



EAGLE SUITES®

Maintenance Aging Report

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

07/10/2026 | Produced: 7:50 AM

OPEN WORK
ORDERS

313

Current source
report scope

EXECUTIVE 30+
DAYS

31

Across 11 hotel(s)

REGIONAL 14+
DAYS

82

Across 17 hotel(s)

URGENT OPEN
ITEMS

25

Marked urgent in
source

Executive Summary

There are **31** open work order(s) at the executive 30+ day threshold and **82** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **North Little Rock - Gray Road** with 13 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **North Little Rock - Gray Road** has 8 item(s) at 30+ days old, oldest at 36 day(s).
- **Tulsa - E 52nd Street** has 5 item(s) at 30+ days old, oldest at 41 day(s).
- **Rock - I-30 Little** has 3 item(s) at 30+ days old, oldest at 39 day(s), including urgent work.
- **North Little Rock - Gray Road** has 13 item(s) at 14+ days old, oldest at 36 day(s), 0 urgent.
- **Little Rock - University** has 11 item(s) at 14+ days old, oldest at 51 day(s), 0 urgent.
- **Baton Rouge - Gwenadele** has 11 item(s) at 14+ days old, oldest at 38 day(s), 0 urgent.

Executive Level, 30+ Day Items

North Little Rock - Gray Road

Regional Level, 14+ Day Items

North Little Rock - Gray Road

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

- **21577-1** · Normal · 36 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 · 30 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 · 30 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 30 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 30 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21796-1** · Normal · 30 day(s) old · created 06/10/2026
Rooms 452 and 549 need a splitter installed in the chaseway for the cable
- **21797-1** · Normal · 30 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 30 day(s) old · created 06/10/2026
Room 124 needs a PTAC

Tulsa - E 52nd Street

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

- **21410-1** · Normal · 41 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 37 day(s) old · created 06/03/2026
room 236 needs to be looked at and

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

- **21577-1** · Normal · 36 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 · 30 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)
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Rooms 452 and 549 need a splitter installed in the chaseway for the cable
- **21797-1** · Normal · 30 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 30 day(s) old · created 06/10/2026
Room 124 needs a PTAC
- **22220-1** · Normal · 18 day(s) old · created 06/22/2026
Room 148 needs a full size bedframe to swap out with the queen size frame
- **22271-1** · Normal · 18 day(s) old · created 06/22/2026
Room 437

see what we can do to fix the problem.

- **21707-1** · Normal · 31 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 31 day(s) old · created 06/09/2026
room 214
- **21727-1** · Normal · 31 day(s) old · created 06/09/2026
exit sign by room 340 is down

Rock - I-30 Little

3 item(s), oldest 39 day(s), 1 urgent

- **21455-1** · Normal · 39 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
- **21741-1** · Urgent · 31 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
- **21760-1** · Normal · 30 day(s) old · created 06/10/2026
Room 116 ptac

Baton Rouge - Gwenadele

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

- **21495-1** · Normal · 38 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 38 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21685-1** · Normal · 32 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.

Benton - I-30

- **22272-1** · Normal · 18 day(s) old · created 06/22/2026
Room 458
- **22274-1** · Normal · 18 day(s) old · created 06/22/2026
Room 469
- **22363-1** · Normal · 16 day(s) old · created 06/24/2026
Room 508 needs cooktop replaced. Corner glass is cracked

Little Rock - University

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

- **21067-1** · Normal · 51 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 · 38 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
- **21961-1** · Normal · 25 day(s) old · created 06/15/2026
camera installed in upstairs hallway
- **22031-1** · Normal · 23 day(s) old · created 06/17/2026
room 3124 needs cable box replaced
- **22036-1** · Normal · 23 day(s) old · created 06/17/2026
exterior doors need to be repainted
- **22042-1** · Normal · 23 day(s) old · created 06/17/2026
weeds throughout property and flowerbeds needs removed
- **22046-1** · Normal · 23 day(s) old · created 06/17/2026
shrubs needs trimmed on property
- **22047-1** · Normal · 23 day(s) old · created 06/17/2026
exterior stairway n 3000 building needs repainted (grey not white)
- **22073-1** · Normal · 23 day(s) old · created 06/17/2026
front of exterior of 3000 building is

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

- **21573-1** · Normal · 36 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.
- **21575-1** · Normal · 36 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 36 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.

Jacksonville - Shamrock

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

- **21570-1** · Normal · 36 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 36 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 36 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.

Little Rock - University

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

- **21067-1** · Normal · 51 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 · 38 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between

cracking along the front bottom panels and

- **22374-1** · Normal · 15 day(s) old · created 06/25/2026
rm needs mirror 3113
- **22429-1** · Normal · 14 day(s) old · created 06/26/2026
room 3124 needs cable box replaced (setting appointment for mon 6/29/26

Baton Rouge - Gwenadele

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

- **21495-1** · Normal · 38 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 38 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21685-1** · Normal · 32 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 · 28 day(s) old · created 06/12/2026
338- Replace PTAC JK
- **22188-1** · Normal · 20 day(s) old · created 06/20/2026
replace lock on laundry door, door currently does not lock
- **22189-1** · Normal · 20 day(s) old · created 06/20/2026
128 repair outside ptac box
- **22198-1** · Normal · 20 day(s) old · created 06/20/2026
228 bathroom fan not turning on
- **22207-1** · Normal · 18 day(s) old · created 06/22/2026
212- Has broken headboard; touch paint on walls.

Ottercreek

1 item(s), oldest 39 day(s), 1 urgent

- **21453-1** · Urgent · 39 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 32 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced

Little Rock - Hardin Road

1 item(s), oldest 31 day(s), no urgent items

- **21734-1** · Normal · 31 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 30 day(s), no urgent items

- **21821-1** · Normal · 30 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152

- **22210-1** · Normal · 18 day(s) old · created 06/22/2026
242- Smoke detector beeping; needs mirror; replace mattress; PTAC cover
- **22218-1** · Normal · 18 day(s) old · created 06/22/2026
304- Needs smoke detector wired; touch up paint on walls. JK
- **22357-1** · Normal · 16 day(s) old · created 06/24/2026
329- PTAC needs to be replaced. JK

Tulsa - E 52nd Street

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

- **21410-1** · Normal · 41 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 37 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 · 31 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 31 day(s) old · created 06/09/2026
room 214
- **21727-1** · Normal · 31 day(s) old · created 06/09/2026
exit sign by room 340 is down
- **21856-1** · Normal · 29 day(s) old · created 06/11/2026
need to get rid of the weeds in and around the property
- **22117-1** · Normal · 22 day(s) old · created 06/18/2026
226-BED BUGS
- **22240-1** · Normal · 18 day(s) old · created 06/22/2026
lobby needs hole in ceiling patched and painted

Oklahoma City - SW 3rd

8 item(s), oldest 25 day(s), no urgent items

- **21986-1** · Normal · 25 day(s) old · created 06/15/2026
1033 bathroom roof leaking vp
- **22110-1** · Normal · 22 day(s) old · created 06/18/2026
2032 NEEDS NEW COOKTOP
INSTALLED....TS
- **22128-1** · Normal · 22 day(s) old · created 06/18/2026
2110 needs door fixed not closing properly
- **22169-1** · Normal · 21 day(s) old · created 06/19/2026
1063 SNAKE DRAINS AND TUB
- **22341-1** · Normal · 16 day(s) old · created 06/24/2026
1028 A/C LEAKING L
- **22343-1** · Normal · 16 day(s) old · created 06/24/2026
1063 WEATHER STRIPPING ROOM
FLOODED SNAKE DRAIN
- **22401-1** · Normal · 15 day(s) old · created 06/25/2026
1099 NEED TRASH OUT ALONG
WITH COOKTOP ceiling replaced
- **22403-1** · Normal · 15 day(s) old · created 06/25/2026
1046 TUB NEEDS REPLACED

Rock - I-30 Little

6 item(s), oldest 39 day(s), 2 urgent

- **21455-1** · Normal · 39 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
- **21741-1** · Urgent · 31 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
- **21760-1** · Normal · 30 day(s) old · created 06/10/2026
Room 116 ptac
- **21832-1** · Normal · 29 day(s) old · created 06/11/2026
Door locked needs to be replaced its jammed. room 239

- **22379-1** · Normal · 15 day(s) old · created 06/25/2026
AC in room 252 is leaking inside and producing excessive condensation/ only prefers not to move as the husband is not in condition to move.
- **22390-1** · Urgent · 15 day(s) old · created 06/25/2026
Room 127/ Water in bathroom ceiling light fixture

Jacksonville - Shamrock

5 item(s), oldest 36 day(s), 1 urgent

- **21570-1** · Normal · 36 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 36 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 36 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **22094-1** · Normal · 23 day(s) old · created 06/17/2026
Laundry Room - Ceiling fan light bowl cover needs replaced for 2 fans.
- **22425-1** · Urgent · 14 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 32 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
- **21858-1** · Normal · 28 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 · 25 day(s) old · created 06/15/2026
stairwell needs to be fixed
 - **22192-1** · Normal · 20 day(s) old · created 06/20/2026
storage room on 2nd floor needs old ptac and toilet thrown away
-

Benton - I-30

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

- **21573-1** · Normal · 36 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.
 - **21575-1** · Normal · 36 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
 - **21576-1** · Normal · 36 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
-

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 18 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
 - **22377-1** · Normal · 15 day(s) old · created 06/25/2026
sidewalks need sprayed off, slimy from landscapers, slip/fall hazard
 - **22431-1** · Normal · 14 day(s) old · created 06/26/2026
rm 125 ceiling coming down
-

Ottercreek

2 item(s), oldest 39 day(s), 2 urgent

- **21453-1** · Urgent · 39 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
 - **21927-1** · Urgent · 28 day(s) old · created 06/12/2026
Room 204 door lock is ooo
-

Little Rock - Hardin Road

2 item(s), oldest 31 day(s), no urgent items

- **21734-1** · Normal · 31 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.
 - **22415-1** · Normal · 14 day(s) old · created 06/26/2026
Room 240 Door at the bottom
Squeaks when you open or close the door it needs to be lifted up some
-

Rock - W Markham Street Little

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

- **22249-1** · Normal · 18 day(s) old · created 06/22/2026
Rails are dangerously a loose on the one-bedroom side, along the stairs going
 - **22259-1** · Normal · 18 day(s) old · created 06/22/2026
Don't forget to make a duplicate key for the storage units here at Hilcrest
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Conway - Skyline

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

- **21821-1** · Normal · 30 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152
-

Benton South

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

- **22243-1** · Normal · 18 day(s) old · created 06/22/2026
Roof damage at corner of building

115 by room 141 from falling tree limbs - LLC

Baton Rouge - Airline

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

- **22352-1** · Normal · 16 day(s) old · created 06/24/2026
rm 421 fix threshold. Thresholds to be ordered 6/30/26 LB Airline

Benton - Military Rd

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

- **22378-1** · Normal · 15 day(s) old · created 06/25/2026
need queen bedframe and mattress picked up out of the maintenance storage

Pattern Intelligence

- Total open work orders in source report: **313**, with **25** marked urgent.
- Executive threshold (30+ days): **31** item(s) across **11** hotel(s).
- Regional threshold (14+ days): **82** item(s) across **17** hotel(s).
- Most concentrated aging backlog is at **North Little Rock - Gray Road** with **13** 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**