



TENANT DIRECTIVE

BWI: 005.1
DATE: September 12, 1997
DISTRIBUTION: D

TITLE: AIRPORT MAINTENANCE AND REPAIRS

I. REFERENCES

- A. Code of Maryland Regulations 11.03.01.03, "Fire Hazards, Dangerous Articles and Fueling Operations."
- B. BWI Tenant Directive 007.1, "Building Permits."
- C. This Directive supersedes BWI Tenant Directive 005.1, dated May 19, 1994 Revised.

II. DEFINITIONS:

A. Work Order Requests:

Requests for new work, painting, minor alterations, etc., which do not have an immediate adverse affect on normal operations.

B. Critical Service Requests:

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

C. Custodial Requests:

Requests for cleaning of areas not normally covered by contract cleaning services, or complaints concerning deficiencies in the quality of the contract service.

III. DIRECTIVE STATEMENT:

- A. The Maryland Aviation Administration (MAA) is responsible for the maintenance, repair, and custodial services delineated in each of the existing

tenant lease agreements. In general, MAA's responsibility includes structural repair of exterior walls; roofing; guttering; roll-up doors; floors; electrical, plumbing, and heating/cooling systems; loading docks and associated lifts; and exterior pavement.

- B. Tenants are responsible for repairs to leased premises which are required as a result of improper operation, misuse, or negligence by a tenant or any agents operating under the control of the tenant. Repair of such damages will be made at the tenant's own expense. The MAA is to be notified in writing whenever a tenant engages a contractor for this purpose, and the MAA reserves the right to disapprove a contractor if there is reason to believe the contractor's performance will be unsatisfactory. Repair work will be inspected and approved by the MAA, whether performed by the tenant or a contractor hired by the tenant, prior to the release of a tenant from responsibility.
- C. The painting of lease premises, unless otherwise specified in an existing lease agreement, will be performed on a programmed basis. The normal cycle is every two years for interior surfaces and every four years for external surfaces. If other than approved standard colors are to be used, paint must be supplied by the tenant.
- D. Custodial Service:
 - 1. The following custodial services are provided:
 - a. 11:00 p.m. - 7:00 a.m. shift - Routine cleaning of public areas of the terminal including holdrooms, loading bridges, ticket counters, etc.
 - b. 7:00 a.m. - 3:00 p.m. shift - Continuous tidy-up of the public areas of the terminal.
 - c. 3:00 p.m. - 11:00 p.m. shift - Routine cleaning of non-public areas including ticket counter offices, operations/maintenance areas, FAA and MAA administrative offices and outer buildings. Tidy-up of public areas will be accomplished on this shift.

NOTE: Project work (work not included in routine cleaning, such as shampooing of carpets, floor stripping) will be performed on either 3:00 p.m. - 11:00 p.m. or 11:00 p.m. - 7:00 a.m. shifts.
 - 2. Personnel involved in policing or tidy-up activities are not utilized for heavy-duty cleaning since it takes them away from their primary areas of responsibility.
 - 3. Tenants are responsible for ensuring that their respective areas are available during the 3:00 p.m. - 11:00 p.m. shift for heavy cleaning. Where access is denied, the tenant assumes responsibility for the cleanliness of the area, unless other arrangements have been made.

4. Tenants requiring custodial services other than routine cleaning, (spills, extra trash, etc.) should call the BWI Airport Operations Center, 859-7018. The Operations Center will, in turn, notify the cleaning contractor.
 5. Custodial personnel are under the control of the MAA and are not authorized to accept work assignments from other than the MAA supervisory personnel.
- E. Requests by tenants for major structural alterations or the installation of new equipment should be submitted under provisions of BWI Tenant Directive 007.1.

IV. PROCEDURES:

A. Work Order Requests:

1. The MAA Work Order (Form MAA-138, sample attached) is to be used to request work in Paragraph II.A above. Work Orders are to be filled out as indicated and submitted to the Supervisor, Airport Maintenance. The description of the work desired should be as complete as possible. Requests for fabrication or modification of existing facilities shall include an explanation why the work is necessary and whether the requesting organization will reimburse the MAA for the cost of the project. Such requests will be accepted only if signed by the respective tenant manager.
2. Upon receipt of a Work Order request, the Division of Maintenance will contact the requestor for additional details, if necessary. Requestor will be notified by phone, within 24 hours after receipt if the request yhas been disapproved or forwarded to another organization for information and/or action. Tenants will be notified in writing within ten (10) working days following receipt of the request listing the work order number, estimated completion date, contact person, phone number, and if the request was disapproved, the reason for disapproval.

B. Critical Service Requests:

1. Tenants requiring immediate services should call the BWI Airport Operations Center at 859-7018/7019, and provide the following information:
 - a. Name of tenant, and name 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 BWI Airport Operations Center will, in turn, notify the appropriate office of the Division of Maintenance and make a corresponding entry on the Maintenance Log (Form MAA-147) maintained in the Airport Operations Center for that purpose. Tenants are asked not to make direct contact with the Building Maintenance Section.

C. Custodial Requests:

Requests/complaints concerning custodial service will be handled in the same manner as Critical Service Requests under paragraph IV.B above.



Jay D. Huber
Acting Director of Operations
BWI Airport

JDH:tmb

Attachments



Maryland Aviation Administration

Work Order No. _____

Category _____

Please print or type work order request giving details of work to be done. Return to Supervisor, Maintenance Operations, Division of Maintenance, Maryland Aviation Administration.

Requested by _____ Date _____

Company/Section _____ Phone _____

PLEASE DO NOT WRITE BELOW THIS LINE - FOR MAA USE ONLY

Issue Date _____ Assignment _____ Approved _____

Date Completed _____ Supervisor/Foreman _____

The above work has been completed except as noted below:

MAA-138 R-9/91

To Originator Upon Completion of Work





Maryland Aviation Administration

"Striving to do our best in everything we do - dedicated to providing outstanding airport facilities and services"

Theodore E. Mathison Executive Director

APPLICATION FOR BUILDING PERMIT
OFFICE OF PLANNING AND ENGINEERING
P.O. BOX 8766
BALTIMORE/WASHINGTON INTERNATIONAL AIRPORT
MARYLAND 21240

CONTRACTOR: _____

OWNER/TENANT: _____

PROJECT LOCATION: _____

DESCRIPTION: _____

ATTACH 5 SETS OF DETAILED PLANS AND SPECIFICATIONS.

NOTE: PLEASE MAKE SURE YOUR BUILDING PERMIT APPLICATION COMPLIES WITH THE BWI AIRPORT TENANT DIRECTIVE 007.1, DATED FEBRUARY 3, 1993. THE APPLICANT'S SIGNATURE BELOW ACKNOWLEDGES RECEIPT OF AND COMPLIANCE WITH THIS DIRECTIVE.

APPLICANT: _____
(PRINTED NAME) (SIGNATURE)

ADDRESS OF APPLICANT: _____

POINT OF CONTACT: _____

PHONE NO. _____ FAX NO. _____

EMERGENCY PHONE NO. AFTER HOURS: _____

PROJECT START DATE: _____ COMPLETION DATE: _____

APPROVED: _____ APPROVED: _____

Patricia A. Etherington
Associate Administrator
Office of Airport Operations

Alex E. Noorani
Director
Division of Engineering

PERMIT NO. _____ DATE ISSUED: _____





Parris N. Glendening
Governor

David L. Winstead
Secretary

Maryland Aviation Administration

*"To provide services to our customers and the air transportation industry
To foster and develop aviation in Maryland • To develop and empower our employees."*

Theodore E. Mathison Executive Director

APPLICATION FOR INSTALLATION PERMIT
OFFICE OF PLANNING AND ENGINEERING
P.O. BOX 8766
BALTIMORE/WASHINGTON INTERNATIONAL AIRPORT
MARYLAND 21240

OWNER/TENANT: _____

PROJECT LOCATION: _____

DESCRIPTION: _____

ATTACH 5 SETS OF DETAILED PLANS AND SPECIFICATIONS.

NOTE: PLEASE MAKE SURE YOUR INSTALLATION PERMIT APPLICATION COMPLIES WITH THE BWI AIRPORT TENANT DIRECTIVE 007.2, DATED MAY 5, 1993. THE APPLICANT'S SIGNATURE BELOW ACKNOWLEDGES RECEIPT OF AND COMPLIANCE WITH THIS DIRECTIVE.

APPLICANT: _____
(PRINTED NAME) (SIGNATURE)

ADDRESS OF APPLICANT: _____

POINT OF CONTACT: _____

PHONE NO. _____ FAX NO. _____

EMERGENCY PHONE NO. AFTER HOURS: _____

PROJECT START DATE: _____ COMPLETION DATE: _____

APPROVED: _____ APPROVED: _____

Patricia A. Etherington
Associate Administrator
Office of Airport Operations

Alex E. Noorani
Director
Division of Engineering

PERMIT NO. _____ DATE ISSUED: _____