



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

302

Current source
report scope

EXECUTIVE 30+
DAYS

6

Across 6 hotel(s)

REGIONAL 14+
DAYS

71

Across 17 hotel(s)

URGENT OPEN
ITEMS

35

Marked urgent in
source

Executive Summary

There are **6** open work order(s) at the executive 30+ day threshold and **71** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Little Rock - University** with 12 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **Oklahoma City - NW Expressway** has 1 item(s) at 30+ days old, oldest at 57 day(s).
- **Little Rock - University** has 1 item(s) at 30+ days old, oldest at 42 day(s).
- **Baton Rouge - Gwenadele** has 1 item(s) at 30+ days old, oldest at 35 day(s).
- **Little Rock - University** has 12 item(s) at 14+ days old, oldest at 42 day(s), 0 urgent.
- **Jacksonville - Shamrock** has 10 item(s) at 14+ days old, oldest at 27 day(s), 0 urgent.
- **Benton - I-30** has 9 item(s) at 14+ days old, oldest at 27 day(s), 0 urgent.

Executive Level, 30+ Day Items

Oklahoma City - NW Expressway

1 item(s), oldest 57 day(s), no urgent items

Regional Level, 14+ Day Items

Little Rock - University

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

- **20539-1** · Normal · 57 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 42 day(s), no urgent items

- **21067-1** · Normal · 42 day(s) old · created 05/20/2026
several of our bulbs are out on our big joe eagle sign on the front entrance of

Baton Rouge - Gwenadele

1 item(s), oldest 35 day(s), no urgent items

- **21282-1** · Normal · 35 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.

Tulsa - E 52nd Street

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

- **21410-1** · Normal · 32 day(s) old · created 05/30/2026
fan needs to be placed back in attic

Ottercreek

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

- **21453-1** · Urgent · 30 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on

Rock - I-30 Little

1 item(s), oldest 30 day(s), no urgent items

- **21455-1** · Normal · 30 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air

- **21067-1** · Normal · 42 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 · 29 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
- **21961-1** · Normal · 16 day(s) old · created 06/15/2026
HALLWAY IN 3000s building hole punched in wall also needs a camera
- **22022-1** · Normal · 14 day(s) old · created 06/17/2026
room 1111 needs kitchenette added
room 1111 needs picture room 1111 needs accent wall added room 1111 needs bathroom floors replaced (specifically around toilet/tub area
- **22026-1** · Normal · 14 day(s) old · created 06/17/2026
room 2129 needs floors redone (tile)
room 2129 needs kitchenette added
room 2129 needs mattress room 2129 needs ptac
- **22031-1** · Normal · 14 day(s) old · created 06/17/2026
room 3124 needs cable box replaced
- **22036-1** · Normal · 14 day(s) old · created 06/17/2026
exterior doors need to be repainted
- **22042-1** · Normal · 14 day(s) old · created 06/17/2026
weeds throughout property and flowerbeds needs removed
- **22046-1** · Normal · 14 day(s) old · created 06/17/2026
shrubs needs trimmed on property
- **22047-1** · Normal · 14 day(s) old · created 06/17/2026
exterior stairway n 3000 building needs repainted (grey not white)
- **22050-1** · Normal · 14 day(s) old · created 06/17/2026

room 2118 needs ptac tilted (water still leaking after drilling holes)

- **22073-1** · Normal · 14 day(s) old · created 06/17/2026
front of exterior of 3000 building is cracking along the front bottom panels and

Jacksonville - Shamrock

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

- **21570-1** · Normal · 27 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 27 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 27 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **21597-1** · Normal · 27 day(s) old · created 06/04/2026
RM 643 - T.V. Needs Replaced
- **21883-1** · Normal · 19 day(s) old · created 06/12/2026
RM 303
- **22018-1** · Normal · 14 day(s) old · created 06/17/2026
RM 605 - Fridge needs replaced
- **22076-1** · Normal · 14 day(s) old · created 06/17/2026
RM 127 - Needs New Wall Vent Cover
- **22078-1** · Normal · 14 day(s) old · created 06/17/2026
RM 205 - Wall outlets are loose. Cords easily fall out.
- **22086-1** · Normal · 14 day(s) old · created 06/17/2026
Need 20 smoke detectors
- **22094-1** · Normal · 14 day(s) old · created 06/17/2026
Laundry Room - Ceiling fan light

bowl cover needs replaced for 2 fans.

Benton - I-30

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

- **21573-1** · Normal · 27 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 · 27 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 · 27 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 27 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
- **21731-1** · Normal · 22 day(s) old · created 06/09/2026
Room 257 needs hole patched in bathroom from the plumber.
- **21732-1** · Normal · 22 day(s) old · created 06/09/2026
Room 136 needs hole patched in bathroom from the plumber.
- **21857-1** · Normal · 20 day(s) old · created 06/11/2026
Rom 166 flooring needs to be pulled up and replaced or floor needs to be
- **22001-1** · Normal · 15 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 · 15 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

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

- **21577-1** · Normal · 27 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 · 21 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 · 21 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 21 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 21 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21796-1** · Normal · 21 day(s) old · created 06/10/2026
Rooms 452 and 549 need a splitter installed in the chaseway for the cable
- **21797-1** · Normal · 21 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 21 day(s) old · created 06/10/2026
Room 124 needs a PTAC

Tulsa - E 52nd Street

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

- **21410-1** · Normal · 32 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 28 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 · 23 day(s) old · created 06/08/2026
gen. managers apt. first toilet has a leak and leaked into the lobby
- **21707-1** · Normal · 22 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 22 day(s) old · created 06/09/2026
room 214
- **21727-1** · Normal · 22 day(s) old · created 06/09/2026
exit sign by room 340 is down
- **21856-1** · Normal · 20 day(s) old · created 06/11/2026
need to get rid of the weeds in and around the property

Baton Rouge - Gwenadele

5 item(s), oldest 35 day(s), no urgent items

- **21282-1** · Normal · 35 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.
- **21495-1** · Normal · 29 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 29 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21685-1** · Normal · 23 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 · 19 day(s) old ·
created 06/12/2026
338- Replace PTAC JK
-

Rock - I-30 Little

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

- **21455-1** · Normal · 30 day(s) old ·
created 06/01/2026
Guest in 138 says ac isn't blowing
cold air
 - **21741-1** · Urgent · 22 day(s) old ·
created 06/09/2026
Water leaking into the lobby from
the floor or wall
 - **21760-1** · Normal · 21 day(s) old ·
created 06/10/2026
Room 116 ptac
 - **21832-1** · Normal · 20 day(s) old ·
created 06/11/2026
Door locked needs to be replaced its
jammed. room 239
-

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 23 day(s) old ·
created 06/08/2026
room 327 kitchen outlet needs to be
replaced
 - **21858-1** · Normal · 19 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 · 16 day(s) old ·
created 06/15/2026
stairwell needs to be fixed
-

Benton - Military Rd

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

- **21839-1** · Normal · 20 day(s) old ·
created 06/11/2026

We need pictures and mirrors for this location

- **21872-1** · Normal · 19 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.
- **22052-1** · Normal · 14 day(s) old · created 06/17/2026
Bushes on the sidewalk walkway need to be trimmed back , shrubs and alley.

Ottercreek

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

- **21453-1** · Urgent · 30 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
- **21927-1** · Urgent · 19 day(s) old · created 06/12/2026
Room 204 door lock is ooo

Rock - W Markham Street Little

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

- **21982-1** · Normal · 16 day(s) old · created 06/15/2026
Room 308. Said she's been seeing BB's
- **22068-1** · Normal · 14 day(s) old · created 06/17/2026
Rm#108: Has a bad leak in bedroom

Oklahoma City - NW Expressway

1 item(s), oldest 57 day(s), no urgent items

- **20539-1** · Normal · 57 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 22 day(s), no urgent items

- **21734-1** · Normal · 22 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 21 day(s), no urgent items

- **21821-1** · Normal · 21 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152 Jeremy Lankford, Skyline Maintenance

Tulsa - S Yale Ave

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

- **21901-1** · Normal · 19 day(s) old · created 06/12/2026
#243 PTAC not working

Oklahoma City - SW 3rd

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

- **21986-1** · Normal · 16 day(s) old · created 06/15/2026
1033 bathroom roof leaking vp

Jacksonville - Crestview

1 item(s), oldest 14 day(s), 1 urgent

- **22040-1** · Urgent · 14 day(s) old · created 06/17/2026
MANAGERS SUITE HAS CRACK THAT WILL POSSIBLY LEAK FROM 270

Pattern Intelligence

- Total open work orders in source report: **302**, with **35** marked urgent.
- Executive threshold (30+ days): **6** item(s) across **6** hotel(s).
- Regional threshold (14+ days): **71** item(s) across **17** hotel(s).
- Most concentrated aging backlog is at **Little Rock - University** with **12** 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**