



EAGLE SUITES®

Maintenance Aging Report

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

04/26/2026 | Produced: 8:25 AM

OPEN WORK
ORDERS

163

Current source
report scope

EXECUTIVE 30+
DAYS

12

Across 7 hotel(s)

REGIONAL 14+
DAYS

36

Across 10 hotel(s)

URGENT OPEN
ITEMS

33

Marked urgent in
source

Executive Summary

There are **12** open work order(s) at the executive 30+ day threshold and **36** 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

- **Conway - Skyline** has 3 item(s) at 30+ days old, oldest at 32 day(s), including urgent work.
- **Baton Rouge - Airline** has 2 item(s) at 30+ days old, oldest at 52 day(s).
- **Benton South** has 2 item(s) at 30+ days old, oldest at 48 day(s).
- **North Little Rock - Gray Road** has 10 item(s) at 14+ days old, oldest at 38 day(s), 0 urgent.
- **Baton Rouge - Airline** has 7 item(s) at 14+ days old, oldest at 52 day(s), 4 urgent.
- **Baton Rouge - Gwenadele** has 4 item(s) at 14+ days old, oldest at 32 day(s), 2 urgent.

Executive Level, 30+ Day Items

Conway - Skyline

3 item(s), oldest 32 day(s), 3 urgent

Regional Level, 14+ Day Items

North Little Rock - Gray Road

10 item(s), oldest 38 day(s), no urgent items

- **18937-1** · Urgent · 32 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING DOWN THE ELECTRICAL CONDUIT FLOOR. SENDING PICTURES TO BENNY.
- **19043-1** · Urgent · 30 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT OUT
- **19074-1** · Urgent · 30 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY THE ATRIUM OVER ROOM 200

Baton Rouge - Airline

2 item(s), oldest 52 day(s), no urgent items

- **18195-1** · Normal · 52 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working
Airline
- **18196-1** · Normal · 52 day(s) old · created 03/05/2026
rm 427 occupied cable not working
Airline

Benton South

2 item(s), oldest 48 day(s), no urgent items

- **18312-1** · Normal · 48 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking LLC
- **18891-1** · Normal · 33 day(s) old · created 03/24/2026
121 / 122 - Need railing for stairs LLC

North Little Rock - Gray Road

2 item(s), oldest 38 day(s), no urgent items

- **18704-1** · Normal · 38 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 38 day(s) old · created 03/19/2026
Room 543 needs a PTAC

Oklahoma City - NE I-35

- **18704-1** · Normal · 38 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 38 day(s) old · created 03/19/2026
Room 543 needs a PTAC
- **19370-1** · Normal · 24 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 · 24 day(s) old · created 04/02/2026
Room 458 needs dresser replaced
(we don't have any on-site)
- **19372-1** · Normal · 24 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 · 24 day(s) old · created 04/02/2026
Room 546 needs dresser replaced
(we don't have any on-site)
- **19377-1** · Normal · 24 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 · 24 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 · 22 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 · 17 day(s) old · created 04/09/2026
Visitor ran into support beam with

1 item(s), oldest 60 day(s), no urgent items

- **17807-1** · Normal · 60 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell

Tulsa - E 52nd Street

1 item(s), oldest 39 day(s), no urgent items

- **18665-1** · Normal · 39 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM

Baton Rouge - Gwenadele

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

- **18952-1** · Normal · 32 day(s) old · created 03/25/2026
light over rm #311 not working

her car. Support Beam - 3rd Building - By

Baton Rouge - Airline

7 item(s), oldest 52 day(s), 4 urgent

- **18195-1** · Normal · 52 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working Airline
- **18196-1** · Normal · 52 day(s) old · created 03/05/2026
rm 427 occupied cable not working Airline
- **19093-1** · Normal · 29 day(s) old · created 03/28/2026
support pole on side of building 3 needs repaired. Airline
- **19509-1** · Urgent · 20 day(s) old · created 04/06/2026
rm 439 repair hole in wall PLEASE USE DROP CLOTHES TO COVER BED Airline
- **19582-1** · Urgent · 19 day(s) old · created 04/07/2026
main rm 1 fix hole in roof Airline
- **19653-1** · Urgent · 18 day(s) old · created 04/08/2026
rm 404 new toilet seat
- **19655-1** · Urgent · 18 day(s) old · created 04/08/2026
rm 420 paint ceiling where repaired ,paint clothes rod ,paint bath rm door both Airline

Baton Rouge - Gwenadele

4 item(s), oldest 32 day(s), 2 urgent

- **18952-1** · Normal · 32 day(s) old · created 03/25/2026
light over rm #311 not working
- **19277-1** · Normal · 26 day(s) old · created 03/31/2026
Room 204 OCC
- **19303-1** · Urgent · 25 day(s) old · created 04/01/2026
ROOM 225 BATHROOM DOOR SCRAPES AGAINST FLOOR, TOUCH

THEY HAVE EXTRA CAULK OR SOMETHING?

- **19309-1** · Urgent · 25 day(s) old · created 04/01/2026
ROOM 312 NEEDS NEW TOILET SEAT
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Conway - Skyline

4 item(s), oldest 32 day(s), 4 urgent

- **18937-1** · Urgent · 32 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING DOWN THE ELECTRICAL CONDUIT FLOOR. SENDING PICTURES TO BENNY.
 - **19043-1** · Urgent · 30 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT OUT
 - **19074-1** · Urgent · 30 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY THE ATRIUM OVER ROOM 200
 - **19709-1** · Urgent · 17 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

3 item(s), oldest 60 day(s), no urgent items

- **17807-1** · Normal · 60 day(s) old · created 02/25/2026
all stairwells that have rust needs some rust off or repainted and the stairwell
 - **19500-1** · Normal · 20 day(s) old · created 04/06/2026
hole in room 318 wall
 - **19620-1** · Normal · 18 day(s) old · created 04/08/2026
toilet needs reset room: 108 129 134 207 208 212 214 218
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Benton South

2 item(s), oldest 48 day(s), no urgent items

- **18312-1** · Normal · 48 day(s) old · created 03/09/2026
Manager Residence - roof over back deck is still leaking LLC
 - **18891-1** · Normal · 33 day(s) old · created 03/24/2026
121 / 122 - Need railing for stairs LLC
-

Tulsa - S 79th East Ave

2 item(s), oldest 17 day(s), 1 urgent

- **19675-1** · Normal · 17 day(s) old · created 04/09/2026
1310 - Oven not working - could be heating element
 - **19678-1** · Urgent · 17 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 - Military Rd

2 item(s), oldest 16 day(s), no urgent items

- **19733-1** · Normal · 16 day(s) old · created 04/10/2026
unit #111 request a new light cover in the bathroom ,his is cracked and
 - **19763-1** · Normal · 14 day(s) old · created 04/12/2026
Unit #107 needs replacement coil top drip pans - electrical range 2 large and 2
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Tulsa - E 52nd Street

1 item(s), oldest 39 day(s), no urgent items

- **18665-1** · Normal · 39 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM
-

Eagle Suites - Breckenridge

1 item(s), oldest 25 day(s), 1 urgent

- **19340-1** · Urgent · 25 day(s) old · created 04/01/2026
Office keys/locks getting jammed in

door. Can't lock door that leads to to laundry room.

Pattern Intelligence

- Total open work orders in source report: **163**, with **33** marked urgent.
- Executive threshold (30+ days): **12** item(s) across **7** hotel(s).
- Regional threshold (14+ days): **36** item(s) across **10** 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 **4** 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**