



EAGLE SUITES®

Maintenance Aging Report

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

04/21/2026 | Produced: 7:51 AM

OPEN WORK
ORDERS

214

Current source
report scope

EXECUTIVE 30+
DAYS

19

Across 8 hotel(s)

REGIONAL 14+
DAYS

76

Across 17 hotel(s)

URGENT OPEN
ITEMS

41

Marked urgent in
source

Executive Summary

There are **19** open work order(s) at the executive 30+ day threshold and **76** 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 92 day(s).
- **Oklahoma City - NE I-35** has 4 item(s) at 30+ days old, oldest at 70 day(s).
- **Baton Rouge - Airline** has 3 item(s) at 30+ days old, oldest at 47 day(s), including urgent work.
- **Benton - Military Rd** has 11 item(s) at 14+ days old, oldest at 43 day(s), 0 urgent.
- **North Little Rock - Gray Road** has 9 item(s) at 14+ days old, oldest at 33 day(s), 0 urgent.
- **Baton Rouge - Gwenadele** has 9 item(s) at 14+ days old, oldest at 27 day(s), 6 urgent.

Executive Level, 30+ Day Items

Tulsa - E 52nd Street

Regional Level, 14+ Day Items

Benton - Military Rd

11 item(s), oldest 43 day(s), no urgent items

4 item(s), oldest 92 day(s), no urgent items

- **16575-1** · Normal · 92 day(s) old · created 01/19/2026
ROOM 145
- **18147-1** · Normal · 47 day(s) old · created 03/05/2026
install the electric eagle suites sign
- **18665-1** · Normal · 34 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
- **18685-1** · Normal · 34 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 70 day(s), no urgent items

- **17271-1** · Normal · 70 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 · 55 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
- **17939-1** · Normal · 52 day(s) old · created 02/28/2026
room 128 t.v. needs a new t.v.
- **18358-1** · Normal · 42 day(s) old · created

- **18321-1** · Normal · 43 day(s) old · created 03/09/2026
all gutters need straw/debris cleaned out and all downspouts and drain with
- **18806-1** · Normal · 31 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 · 26 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 · 24 day(s) old · created 03/28/2026
Military - needs replacement filiters for PTAC PremAire 6 to 8
- **19241-1** · Normal · 21 day(s) old · created 03/31/2026
We need two bed frames and mattresses by april 10th for managers
- **19384-1** · Normal · 19 day(s) old · created 04/02/2026
washer and dryer for managers apartment by April 15th.
- **19400-1** · Normal · 19 day(s) old · created 04/02/2026
Unit #122 large burner is not working on the range and the refrigerator is
- **19401-1** · Normal · 19 day(s) old · created 04/02/2026
Unit # 128 small burner not working.
- **19402-1** · Normal · 19 day(s) old · created 04/02/2026
Military - needs 1 20 gallon water heater, pan,3/4 hose, shut off
- **19403-1** · Normal · 19 day(s) old · created 04/02/2026
Unit #110 needs trim around PTAC inside painted
- **19449-1** · Normal · 17 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 47 day(s), 1
urgent

- **18195-1** · Normal · 47 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline
 - **18196-1** · Normal · 47 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
 - **18661-1** · Urgent · 34 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 43 day(s), no
urgent items

- **18321-1** · Normal · 43 day(s) old · created 03/09/2026
all gutters need straw/debris cleaned out and all downspouts and drain with
- **18806-1** · Normal · 31 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

North Little Rock - Gray Road

9 item(s), oldest 33 day(s), no urgent items

- **18704-1** · Normal · 33 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
 - **18709-1** · Normal · 33 day(s) old · created 03/19/2026
Room 543 needs a PTAC
 - **19370-1** · Normal · 19 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 · 19 day(s) old · created 04/02/2026
Room 458 needs dresser replaced (we don't have any on-site)
 - **19372-1** · Normal · 19 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 · 19 day(s) old · created 04/02/2026
Room 546 needs dresser replaced (we don't have any on-site)
 - **19377-1** · Normal · 19 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 · 19 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 · 17 day(s) old · created 04/04/2026
Plumber said that we need to replace the 2nd pump for the sewer system often.
-

Baton Rouge - Gwenadele

has asked that it be corrected.

Benton South

2 item(s), oldest 43 day(s), no urgent items

- **18312-1** · Normal · 43 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking
- **18800-1** · Normal · 32 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 33 day(s), no urgent items

- **18704-1** · Normal · 33 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 33 day(s) old · created 03/19/2026
Room 543 needs a PTAC

Benton - I-30

1 item(s), oldest 77 day(s), no urgent items

- **16992-1** · Normal · 77 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

9 item(s), oldest 27 day(s), 6 urgent

- **18952-1** · Normal · 27 day(s) old · created 03/25/2026
light over rm #311 not working
- **19076-1** · Normal · 25 day(s) old · created 03/27/2026
ROOM 331, A/C NOT WORKING GIVING ERROR CODE...ROOM IS
- **19133-1** · Urgent · 24 day(s) old · created 03/28/2026
ROOM 321 NEEDS WEATHER STRIPPING AT THE BOTTOM OF THE
- **19277-1** · Normal · 21 day(s) old · created 03/31/2026
Room 204 OCC
- **19286-1** · Urgent · 20 day(s) old · created 04/01/2026
INSTALL PARK GRILLS
- **19303-1** · Urgent · 20 day(s) old · created 04/01/2026
ROOM 225 BATHROOM DOOR SCRAPES AGAINST FLOOR, TOUCH THEY HAVE EXTRA CAULK OR SOMETHING?
- **19309-1** · Urgent · 20 day(s) old · created 04/01/2026
ROOM 312 NEEDS NEW TOILET SEAT
- **19313-1** · Urgent · 20 day(s) old · created 04/01/2026
ROOM 326-OUT OF ORDER-- TOUCH UP PAINT, TOILET PAPER ROLL
- **19507-1** · Urgent · 15 day(s) old · created 04/06/2026
ROOM 209 HAS BACTERIA ABOVE SHOWER

Oklahoma City - SW 3rd

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

- **19034-1** · Normal · 25 day(s) old · created 03/27/2026
rm 1081 - leak from above kitchen sink
- **19037-1** · Normal · 25 day(s) old · created 03/27/2026
rm 2100- paint patch near bathroom, caulking on tub spout and handle
- **19052-1** · Normal · 25 day(s) old · created 03/27/2026
rm 2063 - shower cartridge

Tulsa - S 79th East Ave

1 item(s), oldest 35 day(s), no urgent items

- **18605-1** · Normal · 35 day(s) old · created 03/17/2026
3209 stove does not work. need a new stove
- **19157-1** · Normal · 22 day(s) old · created 03/30/2026
2062 small sheetrock patch
- **19164-1** · Normal · 22 day(s) old · created 03/30/2026
1066 bathroom ceiling finish
- **19174-1** · Normal · 22 day(s) old · created 03/30/2026
1073 smoke detector battery and shower cartridge
- **19179-1** · Normal · 22 day(s) old · created 03/30/2026
2049 wall paint
- **19466-1** · Normal · 16 day(s) old · created 04/05/2026
ROOM 2034 roof leak
- **19470-1** · Normal · 16 day(s) old · created 04/05/2026
ROOM 2004 roof leak, damaged ceiling

Oklahoma City - NE I-35

6 item(s), oldest 70 day(s), no urgent items

- **17271-1** · Normal · 70 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 · 55 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
- **17939-1** · Normal · 52 day(s) old · created 02/28/2026
room 128 t.v. needs a new t.v.
- **18358-1** · Normal · 42 day(s) old · created 03/10/2026
ROOM 122 BATHROOM DOOR NEEDS TO BE FIXED
- **18851-1** · Normal · 29 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 · 15 day(s) old · created 04/06/2026
hole in room 318 wall

Baton Rouge - Airline

6 item(s), oldest 47 day(s), 3 urgent

- **18195-1** · Normal · 47 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline
 - **18196-1** · Normal · 47 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
 - **18661-1** · Urgent · 34 day(s) old · created 03/18/2026
RM 425 occupied NEEDS 2 PRONG ELEC OUTLET REPLACED TO A 3 Airline
 - **19093-1** · Normal · 24 day(s) old · created 03/28/2026
support pole on side of building 3 needs repaired. Airline
 - **19509-1** · Urgent · 15 day(s) old · created 04/06/2026
rm 439 repair hole in wall PLEASE USE DROP CLOTHES TO COVER BED Airline
 - **19582-1** · Urgent · 14 day(s) old · created 04/07/2026
main rm 1 fix hole in roof Airline
-

Tulsa - E 52nd Street

5 item(s), oldest 92 day(s), no urgent items

- **16575-1** · Normal · 92 day(s) old · created 01/19/2026
ROOM 145
 - **18147-1** · Normal · 47 day(s) old · created 03/05/2026
install the electric eagle suites sign
 - **18665-1** · Normal · 34 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
 - **18685-1** · Normal · 34 day(s) old · created 03/18/2026
NEED TO PLACE THE QR CODE CARDS ON THE INSIDE OF ALL DOORS
 - **19567-1** · Normal · 14 day(s) old · created 04/07/2026
room 122
-

Conway - Skyline

4 item(s), oldest 27 day(s), 4 urgent

- **18937-1** · Urgent · 27 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING DOWN THE ELECTRICAL CONDUIT FLOOR. SENDING PICTURES TO BENNY.
- **19043-1** · Urgent · 25 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT OUT
- **19074-1** · Urgent · 25 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY THE ATRIUM OVER ROOM 200
- **19442-1** · Urgent · 18 day(s) old · created 04/03/2026
NEED TWO VENT COVERS FOR THE OUTSIDE OF THE DRYERS. NEED Titan General ROOMS 226, 217, 211, 205, 111, 109, 105, 106, 116, 134, AND 138 FOR A TOTAL OF 11

Benton South

3 item(s), oldest 43 day(s), no urgent items

- **18312-1** · Normal · 43 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking
- **18800-1** · Normal · 32 day(s) old · created 03/20/2026
Field needs mowed badly - grass is getting tall and this is where the guests
- **18891-1** · Normal · 28 day(s) old · created 03/24/2026
121 / 122 - Need railing for stairs

Tulsa - S 79th East Ave

3 item(s), oldest 35 day(s), no urgent items

- **18605-1** · Normal · 35 day(s) old · created 03/17/2026
3209 stove does not work. need a new stove
- **19000-1** · Normal · 26 day(s) old · created 03/26/2026
2102 - Needs new oven. Missing trays to stove but oven does not work.
- **19521-1** · Normal · 15 day(s) old · created 04/06/2026
1106 - A/C leaking.

Baton Rouge - Boardwalk

3 item(s), oldest 28 day(s), no urgent items

- **18906-1** · Normal · 28 day(s) old · created 03/24/2026
3 bulbs burnt on eagle suites sign attached to building
 - **19547-1** · Normal · 14 day(s) old · created 04/07/2026
rm 121 paint wall
 - **19577-1** · Normal · 14 day(s) old · created 04/07/2026
132 secure headboard to wall and hang picture
-

Tulsa - S Yale Ave

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

- **18945-1** · Normal · 27 day(s) old · created 03/25/2026
leak under awning in pool area
 - **19184-1** · Normal · 22 day(s) old · created 03/30/2026
#236 A/C Not working
-

Oklahoma City - NW Expressway

2 item(s), oldest 21 day(s), no urgent items

- **19278-1** · Normal · 21 day(s) old · created 03/31/2026
UNIT 147 NEED WALL IN BATHROOM FIXED
 - **19551-1** · Normal · 14 day(s) old · created 04/07/2026
rm 115 need new filter for ptac
-

Benton - I-30

1 item(s), oldest 77 day(s), no urgent items

- **16992-1** · Normal · 77 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
-

Jacksonville - Crestview

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

- **19010-1** · Normal · 26 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

Eagle Suites - Breckenridge

1 item(s), oldest 20 day(s), 1 urgent

- **19340-1** · Urgent · 20 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 20 day(s), no urgent items

- **19285-1** · Normal · 20 day(s) old · created 04/01/2026
Green power cords for the cable boxes

Pattern Intelligence

- Total open work orders in source report: **214**, with **41** marked urgent.
- Executive threshold (30+ days): **19** item(s) across **8** hotel(s).
- Regional threshold (14+ days): **76** 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 **7** 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**