



EAGLE SUITES®

Maintenance Aging Report

Leadership roll-up of open hotel-level maintenance work orders by aging threshold.

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OPEN WORK
ORDERS

183

Current source
report scope

EXECUTIVE 30+
DAYS

19

Across 8 hotel(s)

REGIONAL 14+
DAYS

74

Across 17 hotel(s)

URGENT OPEN
ITEMS

31

Marked urgent in
source

Executive Summary

There are **19** open work order(s) at the executive 30+ day threshold and **74** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Benton - Military Rd** with 11 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **Tulsa - E 52nd Street** has 4 item(s) at 30+ days old, oldest at 91 day(s).
- **Oklahoma City - NE I-35** has 4 item(s) at 30+ days old, oldest at 69 day(s).
- **Baton Rouge - Airline** has 3 item(s) at 30+ days old, oldest at 46 day(s), including urgent work.
- **Benton - Military Rd** has 11 item(s) at 14+ days old, oldest at 42 day(s), 0 urgent.
- **Baton Rouge - Gwenadele** has 11 item(s) at 14+ days old, oldest at 26 day(s), 7 urgent.
- **North Little Rock - Gray Road** has 9 item(s) at 14+ days old, oldest at 32 day(s), 0 urgent.

Executive Level, 30+ Day Items

Tulsa - E 52nd Street

Regional Level, 14+ Day Items

Benton - Military Rd

11 item(s), oldest 42 day(s), no urgent items

4 item(s), oldest 91 day(s), no urgent items

- **16575-1** · Normal · 91 day(s) old · created 01/19/2026
ROOM 145
- **18147-1** · Normal · 46 day(s) old · created 03/05/2026
install the electric eagle suites sign
- **18665-1** · Normal · 33 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
- **18685-1** · Normal · 33 day(s) old · created 03/18/2026
NEED TO PLACE THE QR CODE CARDS ON THE INSIDE OF ALL DOORS

Oklahoma City - NE I-35

4 item(s), oldest 69 day(s), no urgent items

- **17271-1** · Normal · 69 day(s) old · created 02/10/2026
ms vee apartment has hole in the wall that need to be patched due to a leak.
- **17807-1** · Normal · 54 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
- **17939-1** · Normal · 51 day(s) old · created 02/28/2026
room 128 t.v. needs a new t.v.
- **18358-1** · Normal · 41 day(s) old · created

- **18321-1** · Normal · 42 day(s) old · created 03/09/2026
all gutters need straw/debris cleaned out and all downspouts and drain with
- **18806-1** · Normal · 30 day(s) old · created 03/21/2026
Internet and security wiring hanging between #143 & #144 needs to be pulled not hanging, also all wiring wrapped around Security Camera between #141 & #142 needs to be pulled and attached to building. Pictures taken an Aaron has asked that it be corrected.
- **18975-1** · Normal · 25 day(s) old · created 03/26/2026
unit #144 - will be vacant 04/17/26 - the total unit needs repainted, floor in front revenue to \$1240 or \$360 weekly. I have a family waiting
- **19091-1** · Normal · 23 day(s) old · created 03/28/2026
Military - needs replacement filiters for PTAC PremAire 6 to 8
- **19241-1** · Normal · 20 day(s) old · created 03/31/2026
We need two bed frames and mattresses by april 10th for managers
- **19384-1** · Normal · 18 day(s) old · created 04/02/2026
washer and dryer for managers apartment by April 15th.
- **19400-1** · Normal · 18 day(s) old · created 04/02/2026
Unit #122 large burner is not working on the range and the refrigerator is
- **19401-1** · Normal · 18 day(s) old · created 04/02/2026
Unit # 128 small burner not working.
- **19402-1** · Normal · 18 day(s) old · created 04/02/2026
Military - needs 1 20 gallon water heater, pan,3/4 hose, shut off
- **19403-1** · Normal · 18 day(s) old · created 04/02/2026
Unit #110 needs trim around PTAC inside painted
- **19449-1** · Normal · 16 day(s) old · created 04/04/2026
Military - over the door entering the lobby has a leak when it rains, this is the frame at the top is

03/10/2026
ROOM 122 BATHROOM
DOOR NEEDS TO BE
FIXED

Baton Rouge - Airline

3 item(s), oldest 46 day(s), 1
urgent

- **18195-1** · Normal · 46 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline
 - **18196-1** · Normal · 46 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
 - **18661-1** · Urgent · 33 day(s) old · created 03/18/2026
RM 425 occupied
NEEDS 2 PRONG ELEC
OUTLET REPLACED TO
A 3 Airline
-

Benton - Military Rd

2 item(s), oldest 42 day(s), no
urgent items

- **18321-1** · Normal · 42 day(s) old · created 03/09/2026
all gutters need
straw/debris cleaned out
and all downspouts and
drain with
- **18806-1** · Normal · 30 day(s) old · created 03/21/2026
Internet and security
wiring hanging between
#143 & #144 needs to
be pulled not hanging,
also all wiring wrapped
around Security Camera
between #141 & #142
needs to be pulled and
attached to building.
Pictures taken an Aaron

splitting and breaking down from the rain/water,
of course this only happens when it rains

Baton Rouge - Gwenadele

11 item(s), oldest 26 day(s), 7 urgent

- **18952-1** · Normal · 26 day(s) old · created 03/25/2026
light over rm #311 not working
 - **19076-1** · Normal · 24 day(s) old · created 03/27/2026
ROOM 331, A/C NOT WORKING GIVING ERROR
CODE...ROOM IS
 - **19133-1** · Urgent · 23 day(s) old · created 03/28/2026
ROOM 321 NEEDS WEATHER STRIPPING AT
THE BOTTOM OF THE
 - **19277-1** · Normal · 20 day(s) old · created 03/31/2026
Room 204 OCC
 - **19286-1** · Urgent · 19 day(s) old · created 04/01/2026
INSTALL PARK GRILLS
 - **19303-1** · Urgent · 19 day(s) old · created 04/01/2026
ROOM 225 BATHROOM DOOR SCRAPES
AGAINST FLOOR, TOUCH THEY HAVE EXTRA
CAULK OR SOMETHING?
 - **19309-1** · Urgent · 19 day(s) old · created 04/01/2026
ROOM 312 NEEDS NEW TOILET SEAT
 - **19313-1** · Urgent · 19 day(s) old · created 04/01/2026
ROOM 326-OUT OF ORDER-- TOUCH UP
PAINT, TOILET PAPER ROLL
 - **19498-1** · Normal · 14 day(s) old · created 04/06/2026
Room 233 Manager!
 - **19505-1** · Urgent · 14 day(s) old · created 04/06/2026
ROOM 204 HAS HOLE IN THE CEILING
 - **19507-1** · Urgent · 14 day(s) old · created 04/06/2026
ROOM 209 HAS BACTERIA ABOVE SHOWER
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North Little Rock - Gray Road

9 item(s), oldest 32 day(s), no urgent items

has asked that it be corrected.

Benton South

2 item(s), oldest 42 day(s), no urgent items

- **18312-1** · Normal · 42 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking
- **18800-1** · Normal · 31 day(s) old · created 03/20/2026
Field needs mowed badly - grass is getting tall and this is where the guests

North Little Rock - Gray Road

2 item(s), oldest 32 day(s), no urgent items

- **18704-1** · Normal · 32 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 32 day(s) old · created 03/19/2026
Room 543 needs a PTAC

Benton - I-30

1 item(s), oldest 76 day(s), no urgent items

- **16992-1** · Normal · 76 day(s) old · created 02/03/2026
Update on 2-25-26
Sungpuma roofing & restoration (Juan P.) came by and Rain gutter in court yard by room 239 several feet ready to fall

- **18704-1** · Normal · 32 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 32 day(s) old · created 03/19/2026
Room 543 needs a PTAC
- **19370-1** · Normal · 18 day(s) old · created 04/02/2026
Room 413 needs two PTAC's (one is missing and one has no heat) (Recreated work order - Someone marked it as complete but issue was not resolved)
- **19371-1** · Normal · 18 day(s) old · created 04/02/2026
Room 458 needs dresser replaced (we don't have any on-site)
- **19372-1** · Normal · 18 day(s) old · created 04/02/2026
Room 469 needs PTAC replaced (it's a brand new Hotpoint unit but the numbers)
- **19374-1** · Normal · 18 day(s) old · created 04/02/2026
Room 546 needs dresser replaced (we don't have any on-site)
- **19377-1** · Normal · 18 day(s) old · created 04/02/2026
No power along the left side and back of the wall in the office area. All (Recreated work order - was marked as completed by someone but issue was not resolved)
- **19378-1** · Normal · 18 day(s) old · created 04/02/2026
Soffit around the emergency exit sign outside of room 548 is missing (Recreated work order - Someone marked it as completed but issue was not resolved)
- **19458-1** · Normal · 16 day(s) old · created 04/04/2026
Plumber said that we need to replace the 2nd pump for the sewer system often.

Oklahoma City - SW 3rd

9 item(s), oldest 24 day(s), no urgent items

- **19034-1** · Normal · 24 day(s) old · created 03/27/2026
rm 1081 - leak from above kitchen sink
- **19037-1** · Normal · 24 day(s) old · created 03/27/2026

Tulsa - S 79th East Ave

1 item(s), oldest 34 day(s), no urgent items

- **18605-1** · Normal · 34 day(s) old · created 03/17/2026
3209 stove does not work. need a new stove

rm 2100- paint patch near bathroom, caulking on tub spout and handle

- **19052-1** · Normal · 24 day(s) old · created 03/27/2026
rm 2063 - shower cartridge
- **19157-1** · Normal · 21 day(s) old · created 03/30/2026
2062 small sheetrock patch
- **19164-1** · Normal · 21 day(s) old · created 03/30/2026
1066 bathroom ceiling finish
- **19174-1** · Normal · 21 day(s) old · created 03/30/2026
1073 smoke detector battery and shower cartridge
- **19179-1** · Normal · 21 day(s) old · created 03/30/2026
2049 wall paint
- **19466-1** · Normal · 15 day(s) old · created 04/05/2026
ROOM 2034 roof leak
- **19470-1** · Normal · 15 day(s) old · created 04/05/2026
ROOM 2004 roof leak, damaged ceiling

Oklahoma City - NE I-35

6 item(s), oldest 69 day(s), no urgent items

- **17271-1** · Normal · 69 day(s) old · created 02/10/2026
ms vee apartment has hole in the wall that need to be patched due to a leak.
- **17807-1** · Normal · 54 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
- **17939-1** · Normal · 51 day(s) old · created 02/28/2026
room 128 t.v. needs a new t.v.
- **18358-1** · Normal · 41 day(s) old · created 03/10/2026
ROOM 122 BATHROOM DOOR NEEDS TO BE FIXED
- **18851-1** · Normal · 28 day(s) old · created 03/23/2026
we need some cameras for the third floor and by the dog park all the blind

- **19500-1** · Normal · 14 day(s) old · created 04/06/2026
hole in room 318 wall
-

Tulsa - E 52nd Street

5 item(s), oldest 91 day(s), no urgent items

- **16575-1** · Normal · 91 day(s) old · created 01/19/2026
ROOM 145
 - **18147-1** · Normal · 46 day(s) old · created 03/05/2026
install the electric eagle suites sign
 - **18665-1** · Normal · 33 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
 - **18685-1** · Normal · 33 day(s) old · created 03/18/2026
NEED TO PLACE THE QR CODE CARDS ON THE INSIDE OF ALL DOORS
 - **18870-1** · Normal · 28 day(s) old · created 03/23/2026
PLACE SIGNS ALONG THE PROPERTY ABOUT DOG CLEAN UP
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Baton Rouge - Airline

5 item(s), oldest 46 day(s), 2 urgent

- **18195-1** · Normal · 46 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline
- **18196-1** · Normal · 46 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
- **18661-1** · Urgent · 33 day(s) old · created 03/18/2026
RM 425 occupied NEEDS 2 PRONG ELEC OUTLET REPLACED TO A 3 Airline
- **19093-1** · Normal · 23 day(s) old · created 03/28/2026
support pole on side of building 3 needs repaired. Airline
- **19509-1** · Urgent · 14 day(s) old · created 04/06/2026
rm 439 repair hole in wall PLEASE USE DROP CLOTHES TO COVER BED Airline

Conway - Skyline

4 item(s), oldest 26 day(s), 4 urgent

- **18937-1** · Urgent · 26 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING DOWN THE ELECTRICAL CONDUIT FLOOR. SENDING PICTURES TO BENNY.
- **19043-1** · Urgent · 24 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT OUT
- **19074-1** · Urgent · 24 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY THE ATRIUM OVER ROOM 200
- **19442-1** · Urgent · 17 day(s) old · created 04/03/2026
NEED TWO VENT COVERS FOR THE OUTSIDE OF THE DRYERS. NEED Titan General ROOMS226,217,211,205,111,109,105,106,116,134, AND 138 FOR A TOTAL OF 11

Benton South

3 item(s), oldest 42 day(s), no urgent items

- **18312-1** · Normal · 42 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking
- **18800-1** · Normal · 31 day(s) old · created 03/20/2026
Field needs mowed badly - grass is getting tall and this is where the guests
- **18891-1** · Normal · 27 day(s) old · created 03/24/2026
121 / 122 - Need railing for stairs

Tulsa - S 79th East Ave

3 item(s), oldest 34 day(s), no urgent items

- **18605-1** · Normal · 34 day(s) old · created 03/17/2026
3209 stove does not work. need a new stove
- **19000-1** · Normal · 25 day(s) old · created 03/26/2026
2102 - Needs new oven. Missing trays to stove but oven does not work.
- **19521-1** · Normal · 14 day(s) old · created 04/06/2026

1106 - A/C leaking.

Tulsa - S Yale Ave

2 item(s), oldest 26 day(s), no urgent items

- **18945-1** · Normal · 26 day(s) old · created 03/25/2026
leak under awning in pool area
 - **19184-1** · Normal · 21 day(s) old · created 03/30/2026
#236 A/C Not working
-

Benton - I-30

1 item(s), oldest 76 day(s), no urgent items

- **16992-1** · Normal · 76 day(s) old · created 02/03/2026
Update on 2-25-26 Sungpuma roofing & restoration (Juan P.) came by and Rain gutter in court yard by room 239 several feet ready to fall
-

Baton Rouge - Boardwalk

1 item(s), oldest 27 day(s), no urgent items

- **18906-1** · Normal · 27 day(s) old · created 03/24/2026
3 bulbs burnt on eagle suites sign attached to building
-

Jacksonville - Crestview

1 item(s), oldest 25 day(s), no urgent items

- **19010-1** · Normal · 25 day(s) old · created 03/26/2026
we need lock smith to look at our front entry door to lobby is hard to open and Titan Prop Mgmt
-

Oklahoma City - NW Expressway

1 item(s), oldest 20 day(s), no urgent items

- **19278-1** · Normal · 20 day(s) old · created 03/31/2026
UNIT 147 NEED WALL IN BATHROOM FIXED
-

Eagle Suites - Breckenridge

1 item(s), oldest 19 day(s), 1 urgent

- **19340-1** · Urgent · 19 day(s) old · created 04/01/2026

Office keys/locks getting jammed in door. Can't lock door that leads to laundry room.

Little Rock - Hardin Road

1 item(s), oldest 19 day(s), no urgent items

- **19285-1** · Normal · 19 day(s) old · created 04/01/2026
Green power cords for the cable boxes

Pattern Intelligence

- Total open work orders in source report: **183**, with **31** marked urgent.
- Executive threshold (30+ days): **19** item(s) across **8** hotel(s).
- Regional threshold (14+ days): **74** item(s) across **17** hotel(s).
- Most concentrated aging backlog is at **Benton - Military Rd** with **11** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **6** aged item(s) tied to that category.

Recommended Actions

- Escalate any **urgent** item that reaches 14 days old into same-day regional review instead of allowing it to roll deeper into backlog.
- Assign one owner per hotel for aged work orders and require a daily status comment until closure.
- Separate recurring PTAC / HVAC parts shortages from normal room-turn tasks so material constraints do not hide in general backlog.
- For the executive view, keep the 30+ day section intentionally short and exception-based. If that section is empty, leadership should read that as backlog still recoverable.

Source Notes

- Source file: **Eagle Suites Maintenance**
- Assigned user filter in source: **All**
- Status scope: **New, Assigned, Scheduled, and Waiting**
- Aging thresholds used here: **30+ days for executive** and **14+ days for regional**