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**MICHAEL G. JONES** | [mgjones@martinpringle.com](mailto:mgjones@martinpringle.com)

**Via Electronic Mail**

Angela Muder, Compliance Specialist  
Federal Aviation Administration  
Office of Airports  
901 Locust, Room 364  
Kansas City, MO 64106

[Angela.Muder@faa.gov](mailto:Angela.Muder@faa.gov)

Ms. Muder,

UCM has appreciated the opportunity to work with the FAA to better serve the Skyhaven Airport (the "Airport") licensees. Since Complainants filed their complaint in October 2024, UCM has diligently tried to resolve Complainants' concerns. As the FAA is well aware, when Complainants submitted their informal complaint to the FAA, Complainants based their complaint on concerns that UCM was violating Grant Assurances 22a (Economic Discrimination); 22f (Aircraft Owner/Operator Right to Self Service); 22g (Sponsor Commercial Services (Proprietary Rights)); and 23 (Exclusive Rights).

These concerns were primarily based on a misunderstanding that Complainant [REDACTED] was not permitted to do A&P mechanic services at the Airport and that the other Complainants were prohibited from performing self-fueling in their respective licensed hangars. In response to these concerns, UCM revised the licensing agreement to make it clear that it did not prohibit self-fueling and provided opportunities for A&P mechanic services. To further aid communication and transparency with the licensees, UCM also revised and published its Rules and Regulations including minimum standards so that the licensees could consult the Rules if they had any questions.

Once these issues were resolved, Complainant [REDACTED] raised additional concerns about UCM's hangar fees and how the management of the Airport's finances could be a violation of Grant Assurance 25 (Airport Revenues). In response, UCM provided the FAA additional explanations about UCM's financial practices and several financial documents outlining the management of the Airport's finances.

At this point, UCM is unaware of any outstanding concerns from Complainants related to the Grant Assurances. As noted in UCM's last correspondence, Mr. [REDACTED] has paid his hangar licensing fee and UCM is reviewing Mr. [REDACTED] application to operate a commercial business to perform A&P mechanic services for others inside his licensed storage hangar. That application is being processed in the regular course at the airport, but as previously noted, Mr. [REDACTED] and other A&Ps already remained welcome to perform, and already are performing, A&P services at the airport outside his licensed storage hangar, in the dedicated maintenance or in other licensees' hangar spaces when appropriate under the available waiver procedure.

As to your last inquiry about the deposits, it was never UCM's intent to require licensees to have more than one deposit on record. Many of the licensees have been using space at the Skyhaven Airport since 2013. In 2016, unbeknownst to current airport employees, a decision was made to stop collecting deposits. At that time, airport accounting converted deposits on file to revenue and granted all licensees still using the hangars one month "free" use of the licensed hangar. Please see attached a record UCM's Accounting Department was able to locate in this regard. In 2024, when reviewing the license agreement, it was determined by UCM that there were no longer any deposits being collected or held by UCM on behalf of the current licensees. UCM is unsure why the practice of collecting deposits was not continued, but when license agreements were reviewed it was determined that collecting deposits was a sound business practice, which is why deposits were requested with the revised license agreements in August 2024. UCM recognizes that it caused confusion for licensees who may have paid a deposit and immediately issued refunds of recently paid deposits to those individuals who verified that they had previously paid a deposit, because at the time UCM was unaware of the decision and one month credit that was made in 2016. However, UCM can find no accounting record of the one month credit being applied to the licensees accounts in 2016, thus those who have been licensing a hangar from UCM since that time period and records indicated they had a deposit on file at that time will be considered as having a deposit on file. If the licensee has already paid the new deposit, they will be refunded immediately. UCM is aware of three licensees, including Mr. [REDACTED] who provided proof of a previously paid deposit. Those individuals were immediately refunded. UCM's records indicate that two other licensees were licensed to use UCM hangars and had a deposit on file in 2016 that paid the new deposit fee. These individuals will be refunded. Licensees who assumed their licensed hangars in 2016 or after were not required to have deposits on record and UCM has no deposits on record for those individuals. UCM will and has collected deposits for those licensees. Starting in August, all deposits are being tracked in the airport's QuickBooks, which is used for the billing of hangar license fees and also in a separate file managed by the airport to avoid any future confusion.

Because Complainants' concerns with the Grant Assurances have all seemingly been addressed, UCM respectfully requests that the FAA either close the complaint or provide a timeline in which it will close the complaint. UCM is optimistic that this process has improved communication between UCM and Complainants, and hopes to build on that progress should Complainants have other concerns. For that reason, UCM believes that closing the complaint would be in the best interest of all the parties involved as it would further streamline communication between UCM and Complainants, and allow the signature of the updated license by Complainants [REDACTED] and lift the pause on payment of their associated licensing fees for uninterrupted use of storage hangars while this complaint was pending.

Very truly yours,

MARTIN, PRINGLE, OLIVER,  
WALLACE & BAUER, L.L.P.



By: Michael G. Jones

6-13-14

Airport Hangar Deposits  
Account 100010-250450

PA 061610

✓ 5/2/14

Name	Date	Deposit	Refund	Date	Account Balance
	6/26/2013	225.00			225.00
	6/26/2013	300.00			300.00
	6/26/2013	275.00			275.00
	6/26/2013	300.00			300.00
	6/26/2013	300.00			300.00
	6/26/2013	225.00			225.00
	6/26/2013	225.00			225.00
	6/26/2013	250.00			250.00
	6/26/2013	200.00			200.00
	6/26/2013	200.00			200.00
	6/26/2013	250.00			250.00
	6/26/2013	250.00			250.00
	6/26/2013	275.00			275.00
	6/26/2013	60.00			60.00
	6/26/2013	300.00			300.00
	6/26/2013	60.00			60.00
	6/26/2013	60.00			60.00
	7/19/2013	200.00			200.00
	7/26/2013	200.00			200.00
Totals		4,155.00	0.00		4,155.00

See  
Note  
Attached

100010- 250450

4155.00 (D)

100010- 210 272- 550160- 1100

4155.00 (C)

8310.00

GOOGLE APPS @

**UCM**


Phyllis Atkin &lt;atkin@ucmo.edu&gt;

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**Hangar Deposits**1 message

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Mon, Jun 13, 2016 at 8:57 AM

  
Hi Phyllis,

The Skyhaven airport is no longer requires a deposit from the hangar lessors. Lessors are billed on month-to-month basis.

Thank you,

  
Coordinator, Business/Fiscal Operations  
University of Central Missouri  
Department of Aviation, MULE Center  
Warrensburg, MO 64093  
office 660-543-8217

*Deposits - instead of a refund they  
were given 1 month free rental*