Quarterly Hotel Condition Inspection Instructions and Checklist

EAGLE SUITES®

Field guide for Eagle Suites inspectors covering inspection instructions, operating recommendations, route order, scoring logic, the standard quarterly checklist, and a printable landscape field worksheet.

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INSPECTION TIME

3-4 Hours

General field walk, support areas, and room inspection

ROOM RULE

All Vacant + OOS

If none are available, inspect at least 3 occupied sample rooms

PRIORITY TIERS

P1 / P2 / P3

Immediate, near-term, and routine correction buckets

SAME-DAY OUTPUT

1 Packet

Notes, photos, top findings, and action-ready summary

Purpose

This quarterly inspection is a general-condition review for Eagle Suites properties. It is meant to catch asset-condition problems, deferred maintenance, guest-impression issues, security exposure, and room-readiness drift that daily and weekly operating routines can miss.

The inspection should stay practical and decision-useful. The goal is not to create a giant compliance form. The goal is to produce a repeatable portfolio standard that leadership can compare from hotel to hotel and quarter to quarter.

Inspector Instructions

Before Arrival

- Review the prior quarterly condition report if available.
- Review open maintenance backlog and any major unresolved guest-impact issues.

- Confirm current occupancy plus the list of vacant rooms and out-of-service rooms.
- Bring a simple note sheet or device so every issue can be logged with location, issue, priority, and recommended next step.

During the Inspection

- Use the same route order at every hotel so reports stay comparable.
- Take overview photos first, then close-up photos for each important issue.
- Inspect all vacant rooms and all out-of-service rooms.
- If no vacant or out-of-service rooms are available, inspect at least 3 occupied rooms that represent average condition, worn condition, and recent-problem condition.
- Flag any active leak, electrical risk, major security issue, or unusable room condition as Priority 1 before leaving the site.

Before Leaving the Site

- List the top 5 to 10 issues for the property.
- Separate them into Priority 1, Priority 2, and Priority 3.
- Confirm whether any room should be taken out of service immediately.
- Confirm whether any issue needs same-day leadership escalation.

Recommended Operating Standard

P1 Immediate P2 Near-Term P3 Routine

- **Priority 1:** safety issue, active leak, electrical risk, major security exposure, severe room damage, or anything that should stop a room or area from being used.
- **Priority 2:** visible deterioration, repeated guest-impact issue, broken fixture, failing cleanliness standard, or a condition likely to worsen if left alone.
- **Priority 3:** cosmetic or minor issue that should still be corrected through normal maintenance flow.
- Every deficiency should capture four things: exact location, issue description, priority, and recommended next step.
- Inspectors should photograph both good examples and bad examples so the report stays balanced and shows what "acceptable" looks like.

Use simple judgment, not vague language. "Guest laundry dryer #2 not heating; Priority 2; test heating element and vent path; correct within 30 days" is useful. "Laundry issue" is not.

Recommended Inspector Route

1. Arrival and front curb view
2. Front office, lobby, and public interior spaces
3. Exterior grounds and building perimeter
4. Roofline, gutters, drainage, and water-control areas visible from the ground
5. Parking lots, drive lanes, curbs, signage, fencing, and dumpster/service areas
6. Mechanical rooms, storage rooms, and back-of-house support areas
7. Guest laundry room
8. House laundry or staff laundry
9. All vacant rooms
10. All out-of-service rooms
11. Occupied sample rooms only if needed
12. Final walk back through the highest-risk areas before departure

Quarterly Checklist

SECTION	MAIN CHECKS	WHAT THE INSPECTOR SHOULD RECORD
1. Arrival / Curb Appeal	Front sign, entrance drive, landscaping, trash, first impression, front lighting, sidewalks, curb lines	Document whether the property looks cared for on arrival and note any obvious neglected exterior conditions
2. Office / Lobby / Public Areas	Cleanliness, organization, desk presentation, flooring, walls, ceilings, seating, public restroom if present, windows and doors	Record guest-facing wear, stains, clutter, broken finishes, and unfinished repairs
3. Exterior Building Condition	Paint, siding, stucco, brick, fascia, soffit, railings, stairs, breezeways, walkways, doors, locks, windows, room numbers, building numbers	Record deferred exterior maintenance, safety exposure, visible damage, and pressure-washing needs
4. Roofline / Drainage / Water Control	Visible roof distress, gutter condition, downspouts, standing water, erosion, splash areas, evidence of old or active leaks	Record leak risk and chronic drainage failures with exact location
5. Parking Lot / Drives / Site Surfaces	Potholes, cracking, striping, curbs, trip hazards, drive lanes, carports if present, dumpster and service areas	Record liability risk, capital-needs items, and any areas needing repair or cleanup
6. Lighting / Security / Site Safety	Exterior lighting, dark zones, fence and gate condition, visible cameras, broken locks, unsecured doors, fire lanes, exits, access points	Record security exposure and same-day escalation items clearly
7. Grounds / Storage / Back-of-House	Storage rooms, maintenance shops, supply areas, clutter, blocked access, trash enclosures, rear-of-house housekeeping	Record operating-discipline issues and hidden condition problems behind buildings or in support spaces
8. Guest Laundry	Cleanliness, odor, washers, dryers, lint areas, venting, machine fronts, controls, lighting, doors, locks, signage	Record guest-facing support-area condition and any machine or safety issue
9. House Laundry / Staff Laundry	Machine operation, organization, lint control, chemical storage, leaks, mold, moisture, floor drains, utility connections	Record back-of-house reliability problems and fire or moisture risk
10. Vacant Rooms	Door and lock function, cleanliness, walls, ceilings, flooring, bathroom condition, HVAC, plumbing, electrical, appliances, furniture, blinds, mattress, smoke detector	State whether each room is truly rent-ready and list specific reasons if it is not

SECTION	MAIN CHECKS	WHAT THE INSPECTOR SHOULD RECORD
11. Out-of-Service Rooms	Exact reason room is down, repair scope, blockers, parts delay, contractor dependency, staffing issue, return-to-inventory path	Record whether the room is down for a valid reason or due to weak follow-through and list the work required to bring it back
12. Occupied Sample Rooms	General cleanliness, odor, visible wear, bathroom condition, HVAC, lighting, outlets, window coverings, doors, recurring maintenance evidence	Record true lived-in room condition only when a vacant or out-of-service sample is not available
13. Mechanical / Utility / Support Areas	Electrical rooms, water heater or boiler areas, utility access, active leaks, rust, unsafe storage, secure access doors, central ventilation system inspection per building, and verification that each system is in working order	Record neglect, leak, corrosion, ventilation issues, or access-control issues in support infrastructure areas

Required Fields for Every Major Finding

FIELD	REQUIRED STANDARD
Location	Building, floor, room number, or exact site area
Issue	Short and specific condition statement
Priority	Priority 1, Priority 2, or Priority 3
Recommended Action	Plain-English next step, not just the issue restated
Time Frame	0-30 days, 31-90 days, or 90+ days / capital
Photo Reference	Photo number, caption, or page reference tied to the issue

Recommended Report-Out Format

REPORT SECTION	WHAT IT MUST INCLUDE
Executive Summary	Overall property condition, biggest positives, biggest risks, and management attention level
Condition Scorecard	Score 1-5 for curb appeal, exterior, drainage, parking, lighting/security, storage, guest laundry, house laundry, vacant rooms, and OOS recovery
Top Findings	Top 5 to 10 issues sorted highest risk first

REPORT SECTION	WHAT IT MUST INCLUDE
Room Inventory Findings	Vacant count inspected, OOS count inspected, occupied sample count, rooms not rent-ready, common failures observed
Action Plan	0-30 days, 31-90 days, and 90+ days / capital work list
Immediate Escalations	Only when needed for active leaks, unsafe conditions, broken security points, or rooms that should come out of service immediately

Recommendation

Use this same inspection order, same priority system, and same report structure every quarter across the entire Eagle Suites portfolio. Consistency is what turns inspections into management data instead of isolated site notes.

Best practice: keep the inspection visual, short on fluff, strong on location detail, and strict about converting observations into action items.

FIELD WORKSHEET

Quarterly Hotel Condition Inspection Checklist

Landscape worksheet. Mark Y, N, or N/A for each line. Add priority only when an issue exists.

PROPERTY	HOTEL CODE	DATE	INSPECTOR	START TIME	END TIME

VACANT ROOMS INSPECTED	OOS ROOMS INSPECTED	OCCUPIED SAMPLE COUNT	OVERALL CONDITION	MANAGEMENT ATTENTION	SAME-DAY ESCALATION

Priority guide: P1 = immediate life-safety, active leak, security, or room-down issue. P2 = near-term deterioration or repeated guest-impact issue. P3 = routine/cosmetic issue.

1. Arrival / Curb Appeal

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Front sign is clean, visible, and illuminated if applicable.	☐	☐	☐	☐	☐	☐	
Entrance drive, sidewalks, and curb lines are clean and in acceptable condition.	☐	☐	☐	☐	☐	☐	
Landscaping, grass, and exterior trash condition are presentable.	☐	☐	☐	☐	☐	☐	
Property makes a cared-for first impression on arrival.	☐	☐	☐	☐	☐	☐	

2. Office / Lobby / Public Areas

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Lobby and office are clean, organized, and professionally presented.	☐	☐	☐	☐	☐	☐	
Public seating, flooring, walls, and ceilings are in good condition.	☐	☐	☐	☐	☐	☐	
Public restrooms are clean and functioning if present.	☐	☐	☐	☐	☐	☐	
Windows, doors, and visible finish work are acceptable with no obvious unfinished patchwork.	☐	☐	☐	☐	☐	☐	

3. Exterior Building Condition

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Paint, siding, stucco, brick, and exterior wall finish are in acceptable condition.	☐	☐	☐	☐	☐	☐	
No visible sagging, fascia failure, soffit failure, or major roofline distress from the ground.	☐	☐	☐	☐	☐	☐	
Railings, stairs, landings, breezeways, and walkways are secure and safe.	☐	☐	☐	☐	☐	☐	
Exterior doors, frames, locks, and hardware are functioning correctly.	☐	☐	☐	☐	☐	☐	
Windows, screens, room numbers, and building numbers are intact and consistent.	☐	☐	☐	☐	☐	☐	

4. Roofline / Drainage / Water Control

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
No visible evidence of active leak or prior leak damage from ceilings or exterior surfaces.	☐	☐	☐	☐	☐	☐	
Gutters are attached, free of obvious debris, and draining properly.	☐	☐	☐	☐	☐	☐	
Downspouts direct water away from buildings and are not discharging into problem spots.	☐	☐	☐	☐	☐	☐	
No standing water, erosion, washout, or chronic drainage issue is visible.	☐	☐	☐	☐	☐	☐	

FIELD WORKSHEET

Quarterly Hotel Condition Inspection Checklist

PROPERTY	DATE	INSPECTOR	BUILDING / AREA	PHOTO REF RANGE	PRIORITY COUNT

5. Parking Lot / Drives / Site Surfaces

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Parking lot striping and traffic flow are visible and acceptable.	☐	☐	☐	☐	☐	☐	
Potholes, cracking, broken curbs, and trip hazards are absent or minor.	☐	☐	☐	☐	☐	☐	
Drive lanes, sidewalks, and stair approaches are safe and usable.	☐	☐	☐	☐	☐	☐	
Carports, covered areas, dumpster pads, and service zones are structurally sound and clean if present.	☐	☐	☐	☐	☐	☐	

6. Lighting / Security / Site Safety

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Exterior lighting is functioning in key office, laundry, stair, and parking areas.	☐	☐	☐	☐	☐	☐	
No major dark zones are creating avoidable security exposure.	☐	☐	☐	☐	☐	☐	
Fencing, gates, and visible cameras are secure and in usable condition.	☐	☐	☐	☐	☐	☐	
No unsecured rooms, broken locks, or easy access points are present.	☐	☐	☐	☐	☐	☐	
Fire lanes, exits, and access points are clear and usable.	☐	☐	☐	☐	☐	☐	

7. Grounds / Storage / Back-of-House

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Storage rooms, maintenance spaces, and supply areas are organized and usable.	☐	☐	☐	☐	☐	☐	
No unsafe stacking, blocked access, or cluttered work areas are present.	☐	☐	☐	☐	☐	☐	
Trash enclosures and grounds behind buildings are acceptable.	☐	☐	☐	☐	☐	☐	
Central vent system in each building is inspected and verified to be in working order.	☐	☐	☐	☐	☐	☐	Building #
No bulk debris, abandoned items, or scrap material is creating an obvious condition problem.	☐	☐	☐	☐	☐	☐	

8. Guest Laundry

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Guest laundry room is clean and odor is acceptable.	☐	☐	☐	☐	☐	☐	
Floors, walls, lint areas, and folding surfaces are clean.	☐	☐	☐	☐	☐	☐	
Washers and dryers are operating and machine fronts/controls are intact.	☐	☐	☐	☐	☐	☐	
Venting, lighting, door hardware, locks, and signage are acceptable.	☐	☐	☐	☐	☐	☐	

FIELD WORKSHEET

Quarterly Hotel Condition Inspection Checklist

PROPERTY	DATE	INSPECTOR	VACANT COUNT	OOS COUNT	OCCUPIED SAMPLE

9. House Laundry / Staff Laundry

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
House laundry area is clean, organized, and usable.	☐	☐	☐	☐	☐	☐	
Washers and dryers are operating and lint control is acceptable.	☐	☐	☐	☐	☐	☐	
Chemical storage and supplies are organized and not creating risk.	☐	☐	☐	☐	☐	☐	
No visible leak, mold, moisture issue, or utility connection problem exists.	☐	☐	☐	☐	☐	☐	

10. Vacant Rooms

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Entry door, lock, and hardware function correctly.	☐	☐	☐	☐	☐	☐	Room #
Overall cleanliness, walls, ceilings, trim, and flooring are acceptable.	☐	☐	☐	☐	☐	☐	
Bathroom is free of leak, mold, broken fixture, and unfinished repair work.	☐	☐	☐	☐	☐	☐	
HVAC, plumbing fixtures, electrical outlets, lights, switches, and appliances operate properly.	☐	☐	☐	☐	☐	☐	
Furniture, mattress, window coverings, and life-safety basics are acceptable.	☐	☐	☐	☐	☐	☐	
Room is truly rent-ready, or exact reasons it is not are listed.	☐	☐	☐	☐	☐	☐	

11. Out-of-Service Rooms

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Exact reason room is out of service is documented.	☐	☐	☐	☐	☐	☐	Room #
Room appears blocked for a valid reason rather than poor follow-through.	☐	☐	☐	☐	☐	☐	
All work required to return the room to inventory is listed.	☐	☐	☐	☐	☐	☐	
Repair scale is identified as minor, moderate, or major.	☐	☐	☐	☐	☐	☐	
Known blockers such as parts delay, contractor dependency, or staffing issue are noted.	☐	☐	☐	☐	☐	☐	

FIELD WORKSHEET

Quarterly Hotel Condition Inspection Checklist and Summary

PROPERTY	DATE	INSPECTOR	REGION	OVERALL CONDITION	MANAGEMENT ATTENTION

12. Occupied Sample Rooms

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
General cleanliness and odor are acceptable.	☐	☐	☐	☐	☐	☐	Room #
Visible wear on walls, flooring, furniture, and bathroom is acceptable.	☐	☐	☐	☐	☐	☐	
HVAC, lights, outlets, window coverings, and door function appear acceptable.	☐	☐	☐	☐	☐	☐	
No obvious pattern of recurring maintenance failure is visible.	☐	☐	☐	☐	☐	☐	

13. Mechanical / Utility / Support Areas

SCORE:

CHECK ITEM	Y	N	N/A	P1	P2	P3	COMMENT / LOCATION
Electrical rooms are accessible, reasonably clean, and not used for unsafe storage.	☐	☐	☐	☐	☐	☐	
Water heater, boiler, and utility areas show no obvious neglect.	☐	☐	☐	☐	☐	☐	
No active leaks, severe rust, or major service-condition issues are visible.	☐	☐	☐	☐	☐	☐	
Access doors are secure and support areas are free of blocked or unsafe access conditions.	☐	☐	☐	☐	☐	☐	

Top 5 to 10 Issues

Same-Day Escalations / Rooms to Remove from Service

0-30 Day Actions

31-90 Day / 90+ Day Actions

Inspector Signature

Operations Review

Date