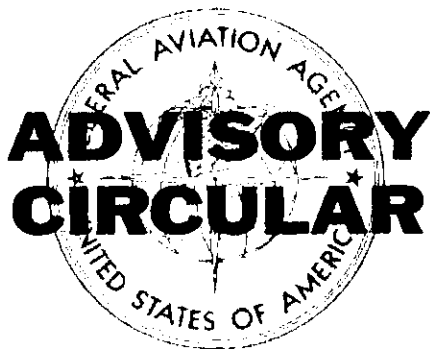


# Federal Aviation Agency



AC NO : AC 159/20-1

AIRPORTS

EFFECTIVE :

3/8/65

**SUBJECT :** DULLES INTERNATIONAL AIRPORT - REQUESTS FOR MAINTENANCE SERVICES TO THE AIRPORT MAINTENANCE DIVISION

*Cancelled*

1. **PURPOSE.** To insure that the airport is providing its tenants and concessionaires with required services as soon as possible and to enable the Airport Maintenance Division to improve work-load distribution and planning, all concerned should be aware of Dulles International Airport's policy on providing maintenance services and the proper procedure to follow in requesting said services.
2. **EFFECTIVE DATE.** This Advisory Circular is effective upon issuance and until superseded.
3. **DISCUSSION.** Maintenance services are those repairs, restoration or minor alterations required to continue the usefulness and adequacy of airport facilities, systems and equipment, which services will normally be provided by airport employees as specified by regulations, terms of contracts or leases and/or other agreements governing facility occupancy and use. The Chief, Maintenance Division, and/or the Airport Manager must necessarily finally determine the "usefulness and adequacy" of airport property.
4. **CATEGORIES OF MAINTENANCE AND PROCEDURES.** Categories of maintenance services, examples of each, and the method of requesting services are as follows:
  - a. **Special Maintenance.** Work desired which, due to its nature, estimated time to accomplish and/or cost involved, should be undertaken at the earliest convenience of airport maintenance personnel. The work desired is not critical in that the facilities, systems or equipment continue to be functional. Request examples: Office or space painting; changes to lighting fixtures; floor recovering; ceilings and walls cracked; and electrical or steam heating lines and outlets are inadequate in number.

These services will be requested by letter to the Airport Manager.

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- b. Routine Maintenance. The day to day minor repairs, replacements or janitorial services required to maintain the normal operating effectiveness of facilities, systems and equipment. Request examples: Automatic doors not working; defective light fixtures; office or other doors sticking, or heating units leaking.

Submit request or report a deficiency via telephone - calling DIA telephone extension 9606 on weekdays between the hours of 8:00 a.m. and 4:30 p.m.

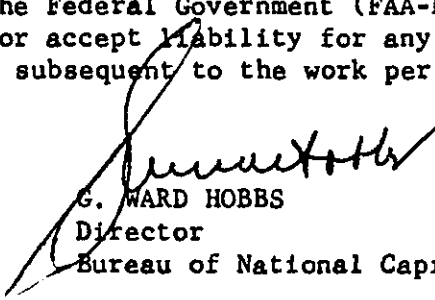
- c. Emergency Maintenance. Repairs requiring prompt corrective action to restore or continue safe and effective facility, systems or equipment operations. Request examples: Electric power failure; breaks in water, heat or sanitary distribution lines; and equipment failure.

Between the hours of 8:00 a.m. and 4:30 p.m. on weekdays, call DIA telephone extension 9606.

Between the hours of 4:30 p.m. and 8:00 a.m. on weekdays and on weekends and holidays, call as indicated below:

- (1) Electrical, heating, air conditioning and plumbing - 9642 or 9643.
- (2) All other services - 9618.
- (3) In the event these extensions do not answer, call - 9222.

- 5. SPECIAL EXCEPTIONS. Should emergency repairs be required by a tenant or concessionaire to enable it to continue to safely and effectively fulfill its contractual obligations for the benefit of the traveling public and should such repairs be its own responsibility, employees of the airport may be called upon to provide assistance if the necessary repair cannot be accomplished by others. However, if the Chief, Maintenance Division, and/or the Airport Manager determine that the requested assistance is within Dulles International Airport's capabilities to provide at the time, any actual costs accruing to the airport for services performed will be billed to the tenant or concessionaire. Further, the Federal Government (FAA-DIA) will in no way warrant work performed or accept liability for any failures or damages resulting during or subsequent to the work performed.



G. WARD HOBBS  
Director

Bureau of National Capital Airports