yes of course cost is a factor for any house move, but there is also a lot at stake! When you think about this, rarely would you buy a high value product without some sort of quality assurance. So a removals service that you entrust to handle and relocate the entire contents of your home should be no different!

#### **An Overview of quality standards for the British Removals and Storage Industry:**

In the British removals and storage industry, there are several recognised quality standards to be aware of. They demonstrate a company's commitment to quality and best practice in removals and storage, and are designed to protect consumers through all phases of the service. They are voluntary standards that removals companies can choose to comply with, so not all service providers will be BS certified.

Companies that have attained British Standards have been thoroughly audited by BSI certified assessors. It is not just an initial assessment either. Once certificates have been attained, all companies are annually inspected to ensure that they are in compliance, and maintaining standards. Failure can result in having their BS certification retracted.

It is helpful to understand why specific standards are important for different removals and storage activities. There isn't a 'one BS quality standard fits all' scenario for removals and storage, so finding the supplier with quality credentials that best suit your specific needs is always recommended.

#### **Removals:**

BS EN 12522 Parts 1 and 2 - European-wide standard for Furniture Removals for Private Individuals  
BS 8564 - British Standard for Overseas Moves

#### **Storage:**

BS EN 14873 - European-wide standard for Storage of Furniture and Personal Effects  
BS EN 15696 - European-wide standard for the Provision of Self-Storage Facilities and Related Services

#### **Shredding (Box-it Central):**

BS EN 15713 - Secure Destruction of Confidential Material

## The 'Need to Know' about BS EN 12522 Parts 1 and 2 for domestic removals

BS EN 12522 relates solely to domestic removals of personal possessions (as opposed to commercial moves). It covers quality measures across all aspects of the service provided. This includes the professionalism, attitude, punctuality and skills of **staff** starting at the enquiry, survey and quotation stages.

All staff, whether a surveyor or removals crew, should be fully trained (with regular ongoing training) and should work to a high standard, while following strict health and safety guidelines.

Removals teams should always have a fully trained foreman to supervise on the day of the move. This starts with the arrival and parking of the vehicle, the packing and use of protective covers/materials, the safe loading of contents onto the lorry, the transportation, the unloading and placing of possessions into the new property.

All **paperwork** should accurately reflect the value of household possessions, detailing the service that will be provided (which may or may not include a packing service) as well as what happens in the event of damage or loss (i.e. who is liable for what). It should also give information about how to raise a complaint if necessary. The removals company should provide a document explaining how they will carry out the move, which is also known as a 'waybill'. The paperwork is vitally important because once signed, it forms a contract between the removals service provider and the customer.

Optional 'add-on' services vary depending on the removals company. Some will be able to disconnect and reconnect electrical appliances and offer dismantling/assembly services for other household items of furniture and units. Not all removals firms offer this, but if this service is unavailable many will be able to refer customers to a reputable local professional tradesperson who can undertake the task. This is very often the preferred course of action.

A range of **packing materials** should be available, with the option of a professional packing service. The latter is normally an additional cost but it does give the customer peace of mind that their goods are being packed in the safest of ways. Some removals companies have specialists who are trained to pack high value items, such as fine art, glassware, antiques, etc. For those who want to pack themselves, a selection of quality packing materials should be provided. Some of the highest calibre companies use specialist protective covers, for furniture, door and stair protection. Bedding and mattresses have to be packed in special hygienic conditions.

BS EN 12522 also applies to the quality of the removal **vehicles** being used. They should be clean, watertight, secure and maintained to a high standard, with suitably trained drivers for the type of vehicle involved.

Customers should be asked to give their honest **feedback** on the quality of service provided. Many removals companies are transparent with their customer feedback, inviting them to place their comments on independent review websites such as [www.referenceline.com](http://www.referenceline.com)

## Quality and Squab Removals

Squab Removals in Leamington Spa is a privately owned and managed BS EN 12522 certified removals company in the heart of Warwickshire and is a BAR member - the British Association of Removers - which operates to the Trading Standards Institute approved code under the Consumer Codes Approval scheme (CCAS).

The established business provides both local, European and international moves as well as storage services, operating to strict quality guidelines in line with its BS accreditation. Squab offers free home surveys carried out by trained surveyors, as well as professional packing services for standard and high-value items, with optional removals insurance. Squab operates a first class removals service undertaken by a fully trained uniformed removals team, with a fleet of smart liveried vehicles in varying sizes.

Customer feedback can be found on [www.referenceline.com](http://www.referenceline.com) - simply click on the 'removers' category in the menu bar, and search 'Squab' in the Business search field.

Having been assessed, Squab Group is also proud to be listed as a **Which? Trusted Trader** giving Squab customers additional confidence about the quality of the services provided.

[www.trustedtraders.which.co.uk/businesses/squab-ltd](http://www.trustedtraders.which.co.uk/businesses/squab-ltd)