



TENANT DIRECTIVE

MTN: 005.1

Date: September 5, 2013

TITLE: Building Maintenance & Repair Requests

I. References:

- A. Code of Maryland Regulations 11.03.02.03, "Fire Hazards, Dangerous Articles and Fueling/Defueling Operations."
- B. MTN Tenant Directive 007.1 "Building and Installation Permits."
- C. This Directive supersedes MTN Tenant Directive 005.1, dated April 1, 2004.

II. Definitions:

A. Custodial Request:

Requests for cleaning of areas covered by lease agreements with the Administration, or complaints concerning deficiencies in the quality of the contract service.

B. Maintenance:

Request for correction of plumbing, heating, electrical, or other malfunctions which adversely affect normal operations or constitute a safety hazard and require immediate attention.

C. Work Order Request:

Request for other work to be accomplished, such as painting, minor alterations, etc., for which there is not an immediate response required.

MTN: 005.1

Date: September 5, 2013

Page: Two

III. Directive Statement:

- A. The Maryland Aviation Administration (MAA) is responsible for the maintenance, repair, and custodial services as specified in each of the existing tenant lease agreements. Some of those items for which MAA may have responsibility include structural repair of exterior walls; roofing; guttering; doors; floors; electrical systems; plumbing and heating/cooling systems; fencing; and exterior pavement.
- B. Tenants are responsible for repairs to leased premises which are required as a result of improper operation, misuse, or negligence of a tenant or any agent(s) operating under control of the tenant. Repair of such damages will be made at the tenant's own expense. MAA is to be notified in writing whenever a tenant engages a contractor for this purpose, and MAA reserves the right to disapprove a contractor if there is a reason to believe the contractor's performance will be unsatisfactory. Repair work will be inspected and approved by MAA, whether performed by the tenant or a contractor hired by the tenant, prior to the release of a tenant from responsibility for the damage and repairs.
- C. The painting of leased premises, unless otherwise specified in an existing lease agreement, will be performed on a programmed basis. The normal cycle is every three years for interior surfaces and every five years for exterior surfaces.
- D. Request for major structural alterations or the installation of new equipment should be submitted under provisions of MTN Tenant Directive 007.1.
- E. The following custodial services are provided:
 - 1. Custodial services are provided only as specified in contract/lease agreements with the MAA.
 - 2. Tenants who have agreements with the MAA for custodial service are responsible for ensuring that their respective areas are available for cleaning. Where access is denied, the tenant assumes responsibility for the cleanliness of the area.

MTN: 005.1

Date: September 5, 2013

Page: Three

3. Custodial personnel are under control of the MAA and are not authorized to accept work assignments from other than MAA supervisory personnel.

IV. Procedures:

A. Work Order Requests:

1. Tenants wishing to have work performed in their areas must call the Office of Airport Operations, Martin State Airport at 410-682-8831 between 8:00 AM and 5:00 PM, Monday through Friday.
2. Upon receipt of a Work Request, the Airport Operations Manager will forward the Work Request to the Division of Facilities Maintenance. The Division of Facilities Maintenance will contact the requestor for additional details, if required.
3. When a project is approved, the requestor (if requested) will be provided an estimated date of completion. In the event this date cannot be met, the Division of Facilities Maintenance will advise the requestor of the reason for the delay and provide a new estimated completion date.

B. Maintenance Requests:

1. Tenants requiring maintenance service between the hours of 8:00 AM and 5:00 PM, Monday through Friday (except Holidays) should call the Office of Airport Operations at **410-682-8831**, and provide the following information:
 - a. Name of tenant and telephone number of individual requesting service.
 - b. Nature and location of the problem. The description should be as specific as possible to facilitate a rapid response.
2. The Martin FBO can be reached at 410-682-8810, between the hours of 5:00 PM and 11:00 PM daily during holidays and weekends the FBO can be reached between 7:00 AM and 11:00PM. They will document your request and notify the appropriate persons.

MTN: 005.1

Date: September 5, 2013

Page: Four

3. Requests for **EMERGENCY** maintenance service between the hours of 11:00 PM and 7:00 AM, should be directed to the Baltimore/ Washington International (BWI) Airport Operations Center at 410-859-7018/7019. Please identify yourself as a tenant at Martin, give your telephone number, the nature and location of the emergency.

C. Custodial Request:

1. Request/complaints concerning custodial service listed in paragraph II. A. will be made by contacting the Airport Operations Office at 410-682-8831 between the hours of 8:00 AM – 5:00 PM Monday through Friday (except Holidays and weekends).
2. Between the hours of 5:00 PM and 11:00 PM contact Martin FBO at 410-682-8810. During holidays and weekends the FBO can be reached between 7:00 AM and 11:00 PM.

ELECTRONIC COPY

ORIGINAL ON FILE IN AIRPORT OPERATIONS

Al Pollard, A.A.E., Director,
Martin State Airport