



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

232

Current source
report scope

EXECUTIVE 30+
DAYS

8

Across 5 hotel(s)

REGIONAL 14+
DAYS

55

Across 14 hotel(s)

URGENT OPEN
ITEMS

16

Marked urgent in
source

Executive Summary

There are **8** open work order(s) at the executive 30+ day threshold and **55** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Tulsa - E 52nd Street** with 14 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 38 day(s).
- **Baton Rouge - Boardwalk** has 1 item(s) at 30+ days old, oldest at 64 day(s).
- **Oklahoma City - NW Expressway** has 1 item(s) at 30+ days old, oldest at 51 day(s).
- **Tulsa - E 52nd Street** has 14 item(s) at 14+ days old, oldest at 38 day(s), 0 urgent.
- **North Little Rock - Gray Road** has 11 item(s) at 14+ days old, oldest at 21 day(s), 0 urgent.
- **Benton - I-30** has 7 item(s) at 14+ days old, oldest at 21 day(s), 0 urgent.

Executive Level, 30+ Day Items

Tulsa - E 52nd Street

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

Regional Level, 14+ Day Items

Tulsa - E 52nd Street

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

- **20959-1** · Normal · 38 day(s) old · created 05/18/2026
need the drains outside in court yard covered the holes and the grates
- **20990-1** · Normal · 38 day(s) old · created 05/18/2026
Guest Laundry Room: Leak behind the first washer closest to the commercial
- **20992-1** · Normal · 38 day(s) old · created 05/18/2026
Guest Laundry Room: behind the row of dryers the ventilation system is not hazard to the guests and employees due to slipping.
- **21009-1** · Normal · 37 day(s) old · created 05/19/2026
HOTEL HAS INFESTATION OF MICE

Baton Rouge - Boardwalk

1 item(s), oldest 64 day(s), no urgent items

- **20100-1** · Normal · 64 day(s) old · created 04/22/2026
back parking lot lights not working

Oklahoma City - NW Expressway

1 item(s), oldest 51 day(s), no urgent items

- **20539-1** · Normal · 51 day(s) old · created 05/05/2026
!! power for laundry door need hooked up now that B LINE has been out here

Baton Rouge - Gwenadele

1 item(s), oldest 37 day(s), no urgent items

- **21036-1** · Normal · 37 day(s) old · created 05/19/2026
331 fix ptac-missing parts

Little Rock - University

1 item(s), oldest 36 day(s), no urgent items

- **21067-1** · Normal · 36 day(s) old · created 05/20/2026
several of our bulbs are out on our big joe eagle sign on the front entrance of

- **20959-1** · Normal · 38 day(s) old · created 05/18/2026
need the drains outside in court yard covered the holes and the grates
- **20990-1** · Normal · 38 day(s) old · created 05/18/2026
Guest Laundry Room: Leak behind the first washer closest to the commercial
- **20992-1** · Normal · 38 day(s) old · created 05/18/2026
Guest Laundry Room: behind the row of dryers the ventilation system is not hazard to the guests and employees due to slipping.
- **21009-1** · Normal · 37 day(s) old · created 05/19/2026
HOTEL HAS INFESTATION OF MICE
- **21372-1** · Normal · 27 day(s) old · created 05/29/2026
breaker boxes need to be labeled
- **21395-1** · Normal · 27 day(s) old · created 05/29/2026
the drain in courtyard are clogged again
- **21410-1** · Normal · 26 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21464-1** · Normal · 24 day(s) old · created 06/01/2026
maintenance apt. bed room is not cooling down
- **21565-1** · Normal · 22 day(s) old · created 06/03/2026
room 236 needs to be looked at and see what we can do to fix the problem.
- **21679-1** · Normal · 17 day(s) old · created 06/08/2026
gen. managers apt. first toilet has a leak and leaked into the lobby
- **21707-1** · Normal · 16 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 16 day(s) old · created 06/09/2026
room 214

- **21727-1** · Normal · 16 day(s) old · created 06/09/2026
exit sign by room 340 is down
- **21856-1** · Normal · 14 day(s) old · created 06/11/2026
need to get rid of the weeds in and around the property

North Little Rock - Gray Road

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

- **21577-1** · Normal · 21 day(s) old · created 06/04/2026
Need Quote from Bud to repair stairs, check all stairs and railings at NLR for
- **21779-1** · Normal · 15 day(s) old · created 06/10/2026
Fence behind building one has a hole in it where the fence meets the back of without work being completed)
- **21787-1** · Normal · 15 day(s) old · created 06/10/2026
Room 469 needs PTAC replaced (it's a brand new Hotpoint unit but the numbers) - (Recreated work order - disappeared without work being completed)
- **21788-1** · Normal · 15 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 15 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 15 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21794-1** · Normal · 15 day(s) old · created 06/10/2026
Room 132 window is boarded up. Measurements for replacement window are
- **21796-1** · Normal · 15 day(s) old · created 06/10/2026

Rooms 452 and 549 need a splitter installed in the chaseway for the cable

- **21797-1** · Normal · 15 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
 - **21820-1** · Normal · 15 day(s) old · created 06/10/2026
Room 124 needs shower surround replaced per Jeremy
 - **21824-1** · Normal · 15 day(s) old · created 06/10/2026
Room 124 needs a PTAC
-

Benton - I-30

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

- **21573-1** · Normal · 21 day(s) old · created 06/04/2026
Need to Request Quote from Bud regarding the bridge between the two Quote to repair. Quote to remove.
- **21574-1** · Normal · 21 day(s) old · created 06/04/2026
Boiler Room by Guest Laundry: heaters and the other is in the back corner of the room. The one towards the back appears to be a leak from the room above around the toilet/drain pipe - slow leak. The one by the water hater is catching water dripping out of a large PVC pipe.
- **21575-1** · Normal · 21 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 21 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
- **21731-1** · Normal · 16 day(s) old · created 06/09/2026
Room 257 needs hole patched in bathroom from the plumber.

- **21732-1** · Normal · 16 day(s) old · created 06/09/2026
Room 136 needs hole patched in bathroom from the plumber.
- **21857-1** · Normal · 14 day(s) old · created 06/11/2026
Rom 166 flooring needs to be pulled up and replaced or floor needs to be

Baton Rouge - Gwenadele

6 item(s), oldest 37 day(s), no urgent items

- **21036-1** · Normal · 37 day(s) old · created 05/19/2026
331 fix ptac-missing parts
- **21282-1** · Normal · 29 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.
- **21495-1** · Normal · 23 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 23 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21529-1** · Normal · 22 day(s) old · created 06/03/2026
128- the outside ptac box needs repair. JK
- **21685-1** · Normal · 17 day(s) old · created 06/08/2026
104 shower not working, no water pressure - murphy and isaac already Update:06/12-Murphy and Issac stated that a plumber is required to complete repairs.

Jacksonville - Shamrock

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

- **21570-1** · Normal · 21 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 21 day(s) old · created 06/04/2026

Republic trash has requested that the cable going to the 400 building be correctly.

- **21572-1** · Normal · 21 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
 - **21597-1** · Normal · 21 day(s) old · created 06/04/2026
RM 643 - T.V. Needs Replaced
-

Eagle Suites - Breckenridge

3 item(s), oldest 28 day(s), 3 urgent

- **21333-1** · Urgent · 28 day(s) old · created 05/28/2026
inspect gutters in front of office. When it rains, it puddles in front of office door. Titan
 - **21690-1** · Urgent · 17 day(s) old · created 06/08/2026
3-5 TV's. None on hand and some needed in rooms
 - **21691-1** · Urgent · 17 day(s) old · created 06/08/2026
Go room to room checking PTAC for water/sludge build up (shop vac) and
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Little Rock - University

2 item(s), oldest 36 day(s), no urgent items

- **21067-1** · Normal · 36 day(s) old · created 05/20/2026
several of our bulbs are out on our big joe eagle sign on the front entrance of
 - **21492-1** · Normal · 23 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
-

Little Rock - Hardin Road

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

- **21555-1** · Normal · 22 day(s) old · created 06/03/2026
#216 needs tile

- **21734-1** · Normal · 16 day(s) old · created 06/09/2026
Room 325 Benny Roof leaks above room 325 every time it rains into their room. the ceiling by the bed.
-

Baton Rouge - Boardwalk

1 item(s), oldest 64 day(s), no urgent items

- **20100-1** · Normal · 64 day(s) old · created 04/22/2026
back parking lot lights not working
-

Oklahoma City - NW Expressway

1 item(s), oldest 51 day(s), no urgent items

- **20539-1** · Normal · 51 day(s) old · created 05/05/2026
!! power for laundry door need hooked up now that B LINE has been out here
-

Oklahoma City - NE I-35

1 item(s), oldest 17 day(s), no urgent items

- **21664-1** · Normal · 17 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
-

Conway - Skyline

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

- **21821-1** · Normal · 15 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152
-

Benton - Military Rd

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

- **21839-1** · Normal · 14 day(s) old · created 06/11/2026
We need pictures and mirrors for this location
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Benton South

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

- **21850-1** · Normal · 14 day(s) old · created 06/11/2026

113 - needs the following furniture:
dresser

Pattern Intelligence

- Total open work orders in source report: **232**, with **16** marked urgent.
- Executive threshold (30+ days): **8** item(s) across **5** hotel(s).
- Regional threshold (14+ days): **55** item(s) across **14** hotel(s).
- Most concentrated aging backlog is at **Tulsa - E 52nd Street** with **14** 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**