



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

300

Current source
report scope

EXECUTIVE 30+
DAYS

10

Across 6 hotel(s)

REGIONAL 14+
DAYS

70

Across 16 hotel(s)

URGENT OPEN
ITEMS

22

Marked urgent in
source

Executive Summary

There are **10** open work order(s) at the executive 30+ day threshold and **70** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Little Rock - University** with 10 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **Baton Rouge - Gwenadele** has 3 item(s) at 30+ days old, oldest at 37 day(s).
- **Little Rock - University** has 2 item(s) at 30+ days old, oldest at 44 day(s).
- **Tulsa - E 52nd Street** has 2 item(s) at 30+ days old, oldest at 34 day(s).
- **Little Rock - University** has 10 item(s) at 14+ days old, oldest at 44 day(s), 0 urgent.
- **Benton - I-30** has 9 item(s) at 14+ days old, oldest at 29 day(s), 0 urgent.
- **Oklahoma City - SW 3rd** has 9 item(s) at 14+ days old, oldest at 18 day(s), 0 urgent.

Executive Level, 30+ Day Items

Baton Rouge - Gwenadele

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

Regional Level, 14+ Day Items

Little Rock - University

10 item(s), oldest 44 day(s), no urgent items

- **21282-1** · Normal · 37 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.
- **21495-1** · Normal · 31 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 31 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber

Little Rock - University

2 item(s), oldest 44 day(s), no urgent items

- **21067-1** · Normal · 44 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 · 31 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between

Tulsa - E 52nd Street

2 item(s), oldest 34 day(s), no urgent items

- **21410-1** · Normal · 34 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 30 day(s) old · created 06/03/2026
room 236 needs to be looked at and see what we can do to fix the problem.

Oklahoma City - NW Expressway

1 item(s), oldest 59 day(s), no urgent items

- **20539-1** · Normal · 59 day(s) old · created 05/05/2026
!! power for laundry door need hooked up now that B LINE has been out here

Ottercreek

- **21067-1** · Normal · 44 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 · 31 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
- **21961-1** · Normal · 18 day(s) old · created 06/15/2026
HALLWAY IN 3000s building hole punched in wall also needs a camera
- **22031-1** · Normal · 16 day(s) old · created 06/17/2026
room 3124 needs cable box replaced
- **22036-1** · Normal · 16 day(s) old · created 06/17/2026
exterior doors need to be repainted
- **22042-1** · Normal · 16 day(s) old · created 06/17/2026
weeds throughout property and flowerbeds needs removed
- **22046-1** · Normal · 16 day(s) old · created 06/17/2026
shrubs needs trimmed on property
- **22047-1** · Normal · 16 day(s) old · created 06/17/2026
exterior stairway n 3000 building needs repainted (grey not white)
- **22050-1** · Normal · 16 day(s) old · created 06/17/2026
room 2118 needs ptac tilted (water still leaking after drilling holes)
- **22073-1** · Normal · 16 day(s) old · created 06/17/2026
front of exterior of 3000 building is cracking along the front bottom panels and

Benton - I-30

9 item(s), oldest 29 day(s), no urgent items

- **21573-1** · Normal · 29 day(s) old · created 06/04/2026
Need to Request Quote from Bud regarding the bridge between the

1 item(s), oldest 32 day(s), 1 urgent

- **21453-1** · Urgent · 32 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
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Rock - I-30 Little

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

- **21455-1** · Normal · 32 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air

two Quote to repair. Quote to removal.

- **21574-1** · Normal · 29 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 · 29 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
 - **21576-1** · Normal · 29 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
 - **21731-1** · Normal · 24 day(s) old · created 06/09/2026
Room 257 needs hole patched in bathroom from the plumber.
 - **21732-1** · Normal · 24 day(s) old · created 06/09/2026
Room 136 needs hole patched in bathroom from the plumber.
 - **21857-1** · Normal · 22 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 · 17 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 · 17 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.
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Oklahoma City - SW 3rd

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

- **21986-1** · Normal · 18 day(s) old · created 06/15/2026
1033 bathroom roof leaking vp
- **22110-1** · Normal · 15 day(s) old · created 06/18/2026
2032 NEEDS NEW COOKTOP
INSTALLED....TS
- **22128-1** · Normal · 15 day(s) old · created 06/18/2026
2110 needs door fixed not closing properly
- **22129-1** · Normal · 15 day(s) old · created 06/18/2026
2056 needs spayed for bed bugs
- **22130-1** · Normal · 15 day(s) old · created 06/18/2026
2070 mold in bath room
- **22134-1** · Normal · 15 day(s) old · created 06/18/2026
1023 needs bathtub unclogged
- **22147-1** · Normal · 15 day(s) old · created 06/18/2026
waitin on cooktop for 2027,2086
2056
- **22169-1** · Normal · 14 day(s) old · created 06/19/2026
1063 SNAKE DRAINS AND TUB
- **22177-1** · Normal · 14 day(s) old · created 06/19/2026
1085 TV NOT WORKING

North Little Rock - Gray Road

8 item(s), oldest 29 day(s), no urgent items

- **21577-1** · Normal · 29 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 · 23 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 · 23 day(s) old · created 06/10/2026

Room 543 needs a PTAC (Recreated work order - disappeared without work

- **21789-1** · Normal · 23 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 23 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21796-1** · Normal · 23 day(s) old · created 06/10/2026
Rooms 452 and 549 need a splitter installed in the chaseway for the cable
- **21797-1** · Normal · 23 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 23 day(s) old · created 06/10/2026
Room 124 needs a PTAC

Tulsa - E 52nd Street

7 item(s), oldest 34 day(s), no urgent items

- **21410-1** · Normal · 34 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 30 day(s) old · created 06/03/2026
room 236 needs to be looked at and see what we can do to fix the problem.
- **21707-1** · Normal · 24 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 24 day(s) old · created 06/09/2026
room 214
- **21727-1** · Normal · 24 day(s) old · created 06/09/2026
exit sign by room 340 is down
- **21856-1** · Normal · 22 day(s) old · created 06/11/2026

need to get rid of the weeds in and around the property

- **22117-1** · Normal · 15 day(s) old · created 06/18/2026
226-BED BUGS
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Baton Rouge - Gwenadele

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

- **21282-1** · Normal · 37 day(s) old · created 05/27/2026
218- Ceiling needs drywall repair.
 - **21495-1** · Normal · 31 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
 - **21502-1** · Normal · 31 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
 - **21685-1** · Normal · 25 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 · 21 day(s) old · created 06/12/2026
338- Replace PTAC JK
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Jacksonville - Shamrock

5 item(s), oldest 29 day(s), no urgent items

- **21570-1** · Normal · 29 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 29 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 29 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.

- **22086-1** · Normal · 16 day(s) old · created 06/17/2026
Need 23 smoke detectors.
- **22094-1** · Normal · 16 day(s) old · created 06/17/2026
Laundry Room - Ceiling fan light bowl cover needs replaced for 2 fans.

Rock - I-30 Little

4 item(s), oldest 32 day(s), 1 urgent

- **21455-1** · Normal · 32 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
- **21741-1** · Urgent · 24 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
- **21760-1** · Normal · 23 day(s) old · created 06/10/2026
Room 116 ptac
- **21832-1** · Normal · 22 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 25 day(s), no urgent items

- **21664-1** · Normal · 25 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
- **21858-1** · Normal · 21 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 · 18 day(s) old · created 06/15/2026
stairwell needs to be fixed

Benton - Military Rd

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

- **21839-1** · Normal · 22 day(s) old · created 06/11/2026

We need pictures and mirrors for this location

- **21872-1** · Normal · 21 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 · 16 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 32 day(s), 2 urgent

- **21453-1** · Urgent · 32 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
- **21927-1** · Urgent · 21 day(s) old · created 06/12/2026
Room 204 door lock is ooo

Oklahoma City - NW Expressway

1 item(s), oldest 59 day(s), no urgent items

- **20539-1** · Normal · 59 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 24 day(s), no urgent items

- **21734-1** · Normal · 24 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 23 day(s), no urgent items

- **21821-1** · Normal · 23 day(s) old · created 06/10/2026

Walkway above first floor is falling near room 150 and 152

Rock - W Markham Street Little

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

- **21982-1** · Normal · 18 day(s) old · created 06/15/2026
Room 308. Said she's been seeing BB's

Benton South

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

- **22156-1** · Normal · 14 day(s) old · created 06/19/2026
Need 3 or 4 TV wall mounts

Pattern Intelligence

- Total open work orders in source report: **300**, with **22** marked urgent.
- Executive threshold (30+ days): **10** item(s) across **6** hotel(s).
- Regional threshold (14+ days): **70** item(s) across **16** hotel(s).
- Most concentrated aging backlog is at **Little Rock - University** with **10** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **8** 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**