



EAGLE SUITES®

Maintenance Aging Report

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

04/23/2026 | Produced: 7:51 AM

OPEN WORK
ORDERS

169

Current source
report scope

EXECUTIVE 30+
DAYS

17

Across 7 hotel(s)

REGIONAL 14+
DAYS

62

Across 17 hotel(s)

URGENT OPEN
ITEMS

31

Marked urgent in
source

Executive Summary

There are **17** open work order(s) at the executive 30+ day threshold and **62** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **North Little Rock - Gray Road** with 10 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 94 day(s).
- **Baton Rouge - Airline** has 3 item(s) at 30+ days old, oldest at 49 day(s), including urgent work.
- **Benton South** has 3 item(s) at 30+ days old, oldest at 45 day(s).
- **North Little Rock - Gray Road** has 10 item(s) at 14+ days old, oldest at 35 day(s), 0 urgent.
- **Benton - Military Rd** has 9 item(s) at 14+ days old, oldest at 45 day(s), 0 urgent.
- **Baton Rouge - Airline** has 8 item(s) at 14+ days old, oldest at 49 day(s), 5 urgent.

Executive Level, 30+ Day Items

Tulsa - E 52nd Street

Regional Level, 14+ Day Items

North Little Rock - Gray Road

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

4 item(s), oldest 94 day(s), no urgent items

- **16575-1** · Normal · 94 day(s) old · created 01/19/2026
ROOM 145
- **18147-1** · Normal · 49 day(s) old · created 03/05/2026
install the electric eagle suites sign
- **18665-1** · Normal · 36 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
- **18685-1** · Normal · 36 day(s) old · created 03/18/2026
NEED TO PLACE THE QR CODE CARDS ON THE INSIDE OF ALL DOORS

Baton Rouge - Airline

3 item(s), oldest 49 day(s), 1 urgent

- **18195-1** · Normal · 49 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline
- **18196-1** · Normal · 49 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
- **18661-1** · Urgent · 36 day(s) old · created 03/18/2026
RM 425 occupied
NEEDS 2 PRONG ELEC OUTLET REPLACED TO A 3 Airline

Benton South

3 item(s), oldest 45 day(s), no urgent items

- **18704-1** · Normal · 35 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 35 day(s) old · created 03/19/2026
Room 543 needs a PTAC
- **19370-1** · Normal · 21 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 · 21 day(s) old · created 04/02/2026
Room 458 needs dresser replaced (we don't have any on-site)
- **19372-1** · Normal · 21 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 · 21 day(s) old · created 04/02/2026
Room 546 needs dresser replaced (we don't have any on-site)
- **19377-1** · Normal · 21 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 · 21 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 · 19 day(s) old · created 04/04/2026
Plumber said that we need to replace the 2nd pump for the sewer system often.
- **19693-1** · Normal · 14 day(s) old · created 04/09/2026
Visitor ran into support beam with her car.
Support Beam - 3rd Building - By

Benton - Military Rd

9 item(s), oldest 45 day(s), no urgent items

- **18312-1** · Normal · 45 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking
- **18800-1** · Normal · 34 day(s) old · created 03/20/2026
Field needs mowed badly - grass is getting tall and this is where the guests
- **18891-1** · Normal · 30 day(s) old · created 03/24/2026
121 / 122 - Need railing for stairs

Oklahoma City - NE I-35

2 item(s), oldest 57 day(s), no urgent items

- **17807-1** · Normal · 57 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
- **18851-1** · Normal · 31 day(s) old · created 03/23/2026
we need some cameras for the third floor and by the dog park all the blind

Benton - Military Rd

2 item(s), oldest 45 day(s), no urgent items

- **18321-1** · Normal · 45 day(s) old · created 03/09/2026
all gutters need straw/debris cleaned out and all downspouts and drain with
- **18806-1** · Normal · 33 day(s) old · created 03/21/2026

- **18321-1** · Normal · 45 day(s) old · created 03/09/2026
all gutters need straw/debris cleaned out and all downspouts and drain with
- **18806-1** · Normal · 33 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 · 28 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 · 26 day(s) old · created 03/28/2026
Military - needs replacement filters for PTAC PremAire 6 to 8
- **19400-1** · Normal · 21 day(s) old · created 04/02/2026
Unit #122 large burner is not working on the range and the refrigerator is
- **19401-1** · Normal · 21 day(s) old · created 04/02/2026
Unit # 128 small burner not working.
- **19403-1** · Normal · 21 day(s) old · created 04/02/2026
Unit #110 needs trim around PTAC inside painted
- **19449-1** · Normal · 19 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 splitting and breaking down from the rain/water, of course this only happens when it rains
- **19702-1** · Normal · 14 day(s) old · created 04/09/2026
We need our no through traffic sign put back up that someone knocked down.

Baton Rouge - Airline

8 item(s), oldest 49 day(s), 5 urgent

- **18195-1** · Normal · 49 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline

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.

North Little Rock - Gray Road

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

- **18704-1** · Normal · 35 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 35 day(s) old · created 03/19/2026
Room 543 needs a PTAC

Benton - I-30

1 item(s), oldest 79 day(s), no urgent items

- **16992-1** · Normal · 79 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

- **18196-1** · Normal · 49 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
- **18661-1** · Urgent · 36 day(s) old · created 03/18/2026
RM 425 occupied NEEDS 2 PRONG ELEC OUTLET REPLACED TO A 3 Airline
- **19093-1** · Normal · 26 day(s) old · created 03/28/2026
support pole on side of building 3 needs repaired. Airline
- **19509-1** · Urgent · 17 day(s) old · created 04/06/2026
rm 439 repair hole in wall PLEASE USE DROP CLOTHES TO COVER BED Airline
- **19582-1** · Urgent · 16 day(s) old · created 04/07/2026
main rm 1 fix hole in roof Airline
- **19653-1** · Urgent · 15 day(s) old · created 04/08/2026
rm 404 new toilet seat
- **19655-1** · Urgent · 15 day(s) old · created 04/08/2026
rm 420 paint ceiling where repaired ,paint clothes rod ,paint bath rm door both Airline

Tulsa - E 52nd Street

5 item(s), oldest 94 day(s), no urgent items

- **16575-1** · Normal · 94 day(s) old · created 01/19/2026
ROOM 145
- **18147-1** · Normal · 49 day(s) old · created 03/05/2026
install the electric eagle suites sign
- **18665-1** · Normal · 36 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
- **18685-1** · Normal · 36 day(s) old · created 03/18/2026
NEED TO PLACE THE QR CODE CARDS ON THE INSIDE OF ALL DOORS
- **19567-1** · Normal · 16 day(s) old · created 04/07/2026
room 122

Baton Rouge - Gwenadele

5 item(s), oldest 29 day(s), 3 urgent

- **18952-1** · Normal · 29 day(s) old · created 03/25/2026
light over rm #311 not working
 - **19277-1** · Normal · 23 day(s) old · created 03/31/2026
Room 204 OCC
 - **19303-1** · Urgent · 22 day(s) old · created 04/01/2026
ROOM 225 BATHROOM DOOR SCRAPES AGAINST FLOOR, TOUCH THEY HAVE EXTRA CAULK OR SOMETHING?
 - **19309-1** · Urgent · 22 day(s) old · created 04/01/2026
ROOM 312 NEEDS NEW TOILET SEAT
 - **19507-1** · Urgent · 17 day(s) old · created 04/06/2026
ROOM 209 HAS BACTERIA ABOVE SHOWER
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Conway - Skyline

5 item(s), oldest 29 day(s), 5 urgent

- **18937-1** · Urgent · 29 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING DOWN THE ELECTRICAL CONDUIT FLOOR. SENDING PICTURES TO BENNY.
 - **19043-1** · Urgent · 27 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT OUT
 - **19074-1** · Urgent · 27 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY THE ATRIUM OVER ROOM 200
 - **19442-1** · Urgent · 20 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
 - **19709-1** · Urgent · 14 day(s) old · created 04/09/2026
ROOM 104 INSTALL A SHOWER BAR IN TUB DUE TO NURSES ASKING
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Oklahoma City - NE I-35

4 item(s), oldest 57 day(s), no urgent items

- **17807-1** · Normal · 57 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
- **18851-1** · Normal · 31 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 · 17 day(s) old · created 04/06/2026
hole in room 318 wall
- **19620-1** · Normal · 15 day(s) old · created 04/08/2026
toilet needs reset room: 108 129 134 207 208 212 214 218 239 OOF

Oklahoma City - NW Expressway

4 item(s), oldest 23 day(s), no urgent items

- **19278-1** · Normal · 23 day(s) old · created 03/31/2026
UNIT 147 NEED WALL IN BATHROOM FIXED
- **19551-1** · Normal · 16 day(s) old · created 04/07/2026
rm 115 need new filter for ptac
- **19598-1** · Normal · 15 day(s) old · created 04/08/2026
unit 212 need 1 ptac filter
- **19611-1** · Normal · 15 day(s) old · created 04/08/2026
unit 239 need new ptac filters

Benton South

3 item(s), oldest 45 day(s), no urgent items

- **18312-1** · Normal · 45 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking
- **18800-1** · Normal · 34 day(s) old · created 03/20/2026
Field needs mowed badly - grass is getting tall and this is where the guests
- **18891-1** · Normal · 30 day(s) old · created 03/24/2026
121 / 122 - Need railing for stairs

Tulsa - S 79th East Ave

2 item(s), oldest 14 day(s), 1 urgent

- **19675-1** · Normal · 14 day(s) old · created 04/09/2026
1310 - Oven not working - could be heating element
 - **19678-1** · Urgent · 14 day(s) old · created 04/09/2026
2315 - bathtub wall is missing and there are no handles for the faucet. A/C is
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Benton - I-30

1 item(s), oldest 79 day(s), no urgent items

- **16992-1** · Normal · 79 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
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Tulsa - S Yale Ave

1 item(s), oldest 29 day(s), no urgent items

- **18945-1** · Normal · 29 day(s) old · created 03/25/2026
leak under awning in pool area
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Jacksonville - Crestview

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

- **19010-1** · Normal · 28 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 22 day(s), 1 urgent

- **19340-1** · Urgent · 22 day(s) old · created 04/01/2026
Office keys/locks getting jammed in door. Can't lock door that leads to laundry room.
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Little Rock - Hardin Road

1 item(s), oldest 22 day(s), no urgent items

- **19285-1** · Normal · 22 day(s) old · created 04/01/2026
Green power cords for the cable boxes

One Bedroom

1 item(s), oldest 14 day(s), no urgent items

- **19667-1** · Normal · 14 day(s) old · created 04/09/2026
In room 305 the ac terminal is broken on the wall

Rock - W Markham Street Little

1 item(s), oldest 14 day(s), no urgent items

- **19700-1** · Normal · 14 day(s) old · created 04/09/2026
Furniture needs to be moved around, no handle on the toilet and tv needs to

Pattern Intelligence

- Total open work orders in source report: **169**, with **31** marked urgent.
- Executive threshold (30+ days): **17** item(s) across **7** hotel(s).
- Regional threshold (14+ days): **62** item(s) across **17** hotel(s).
- Most concentrated aging backlog is at **North Little Rock - Gray Road** with **10** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **9** 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**