



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

257

Current source
report scope

EXECUTIVE 30+
DAYS

10

Across 6 hotel(s)

REGIONAL 14+
DAYS

64

Across 16 hotel(s)

URGENT OPEN
ITEMS

20

Marked urgent in
source

Executive Summary

There are **10** open work order(s) at the executive 30+ day threshold and **64** 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 40 day(s).
- **Baton Rouge - Gwenadele** has 2 item(s) at 30+ days old, oldest at 39 day(s).
- **Baton Rouge - Boardwalk** has 1 item(s) at 30+ days old, oldest at 66 day(s).
- **Tulsa - E 52nd Street** has 14 item(s) at 14+ days old, oldest at 40 day(s), 0 urgent.
- **North Little Rock - Gray Road** has 11 item(s) at 14+ days old, oldest at 23 day(s), 0 urgent.
- **Baton Rouge - Gwenadele** has 7 item(s) at 14+ days old, oldest at 39 day(s), 0 urgent.

Executive Level, 30+ Day Items

Tulsa - E 52nd Street

4 item(s), oldest 40 day(s), no urgent items

Regional Level, 14+ Day Items

Tulsa - E 52nd Street

14 item(s), oldest 40 day(s), no urgent items

- **20959-1** · Normal · 40 day(s) old · created 05/18/2026
need the drains outside in court yard covered the holes and the grates
- **20990-1** · Normal · 40 day(s) old · created 05/18/2026
Guest Laundry Room: Leak behind the first washer closest to the commercial
- **20992-1** · Normal · 40 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 · 39 day(s) old · created 05/19/2026
HOTEL HAS INFESTATION OF MICE

Baton Rouge - Gwenadele

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

- **21036-1** · Normal · 39 day(s) old · created 05/19/2026
331 fix ptac-missing parts
- **21282-1** · Normal · 31 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.

Baton Rouge - Boardwalk

1 item(s), oldest 66 day(s), no urgent items

- **20100-1** · Normal · 66 day(s) old · created 04/22/2026
back parking lot lights not working

Oklahoma City - NW Expressway

1 item(s), oldest 53 day(s), no urgent items

- **20539-1** · Normal · 53 day(s) old · created 05/05/2026
!! power for laundry door need hooked up now that B LINE has been out here

Little Rock - University

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

- **21067-1** · Normal · 38 day(s) old · created 05/20/2026

- **20959-1** · Normal · 40 day(s) old · created 05/18/2026
need the drains outside in court yard covered the holes and the grates
- **20990-1** · Normal · 40 day(s) old · created 05/18/2026
Guest Laundry Room: Leak behind the first washer closest to the commercial
- **20992-1** · Normal · 40 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 · 39 day(s) old · created 05/19/2026
HOTEL HAS INFESTATION OF MICE
- **21372-1** · Normal · 29 day(s) old · created 05/29/2026
breaker boxes need to be labeled
- **21395-1** · Normal · 29 day(s) old · created 05/29/2026
the drain in courtyard are clogged again
- **21410-1** · Normal · 28 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21464-1** · Normal · 26 day(s) old · created 06/01/2026
maintenance apt. bed room is not cooling down
- **21565-1** · Normal · 24 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 · 19 day(s) old · created 06/08/2026
gen. managers apt. first toilet has a leak and leaked into the lobby
- **21707-1** · Normal · 18 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 18 day(s) old · created 06/09/2026
room 214

several of our bulbs are out on our big joe eagle sign on the front entrance of

Eagle Suites - Breckenridge

1 item(s), oldest 30 day(s), 1 urgent

- **21333-1** · Urgent · 30 day(s) old · created 05/28/2026
inspect gutters in front of office. When it rains, it puddles in front of office door. Titan

- **21727-1** · Normal · 18 day(s) old · created 06/09/2026
exit sign by room 340 is down
- **21856-1** · Normal · 16 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 23 day(s), no urgent items

- **21577-1** · Normal · 23 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 · 17 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 · 17 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 · 17 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 17 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 17 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21794-1** · Normal · 17 day(s) old · created 06/10/2026
Room 132 window is boarded up. Measurements for replacement window are
- **21796-1** · Normal · 17 day(s) old · created 06/10/2026

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

- **21797-1** · Normal · 17 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 17 day(s) old · created 06/10/2026
Room 124 needs a PTAC
- **21936-1** · Normal · 14 day(s) old · created 06/13/2026
Room 228 the bottom is broken.

Baton Rouge - Gwenadele

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

- **21036-1** · Normal · 39 day(s) old · created 05/19/2026
331 fix ptac-missing parts
- **21282-1** · Normal · 31 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.
- **21495-1** · Normal · 25 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 25 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21529-1** · Normal · 24 day(s) old · created 06/03/2026
128- the outside ptac box needs repair. JK
- **21685-1** · Normal · 19 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.
- **21896-1** · Normal · 15 day(s) old · created 06/12/2026
338- Replace PTAC JK

Benton - I-30

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

- **21573-1** · Normal · 23 day(s) old · created 06/04/2026
Need to Request Quote from Bud regarding the bridge between the two Quote to repair. Quote to removal.
- **21574-1** · Normal · 23 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 heater is catching water dripping out of a large PVC pipe.
- **21575-1** · Normal · 23 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 23 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
- **21731-1** · Normal · 18 day(s) old · created 06/09/2026
Room 257 needs hole patched in bathroom from the plumber.
- **21732-1** · Normal · 18 day(s) old · created 06/09/2026
Room 136 needs hole patched in bathroom from the plumber.
- **21857-1** · Normal · 16 day(s) old · created 06/11/2026
Room 166 flooring needs to be pulled up and replaced or floor needs to be

Jacksonville - Shamrock

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

- **21570-1** · Normal · 23 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.

- **21571-1** · Normal · 23 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 23 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **21597-1** · Normal · 23 day(s) old · created 06/04/2026
RM 643 - T.V. Needs Replaced
- **21883-1** · Normal · 15 day(s) old · created 06/12/2026
RM 303
- **21884-1** · Normal · 15 day(s) old · created 06/12/2026
RM 102 59" X 60

Rock - I-30 Little

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

- **21455-1** · Normal · 26 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
- **21741-1** · Urgent · 18 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
- **21760-1** · Normal · 17 day(s) old · created 06/10/2026
Room 116 ptac
- **21832-1** · Normal · 16 day(s) old · created 06/11/2026
Door locked needs to be replaced its jammed. room 239

Little Rock - University

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

- **21067-1** · Normal · 38 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 · 25 day(s) old · created 06/02/2026
Touch up paint on Exterior of

building, especially back of 3000
bldg, between

Eagle Suites - Breckenridge

2 item(s), oldest 30 day(s), 2 urgent

- **21333-1** · Urgent · 30 day(s) old ·
created 05/28/2026
inspect gutters in front of office.
When it rains, it puddles in front of
office door. Titan
 - **21691-1** · Urgent · 19 day(s) old ·
created 06/08/2026
Go room to room checking PTAC for
water/sludge build up (shop vac)
and
-

Ottercreek

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

- **21453-1** · Urgent · 26 day(s) old ·
created 06/01/2026
The ptac in room 246 is out of order
and not turning on
 - **21927-1** · Urgent · 15 day(s) old ·
created 06/12/2026
Room 204 door lock is ooo
-

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 19 day(s) old ·
created 06/08/2026
room 327 kitchen outlet needs to be
replaced
 - **21858-1** · Normal · 15 day(s) old ·
created 06/12/2026
cement by the stairwell and also the
stairwell needs to be blocked off by
the
-

Benton - Military Rd

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

- **21839-1** · Normal · 16 day(s) old ·
created 06/11/2026
We need pictures and mirrors for
this location
- **21872-1** · Normal · 15 day(s) old ·
created 06/12/2026

gas smell in the laundry room .
washer and dryer man was here and
checked the alarm and sometimes it
doesnt. When you smell the gas
smell it is coming from the vent.

Baton Rouge - Boardwalk

1 item(s), oldest 66 day(s), no urgent items

- **20100-1** · Normal · 66 day(s) old ·
created 04/22/2026
back parking lot lights not working

Oklahoma City - NW Expressway

1 item(s), oldest 53 day(s), no urgent items

- **20539-1** · Normal · 53 day(s) old ·
created 05/05/2026
!! power for laundry door need
hooked up now that B LINE has been
out here

Little Rock - Hardin Road

1 item(s), oldest 18 day(s), no urgent items

- **21734-1** · Normal · 18 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.

Conway - Skyline

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

- **21821-1** · Normal · 17 day(s) old ·
created 06/10/2026
Walkway above first floor is falling
near room 150 and 152

Tulsa - S Yale Ave

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

- **21901-1** · Normal · 15 day(s) old ·
created 06/12/2026
#243 PTAC not working

Pattern Intelligence

- Total open work orders in source report: **257**, with **20** marked urgent.
- Executive threshold (30+ days): **10** item(s) across **6** hotel(s).

- Regional threshold (14+ days): **64** item(s) across **16** 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 **11** 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**