

BACON, THORNTON & PALMER, L.L.P.
CAPITAL OFFICE PARK
6411 IVY LANE
SUITE 500

MARK D. PALMER (MD, DC)
Direct Dial [REDACTED]

GREENBELT, MARYLAND 20770-1411
MAIN (410) [REDACTED]
FAX [REDACTED]
[REDACTED]

Email
[REDACTED]

October 21, 2016

VIA EMAIL and U.S. MAIL

Ravindra M. Chhatre, P.E.
Accident Investigator
National Transportation Safety Board
Office of Railroad, Pipeline and Hazardous
Materials Investigations
490 L'Enfant Plaza East, SW
Washington, DC 20594

Re: Flower Branch Apartments (Silver Spring, Maryland)
DOI: August 10, 2016
NTSB Case No: DCA16FP003

Dear Mr. Chhatre:

This letter is in response to your request for information and documents sent to Clark Melillo by email on October 7, 2016. For reference, a copy of your list of requested documents is attached.

I will address below each request set forth in your list. Further, as I did with the documents requested on August 20, 2016, I am providing you with the documents requested on October 7, 2016 in both hard copy and on disk, for your convenience. Enclosed with the hard copy of this letter are the paper copies of the documents, and the disk.

1. Kay Management Company Maintenance Records reflecting gas odor complaints, and houseline related complaints or maintenance at 8701 Arliss Street, Silver Spring, MD for 12 months preceding August 10, 2016.

This information is contained in the Work Order Detail Report (90 pages) provided to you on October 13, 2016; that document details all maintenance, service, and repair work performed in 8701 and 8703 Arliss Street, both in-house and by contractors, covering the time period August 1, 2015 to August 25, 2016. Included in this document are all reports of gas odor.

Ravindra M. Chhatre, P.E.
Accident Investigator
National Transportation Safety Board
Office of Railroad, Pipeline and Hazardous
Materials Investigations
October 21, 2016
Page 2

2. Records of Kay Management and Liberty Locks reflecting any general lock replacement activity and specifically related to lock replacement at the Storage/Meter room, maintenance room, office room and building entrances in building 8701 Arliss Street, for 6 months prior to incident of August 10, 2016.

Provided in response to this request are Kay Management's records (Purchase Orders to Liberty Lock & Security, Inc. ("Liberty Lock") and payments to Liberty Lock) and records of Liberty Lock (invoices and invoice/work orders) regarding **all** services provided by Liberty Lock at Flower Branch Apartments covering the time period between December 11, 2015 and August 10, 2016 (the last pre-incident service was on July 25, 2016). These records consist of 58 pages.

As you will see, these records are not confined to services provided by Liberty Lock at 8701 Arliss Street, and with very few exceptions, the documents do not specify in which building or buildings (and which rooms or units) the service was directed.

You will note that most of the Liberty Lock invoice/work order documents reference the "Job Location" as "Flower Branch Apts" and the "Address" as 8628 Piney Branch Rd. As I believe you are aware, this was the address of the Leasing Office at Flower Branch Apartments (physically located in the 8701 Arliss St. building) before and at the time of the incident, as reflected in the attached Flower Branch Site Map.

The Kay Management/Liberty Lock records do not contain the specific information you have requested, relating solely to services provided in 8701 Arliss St., so the best that Kay Management can do is provide **all** of the Liberty Lock records documenting services provided at Flower Branch Apartments during the referenced time period.

3. Kay Management records reflecting key logs, key collection or key issuance to Kay Management maintenance personnel of keys providing access to building 8701 Arliss Street and/or to the Storage/Meter room, Maintenance room or Office in building 8701.

The specific records requested do not exist, because the keys for the storage room/meter room, maintenance shop, and Leasing Office in 8701 Arliss Street were not included in the "KeyTrak" system; employees were issued keys for these areas. To clarify, one key was used to open the storage room/meter room, maintenance shop, and Leasing Office, and a separate key was used to open the main entrance door to the building.

The employees issued these keys as of August 2016 are:

Mayra Pinto (Community Manager)
Deborah Gallo (Assistant Manager)
Mayerling Reyes (Leasing Specialist)

Ravindra M. Chhatre, P.E.
Accident Investigator
National Transportation Safety Board
Office of Railroad, Pipeline and Hazardous
Materials Investigations
October 21, 2016
Page 3

Yajaira Hernandez (Leasing Specialist)
Erick Escudero (Leasing Specialist)
Rafael Portillo (Maintenance Technician)
Leonel Lazaro (Maintenance Technician)
Romel Panlaqui (Maintenance Technician)
Eduardo Hidalgo (Engineer)
Jaime Hernandez (NC Specialist)
Gabriel Mancias (NC Specialist)
Fabio Chang (Courtesy Officer)
Charles Marrison (Courtesy Officer)
Charles Johnson (Courtesy Officer)
Richard Webster (Courtesy Officer)
Jeffrey Hughes (Courtesy Officer).

4. Kay Management records, paper or electronic, reflecting the activation and deactivation of the alarm system to 8701 Arliss Street for 7 days leading up to the fire and explosion at that residence.

Provided are records obtained from Vector Security, regarding 8701 Arliss Street. The 3-page document titled "ATF Scene Panel Event Buffer All Partitions.txt" reflects activation and deactivation of the alarm in the 8701 Arliss St. building between July 30, 2016 and August 11, 2016.

The "System Event Report" is an automatic monthly test performed to demonstrate that the alarm is working properly.

5. Kay Management security access records for the meter room in 8701 for 7 days prior to the incident on August 10, 2016.

The only documents responsive to this request are those obtained from Vector Security, discussed above, which did not contain information specific to the meter room; the alarm provided access or restricted access to the meter room/storage room, maintenance shop, and Leasing Office together. There was not a separate alarm for each room.

6. For 6 months prior to the incident on August 10, 2016, all records of any 3rd party access to the storage/meter room in 8701 for purpose of maintenance of the apartment's gas appliances or gas pipelines, for purpose of inspection of gas appliances or gas pipelines, or for purposes of delivering or removing items of storage in the meter room of 8701.

There are no documents relating to third-party access to the meter room/storage room in 8701 Arliss Street.

Ravindra M. Chhatre, P.E.
Accident Investigator
National Transportation Safety Board
Office of Railroad, Pipeline and Hazardous
Materials Investigations
October 21, 2016
Page 4

I believe that this letter, and the documents provided, are fully responsive to your October 7, 2016 request for information and documents. All responsive documents have been provided. If you have any questions, comments, or further requests, please let me know. Thank you.

Very truly yours,



Mark D. Palmer
MDP/bjr

Enclosures as stated (by U.S. Mail)

cc: Mr. Clark Melillo
President
Kay Apartment Communities

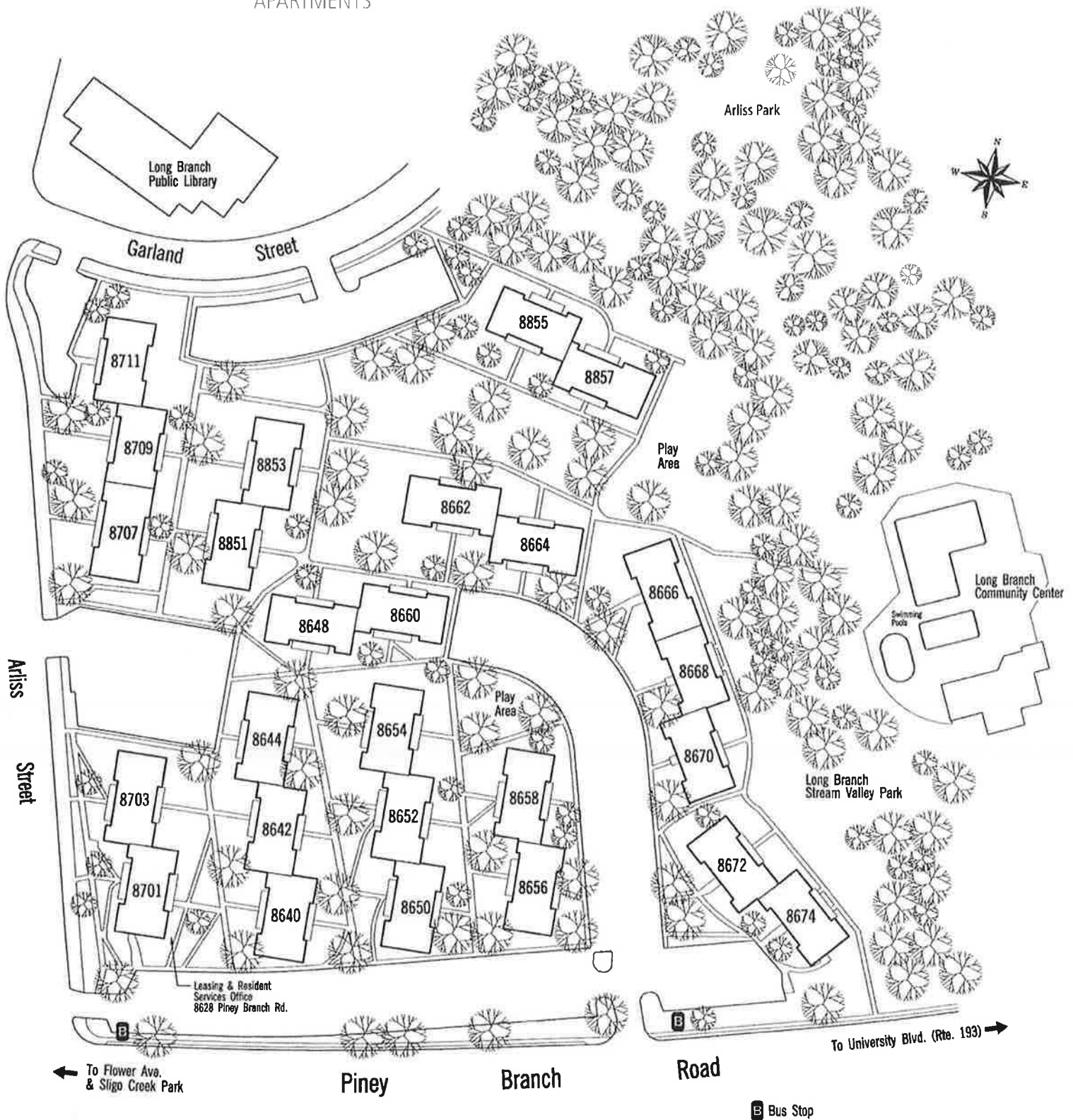
Mr. Kalu Kelly Emeaba
Pipeline Accident Investigator
National Transportation Safety Board (email only)

Ms. Rachael T. Gunaratnam
Hazardous Materials Accident Investigations
National Transportation Safety Board (email only)

Kay Management should provide the following:

1. Kay Management Company Maintenance Records reflecting gas odor complaints, and houseline related complaints or maintenance at 8701 Arliss Street, Silver Spring, MD for 12 months preceding August 10, 2016.
2. Records of Kay Management and Liberty Locks reflecting any general lock replacement activity and specifically related to lock replacement at the Storage/Meter room, maintenance room, office room and building entrances in building 8701 Arliss Street, for 6 months prior to incident of August 10, 2016.
3. Kay Management records reflecting key logs, key collection or key issuance to Kay management maintenance personnel of keys providing access to building 8701 Arliss Street and/or to the Storage/Meter room, Maintenance room or Office in building 8701.
4. Kay Management records, paper or electronic, reflecting the activation and deactivation of the alarm system to 8701 Arliss Street for 7 days leading up to the fire and explosion at that residence.
5. Kay Management security access records for the meter room in 8701 for 7 days prior to the incident on August 10, 2016.
6. For 6 months prior to the incident on August 10, 2016, all records of any 3rd party access to the storage/meter room in 8701 for purpose of maintenance of the apartment's gas appliances or gas pipelines, for purpose of inspection of gas appliances or gas pipelines, or for purposes of delivering or removing items of storage in the meter room of 8701.

FLOWER BRANCH APARTMENTS



Leasing Office and Resident Services: 8628 Piney Branch Road, #12, Silver Spring, MD 20901

