



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

177

Current source
report scope

EXECUTIVE 30+
DAYS

15

Across 4 hotel(s)

REGIONAL 14+
DAYS

41

Across 13 hotel(s)

URGENT OPEN
ITEMS

31

Marked urgent in
source

Executive Summary

There are **15** open work order(s) at the executive 30+ day threshold and **41** 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 11 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **North Little Rock - Gray Road** has 8 item(s) at 30+ days old, oldest at 47 day(s).
- **Baton Rouge - Airline** has 3 item(s) at 30+ days old, oldest at 61 day(s).
- **Conway - Skyline** has 3 item(s) at 30+ days old, oldest at 41 day(s), including urgent work.
- **North Little Rock - Gray Road** has 11 item(s) at 14+ days old, oldest at 47 day(s), 0 urgent.
- **Baton Rouge - Airline** has 8 item(s) at 14+ days old, oldest at 61 day(s), 3 urgent.
- **Benton - I-30** has 5 item(s) at 14+ days old, oldest at 22 day(s), 0 urgent.

Executive Level, 30+ Day Items

North Little Rock - Gray Road

8 item(s), oldest 47 day(s), no urgent items

Regional Level, 14+ Day Items

North Little Rock - Gray Road

11 item(s), oldest 47 day(s), no urgent items

- **18704-1** · Normal · 47 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 47 day(s) old · created 03/19/2026
Room 543 needs a PTAC
- **19370-1** · Normal · 33 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 · 33 day(s) old · created 04/02/2026
Room 458 needs dresser replaced (we don't have any on-site)
- **19372-1** · Normal · 33 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 · 33 day(s) old · created 04/02/2026
Room 546 needs dresser replaced (we don't have any on-site)
- **19378-1** · Normal · 33 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 · 31 day(s) old · created 04/04/2026
Plumber said that we need to replace the 2nd pump for the sewer system often.

Baton Rouge - Airline

3 item(s), oldest 61 day(s), no urgent items

- **18195-1** · Normal · 61 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working
Airline
- **18196-1** · Normal · 61 day(s) old · created 03/05/2026

- **18704-1** · Normal · 47 day(s) old · created 03/19/2026
Room 452 Needs a PTAC
- **18709-1** · Normal · 47 day(s) old · created 03/19/2026
Room 543 needs a PTAC
- **19370-1** · Normal · 33 day(s) old · created 04/02/2026
Room 413 needs two PTAC's (one is missing and one has no heat)
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- **19374-1** · Normal · 33 day(s) old · created 04/02/2026
Room 546 needs dresser replaced (we don't have any on-site)
- **19378-1** · Normal · 33 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 · 31 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 · 26 day(s) old · created 04/09/2026
Visitor ran into support beam with her car. Support Beam - 3rd Building - By
- **20023-1** · Normal · 15 day(s) old · created 04/20/2026
Room 419 front wall, window, and front door all need to be replaced after car

rm 427 occupied cable not working
Airline

- **19093-1** · Normal · 38 day(s) old · created 03/28/2026
support pole on side of building 3
needs repaired. Airline

Conway - Skyline

3 item(s), oldest 41 day(s), 3 urgent

- **18937-1** · Urgent · 41 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING
DOWN THE ELECTRICAL CONDUIT
FLOOR. SENDING PICTURES TO
BENNY. Lankford, Skyline
Maintenance
- **19043-1** · Urgent · 39 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT
OUT Jeremy Lankford, Skyline
Maintenance
- **19074-1** · Urgent · 39 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY
THE ATRIUM OVER ROOM 200
Jeremy Lankford, Skyline
Maintenance

Tulsa - E 52nd Street

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

- **18665-1** · Normal · 48 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE
FIRST FLOOR END LAUNDRY ROOM

- **20025-1** · Normal · 15 day(s) old · created 04/20/2026
There is a large hole in the fence
behind the dumpster across from
Daniels

Baton Rouge - Airline

8 item(s), oldest 61 day(s), 3 urgent

- **18195-1** · Normal · 61 day(s) old · created 03/05/2026
rm 416 occupied. Cable not working
Airline
- **18196-1** · Normal · 61 day(s) old · created 03/05/2026
rm 427 occupied cable not working
Airline
- **19093-1** · Normal · 38 day(s) old · created 03/28/2026
support pole on side of building 3
needs repaired. Airline
- **19653-1** · Urgent · 27 day(s) old · created 04/08/2026
rm 404 new toilet seat
- **19829-1** · Urgent · 21 day(s) old · created 04/14/2026
FIX FENCE ACROSS FROM
BUILDING 4 BY THE APT COMPLEX
PLEASE Airline
- **19884-1** · Normal · 20 day(s) old · created 04/15/2026
rm 438 vacant paint bathroom door
and shelf Airline
- **20045-1** · Urgent · 15 day(s) old · created 04/20/2026
rm 416 needs a clothes rod installed
Airline
- **20046-1** · Normal · 15 day(s) old · created 04/20/2026
rm 416 needs a chair Airline

Benton - I-30

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

- **19789-1** · Normal · 22 day(s) old · created 04/13/2026
Need new outdoor mat for the front
door one is in very bad shape.

- **19791-1** · Normal · 22 day(s) old · created 04/13/2026
Need to get yellow paint for the curbs all around the property might also need
- **19792-1** · Normal · 22 day(s) old · created 04/13/2026
Need Rust/Brick color paint to freshen up the stairs where concrete work has
- **19793-1** · Normal · 22 day(s) old · created 04/13/2026
Ryan has been on the roof a few times to take care of issues and has said that him think that he might fall through.
- **19794-1** · Normal · 22 day(s) old · created 04/13/2026
Carport needs to be pressure washed to get the cob webs and dirty off, might better.

Conway - Skyline

4 item(s), oldest 41 day(s), 4 urgent

- **18937-1** · Urgent · 41 day(s) old · created 03/25/2026
ROOM 200 HAS WATER COMING DOWN THE ELECTRICAL CONDUIT FLOOR. SENDING PICTURES TO BENNY. Lankford, Skyline Maintenance
- **19043-1** · Urgent · 39 day(s) old · created 03/27/2026
ATTIC FAN IS OUT. MOTOR WENT OUT Jeremy Lankford, Skyline Maintenance
- **19074-1** · Urgent · 39 day(s) old · created 03/27/2026
RESEAL OUTSIDE THE GUTTER BY THE ATRIUM OVER ROOM 200 Jeremy Lankford, Skyline Maintenance
- **19709-1** · Urgent · 26 day(s) old · created 04/09/2026
ROOM 104 INSTALL A SHOWER BAR IN TUB DUE TO NURSES ASKING Skyline Maintenance

Tulsa - S 79th East Ave

2 item(s), oldest 26 day(s), 1 urgent

- **19675-1** · Normal · 26 day(s) old · created 04/09/2026
1310 - Oven not working - could be heating element
- **19678-1** · Urgent · 26 day(s) old · created 04/09/2026
2315 - bathtub wall is missing and there are no handles for the faucet. A/C is

Benton - Military Rd

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

- **19733-1** · Normal · 25 day(s) old · created 04/10/2026
unit #111 request a new light cover in the bathroom ,his is cracked and
- **19763-1** · Normal · 23 day(s) old · created 04/12/2026
Unit #107 needs replacement coil top drip pans - electrical range 2 large and 2

Baton Rouge - Boardwalk

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

- **19846-1** · Normal · 21 day(s) old · created 04/14/2026
A/C on 3rd floor for electrical room not kicking on and breaker is tripping
- **20009-1** · Normal · 15 day(s) old · created 04/20/2026
rm 132 faucet in tub not working

Tulsa - S Yale Ave

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

- **19935-1** · Normal · 19 day(s) old · created 04/16/2026
#233 Dead roaches, Dresser need knobs
- **20071-1** · Normal · 14 day(s) old · created 04/21/2026
#115 Doors under sink need paint touch up

Tulsa - E 52nd Street

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

- **18665-1** · Normal · 48 day(s) old · created 03/18/2026
CAMERA'S BY ROOM 145 AND THE FIRST FLOOR END LAUNDRY ROOM

Oklahoma City - NE I-35

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

- **19620-1** · Normal · 27 day(s) old · created 04/08/2026
toilet needs reset room: 108 129 134 207 208 212 214 218 128

Eagle Suites - Breckenridge

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

- **19879-1** · Normal · 20 day(s) old · created 04/15/2026
Please stain beams under the front office. The exit sign needs to be fixed in

Jacksonville - Shamrock

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

- **19926-1** · Normal · 19 day(s) old · created 04/16/2026
RM 522 Bed and frame

Oklahoma City - SW 3rd

1 item(s), oldest 15 day(s), no urgent items

- **20003-1** · Normal · 15 day(s) old · created 04/20/2026
Managers Apt. the ceiling in the hallway still needs to be fixed from pipe leak. WATER. AND I NEED TO FIND OUT WHY I HAVE NO CABLE IN THE BEDROOM. ONE OF THE PTACS IN THE LIVING ROOM WENT OUT. The lights in one of the bedrooms keeps going from dim to bright. need cable ran from ceiling to bedroom and livingroom.

- Total open work orders in source report: **177**, with **31** marked urgent.
- Executive threshold (30+ days): **15** item(s) across **4** hotel(s).
- Regional threshold (14+ days): **41** item(s) across **13** hotel(s).
- Most concentrated aging backlog is at **North Little Rock - Gray Road** with **11** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **5** 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**