



EAGLE SUITES®

Maintenance Aging Report

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

06/30/2026 | Produced: 7:50 AM

OPEN WORK
ORDERS

240

Current source
report scope

EXECUTIVE 30+
DAYS

10

Across 5 hotel(s)

REGIONAL 14+
DAYS

63

Across 17 hotel(s)

URGENT OPEN
ITEMS

23

Marked urgent in
source

Executive Summary

There are **10** open work order(s) at the executive 30+ day threshold and **63** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Tulsa - E 52nd Street** with 11 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 5 item(s) at 30+ days old, oldest at 43 day(s).
- **Baton Rouge - Gwenadele** has 2 item(s) at 30+ days old, oldest at 42 day(s).
- **Baton Rouge - Boardwalk** has 1 item(s) at 30+ days old, oldest at 69 day(s).
- **Tulsa - E 52nd Street** has 11 item(s) at 14+ days old, oldest at 43 day(s), 0 urgent.
- **Benton - I-30** has 9 item(s) at 14+ days old, oldest at 26 day(s), 0 urgent.
- **North Little Rock - Gray Road** has 9 item(s) at 14+ days old, oldest at 26 day(s), 0 urgent.

Executive Level, 30+ Day Items

Tulsa - E 52nd Street

5 item(s), oldest 43 day(s), no urgent items

- **20959-1** · Normal · 43 day(s) old · created 05/18/2026

Regional Level, 14+ Day Items

Tulsa - E 52nd Street

11 item(s), oldest 43 day(s), no urgent items

- **20959-1** · Normal · 43 day(s) old · created 05/18/2026

need the drains outside in court yard covered the holes and the grates

- **21009-1** · Normal · 42 day(s) old · created 05/19/2026
HOTEL HAS INFESTATION OF MICE
- **21372-1** · Normal · 32 day(s) old · created 05/29/2026
breaker boxes need to be labeled
- **21395-1** · Normal · 32 day(s) old · created 05/29/2026
the drain in courtyard are clogged again
- **21410-1** · Normal · 31 day(s) old · created 05/30/2026
fan needs to be placed back in attic

Baton Rouge - Gwenadele

2 item(s), oldest 42 day(s), no urgent items

- **21036-1** · Normal · 42 day(s) old · created 05/19/2026
331 fix ptac-missing parts
- **21282-1** · Normal · 34 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.

Baton Rouge - Boardwalk

1 item(s), oldest 69 day(s), no urgent items

- **20100-1** · Normal · 69 day(s) old · created 04/22/2026
back parking lot lights not working

Oklahoma City - NW Expressway

1 item(s), oldest 56 day(s), no urgent items

- **20539-1** · Normal · 56 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 41 day(s), no urgent items

- **21067-1** · Normal · 41 day(s) old · created 05/20/2026
several of our bulbs are out on our big joe eagle sign on the front entrance of

need the drains outside in court yard covered the holes and the grates

- **21009-1** · Normal · 42 day(s) old · created 05/19/2026
HOTEL HAS INFESTATION OF MICE
- **21372-1** · Normal · 32 day(s) old · created 05/29/2026
breaker boxes need to be labeled
- **21395-1** · Normal · 32 day(s) old · created 05/29/2026
the drain in courtyard are clogged again
- **21410-1** · Normal · 31 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 27 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 · 22 day(s) old · created 06/08/2026
gen. managers apt. first toilet has a leak and leaked into the lobby
- **21707-1** · Normal · 21 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 21 day(s) old · created 06/09/2026
room 214
- **21727-1** · Normal · 21 day(s) old · created 06/09/2026
exit sign by room 340 is down
- **21856-1** · Normal · 19 day(s) old · created 06/11/2026
need to get rid of the weeds in and around the property

Benton - I-30

9 item(s), oldest 26 day(s), no urgent items

- **21573-1** · Normal · 26 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 · 26 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 · 26 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 26 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
- **21731-1** · Normal · 21 day(s) old · created 06/09/2026
Room 257 needs hole patched in bathroom from the plumber.
- **21732-1** · Normal · 21 day(s) old · created 06/09/2026
Room 136 needs hole patched in bathroom from the plumber.
- **21857-1** · Normal · 19 day(s) old · created 06/11/2026
Room 166 flooring needs to be pulled up and replaced or floor needs to be
- **22001-1** · Normal · 14 day(s) old · created 06/16/2026
Smell coming into office from the hole in ceiling has to do with the bathtub in
- **22004-1** · Normal · 14 day(s) old · created 06/16/2026
Room 169 the tub is running all the time has been report several times and it does. Need a plumber value behind the wall is the problem and Ryan can not fix it.

North Little Rock - Gray Road

9 item(s), oldest 26 day(s), no urgent items

- **21577-1** · Normal · 26 day(s) old · created 06/04/2026

Need Quote from Bud to repair stairs, check all stairs and railings at NLR for

- **21787-1** · Normal · 20 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 · 20 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 20 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 20 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21794-1** · Normal · 20 day(s) old · created 06/10/2026
Room 132 window is boarded up. Measurements for replacement window are
- **21796-1** · Normal · 20 day(s) old · created 06/10/2026
Rooms 452 and 549 need a splitter installed in the chaseway for the cable
- **21797-1** · Normal · 20 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 20 day(s) old · created 06/10/2026
Room 124 needs a PTAC

Baton Rouge - Gwenadele

7 item(s), oldest 42 day(s), no urgent items

- **21036-1** · Normal · 42 day(s) old · created 05/19/2026
331 fix ptac-missing parts

- **21282-1** · Normal · 34 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.
- **21495-1** · Normal · 28 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 28 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21529-1** · Normal · 27 day(s) old · created 06/03/2026
128- the outside ptac box needs repair. JK
- **21685-1** · Normal · 22 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 · 18 day(s) old · created 06/12/2026
338- Replace PTAC JK

Jacksonville - Shamrock

6 item(s), oldest 26 day(s), no urgent items

- **21570-1** · Normal · 26 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 26 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 26 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **21597-1** · Normal · 26 day(s) old · created 06/04/2026
RM 643 - T.V. Needs Replaced
- **21883-1** · Normal · 18 day(s) old · created 06/12/2026

RM 303

- **21884-1** · Normal · 18 day(s) old · created 06/12/2026
RM 102 59" X 60
-

Rock - I-30 Little

4 item(s), oldest 29 day(s), 1 urgent

- **21455-1** · Normal · 29 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
 - **21741-1** · Urgent · 21 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
 - **21760-1** · Normal · 20 day(s) old · created 06/10/2026
Room 116 ptac
 - **21832-1** · Normal · 19 day(s) old · created 06/11/2026
Door locked needs to be replaced its jammed. room 239
-

Little Rock - University

3 item(s), oldest 41 day(s), no urgent items

- **21067-1** · Normal · 41 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 · 28 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
 - **21961-1** · Normal · 15 day(s) old · created 06/15/2026
HALLWAY IN 3000s building hole punched in wall also needs a camera
-

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 22 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced

- **21858-1** · Normal · 18 day(s) old · created 06/12/2026
cement by the stairwell and also the stairwell needs to be blocked off by the
 - **21947-1** · Normal · 15 day(s) old · created 06/15/2026
stairwell needs to be fixed
-

Ottercreek

2 item(s), oldest 29 day(s), 2 urgent

- **21453-1** · Urgent · 29 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
 - **21927-1** · Urgent · 18 day(s) old · created 06/12/2026
Room 204 door lock is ooo
-

Benton - Military Rd

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

- **21839-1** · Normal · 19 day(s) old · created 06/11/2026
We need pictures and mirrors for this location
 - **21872-1** · Normal · 18 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 69 day(s), no urgent items

- **20100-1** · Normal · 69 day(s) old · created 04/22/2026
back parking lot lights not working
-

Oklahoma City - NW Expressway

1 item(s), oldest 56 day(s), no urgent items

- **20539-1** · Normal · 56 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 21 day(s), no urgent items

- **21734-1** · Normal · 21 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 20 day(s), no urgent items

- **21821-1** · Normal · 20 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 18 day(s), no urgent items

- **21901-1** · Normal · 18 day(s) old · created 06/12/2026
#243 PTAC not working

Oklahoma City - SW 3rd

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

- **21986-1** · Normal · 15 day(s) old · created 06/15/2026
1033 bathroom roof leaking vp

Rock - W Markham Street Little

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

- **21982-1** · Normal · 15 day(s) old · created 06/15/2026
Room 308. Said she's been seeing BB's

Pattern Intelligence

- Total open work orders in source report: **240**, with **23** marked urgent.
- Executive threshold (30+ days): **10** item(s) across **5** hotel(s).
- Regional threshold (14+ days): **63** item(s) across **17** hotel(s).
- Most concentrated aging backlog is at **Tulsa - E 52nd Street** with **11** item(s) currently at the 14+ day threshold.

- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **10** 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**