



EAGLE SUITES®

Maintenance Aging Report

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

07/16/2026 | Produced: 7:50 AM

OPEN WORK
ORDERS

238

Current source
report scope

EXECUTIVE 30+
DAYS

35

Across 11 hotel(s)

REGIONAL 14+
DAYS

95

Across 16 hotel(s)

URGENT OPEN
ITEMS

16

Marked urgent in
source

Executive Summary

There are **35** open work order(s) at the executive 30+ day threshold and **95** 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 34 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 7 item(s) at 30+ days old, oldest at 42 day(s).
- **Tulsa - E 52nd Street** has 4 item(s) at 30+ days old, oldest at 47 day(s).
- **Rock - I-30 Little** has 4 item(s) at 30+ days old, oldest at 45 day(s), including urgent work.
- **North Little Rock - Gray Road** has 34 item(s) at 14+ days old, oldest at 42 day(s), 0 urgent.
- **Little Rock - University** has 11 item(s) at 14+ days old, oldest at 57 day(s), 0 urgent.
- **Oklahoma City - SW 3rd** has 8 item(s) at 14+ days old, oldest at 28 day(s), 1 urgent.

Executive Level, 30+ Day Items

North Little Rock - Gray Road

Regional Level, 14+ Day Items

North Little Rock - Gray Road

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

- **21577-1** · Normal · 42 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 · 36 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 · 36 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 36 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 36 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21797-1** · Normal · 36 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 36 day(s) old · created 06/10/2026
Room 124 needs a PTAC

Tulsa - E 52nd Street

4 item(s), oldest 47 day(s), no urgent items

- **21410-1** · Normal · 47 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 43 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 · 37 day(s) old · created 06/09/2026

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

- **21577-1** · Normal · 42 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 · 36 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 · 36 day(s) old · created 06/10/2026
Room 543 needs a PTAC (Recreated work order - disappeared without work
- **21789-1** · Normal · 36 day(s) old · created 06/10/2026
Room 419 needs exterior wall repair completed and painted after wreck
- **21791-1** · Normal · 36 day(s) old · created 06/10/2026
Room 419 needs 2 PTAC's (we do not have any on-site)
- **21797-1** · Normal · 36 day(s) old · created 06/10/2026
Aaron wants the covered area on the side of the warehouse facing hwy 161
- **21824-1** · Normal · 36 day(s) old · created 06/10/2026
Room 124 needs a PTAC
- **22271-1** · Normal · 24 day(s) old · created 06/22/2026
Room 437
- **22272-1** · Normal · 24 day(s) old · created 06/22/2026
Room 458
- **22274-1** · Normal · 24 day(s) old · created 06/22/2026
Room 469
- **22491-1** · Normal · 17 day(s) old · created 06/29/2026
Room 132 needs PTAC NLR Gray
- **22526-1** · Normal · 16 day(s) old · created 06/30/2026

super glue the numbers down that are on the doors

- **21715-1** · Normal · 37 day(s) old · created 06/09/2026
room 214

Rock - I-30 Little

4 item(s), oldest 45 day(s), 1 urgent

- **21455-1** · Normal · 45 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
- **21741-1** · Urgent · 37 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
- **21760-1** · Normal · 36 day(s) old · created 06/10/2026
Room 116 ptac
- **21832-1** · Normal · 35 day(s) old · created 06/11/2026
Door locked needs to be replaced its jammed. room 239

Baton Rouge - Gwenadele

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

- **21495-1** · Normal · 44 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 44 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21685-1** · Normal · 38 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 · 34 day(s) old · created 06/12/2026
338- Replace PTAC JK

Little Rock - University

Room 124 needs a dresser Jeremy Lankford, Maintenance Department, NLR Gray

- **22530-1** · Normal · 16 day(s) old · created 06/30/2026
Room 143 needs a dresser Jeremy Lankford, Maintenance Department, NLR Gray
- **22534-1** · Normal · 16 day(s) old · created 06/30/2026
Room 159 needs microwave replaced (rusted inside) Jeremy Lankford, Maintenance Department, NLR Gray
- **22541-1** · Normal · 16 day(s) old · created 06/30/2026
Room 431 needs cabinet cover under sink repaired Gray
- **22542-1** · Normal · 16 day(s) old · created 06/30/2026
Room 431 needs queen bedframe swapped with a full bedframe Jeremy Lankford, Maintenance Department, NLR Gray
- **22547-1** · Normal · 16 day(s) old · created 06/30/2026
Room 469 needs queen bedframe swapped with a full bedframe Jeremy Lankford, Maintenance Department, NLR Gray
- **22552-1** · Normal · 16 day(s) old · created 06/30/2026
Room 514 needs microwave replaced (rusted inside) Jeremy Lankford, Maintenance Department, NLR Gray
- **22553-1** · Normal · 16 day(s) old · created 06/30/2026
Room 514 needs artwork
- **22559-1** · Normal · 16 day(s) old · created 06/30/2026
Room 524 needs fully painted
- **22560-1** · Normal · 16 day(s) old · created 06/30/2026
Room 524 needs artwork
- **22561-1** · Normal · 16 day(s) old · created 06/30/2026
Room 528 needs artwork

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

- **21067-1** · Normal · 57 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 · 44 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
- **21961-1** · Normal · 31 day(s) old · created 06/15/2026
camera installed in upstairs hallway

Benton - I-30

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

- **21573-1** · Normal · 42 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 · 42 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 42 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 42 day(s), no urgent items

- **21570-1** · Normal · 42 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 42 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 42 day(s) old · created 06/04/2026

- **22562-1** · Normal · 16 day(s) old · created 06/30/2026
Room 534 needs queen bedframe swapped with a full bedframe or a queen
- **22563-1** · Normal · 16 day(s) old · created 06/30/2026
Room 543 needs a queen mattress
- **22564-1** · Normal · 16 day(s) old · created 06/30/2026
Room 543 needs artwork
- **22565-1** · Normal · 16 day(s) old · created 06/30/2026
Room 553 needs toilet handle replaced
- **22566-1** · Normal · 16 day(s) old · created 06/30/2026
Room 553 needs Insignia brand FireTV remote (stolen by guest and not
- **22567-1** · Normal · 16 day(s) old · created 06/30/2026
Room 560 needs artwork
- **22636-1** · Normal · 15 day(s) old · created 07/01/2026
Room 543 needs a microwave
- **22638-1** · Normal · 15 day(s) old · created 07/01/2026
Safety rail on the stairwell next to room 447 going up to room 553 has come
- **22639-1** · Normal · 15 day(s) old · created 07/01/2026
We need 5 dressers for currently vacant rooms and it would be a good idea to them replaced
- **22641-1** · Normal · 15 day(s) old · created 07/01/2026
We need 10 queen blue mattresses
- **22653-1** · Normal · 15 day(s) old · created 07/01/2026
Need 7 PTAC units for currently vacant rooms
- **22654-1** · Normal · 15 day(s) old · created 07/01/2026
Room 458 needs a PTAC

100 Building - cover up soffit from support repairs that were made.

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 38 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
- **21858-1** · Normal · 34 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 · 31 day(s) old · created 06/15/2026
stairwell needs to be fixed

Ottercreek

2 item(s), oldest 45 day(s), 2 urgent

- **21453-1** · Urgent · 45 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
- **21927-1** · Urgent · 34 day(s) old · created 06/12/2026
Room 204 door lock is ooo

Little Rock - Hardin Road

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

- **21734-1** · Normal · 37 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 36 day(s), no urgent items

- **21821-1** · Normal · 36 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152

Little Rock - University

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

- **21067-1** · Normal · 57 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 · 44 day(s) old · created 06/02/2026
Touch up paint on Exterior of building, especially back of 3000 bldg, between
- **21961-1** · Normal · 31 day(s) old · created 06/15/2026
camera installed in upstairs hallway
- **22031-1** · Normal · 29 day(s) old · created 06/17/2026
room 3124 needs cable box replaced
- **22036-1** · Normal · 29 day(s) old · created 06/17/2026
exterior doors need to be repainted
- **22042-1** · Normal · 29 day(s) old · created 06/17/2026
weeds throughout property and flowerbeds needs removed
- **22046-1** · Normal · 29 day(s) old · created 06/17/2026
shrubs needs trimmed on property
- **22047-1** · Normal · 29 day(s) old · created 06/17/2026
exterior stairway n 3000 building needs repainted (grey not white)
- **22073-1** · Normal · 29 day(s) old · created 06/17/2026
front of exterior of 3000 building is cracking along the front bottom panels and
- **22374-1** · Normal · 21 day(s) old · created 06/25/2026
rm needs mirror 3113
- **22429-1** · Normal · 20 day(s) old · created 06/26/2026
room 3124 needs cable box replaced (setting appointment for mon 6/29/26)

Oklahoma City - SW 3rd

8 item(s), oldest 28 day(s), 1 urgent

- **22110-1** · Normal · 28 day(s) old · created 06/18/2026
2032 NEEDS NEW COOKTOP
INSTALLED....TS
- **22169-1** · Normal · 27 day(s) old · created 06/19/2026
1063 SNAKE DRAINS AND TUB
- **22341-1** · Normal · 22 day(s) old · created 06/24/2026
1028 A/C LEAKING L
- **22343-1** · Normal · 22 day(s) old · created 06/24/2026
1063 WEATHER STRIPPING ROOM
FLOODED SNAKE DRAIN
- **22575-1** · Urgent · 16 day(s) old · created 06/30/2026
1006- room needs Dresser Paint
picture and mirror and some tile
work.
- **22577-1** · Normal · 16 day(s) old · created 06/30/2026
1012- Sink not draining
- **22578-1** · Normal · 16 day(s) old · created 06/30/2026
Power wash 1st floor side walks.
- **22579-1** · Normal · 16 day(s) old · created 06/30/2026
Light fixture next to room 1001
Broken 07/07/26 need to order base
for light

Baton Rouge - Gwenadele

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

- **21495-1** · Normal · 44 day(s) old · created 06/02/2026
108-Plumbing in room still need to
be fixed. JK repairs.
- **21502-1** · Normal · 44 day(s) old · created 06/02/2026
132- The hot water does not turn on
in bathroom sink. Update: Requires
plumber
- **21685-1** · Normal · 38 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 · 34 day(s) old · created 06/12/2026
338- Replace PTAC JK
- **22198-1** · Normal · 26 day(s) old · created 06/20/2026
228 bathroom fan not turning on
- **22357-1** · Normal · 22 day(s) old · created 06/24/2026
329- PTAC needs to be replaced. JK
- **22626-1** · Normal · 15 day(s) old · created 07/01/2026
308- Screw in PTAC and replace picture on wall. JK

Rock - I-30 Little

6 item(s), oldest 45 day(s), 2 urgent

- **21455-1** · Normal · 45 day(s) old · created 06/01/2026
Guest in 138 says ac isn't blowing cold air
- **21741-1** · Urgent · 37 day(s) old · created 06/09/2026
Water leaking into the lobby from the floor or wall
- **21760-1** · Normal · 36 day(s) old · created 06/10/2026
Room 116 ptac
- **21832-1** · Normal · 35 day(s) old · created 06/11/2026
Door locked needs to be replaced its jammed. room 239
- **22379-1** · Normal · 21 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 · 21 day(s) old · created 06/25/2026
Room 127/ Water in bathroom ceiling light fixture

Tulsa - E 52nd Street

5 item(s), oldest 47 day(s), no urgent items

- **21410-1** · Normal · 47 day(s) old · created 05/30/2026
fan needs to be placed back in attic
- **21565-1** · Normal · 43 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 · 37 day(s) old · created 06/09/2026
super glue the numbers down that are on the doors
- **21715-1** · Normal · 37 day(s) old · created 06/09/2026
room 214
- **22240-1** · Normal · 24 day(s) old · created 06/22/2026
lobby needs hole in ceiling patched and painted

Jacksonville - Shamrock

5 item(s), oldest 42 day(s), 1 urgent

- **21570-1** · Normal · 42 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21571-1** · Normal · 42 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 42 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **22094-1** · Normal · 29 day(s) old · created 06/17/2026
Laundry Room - Ceiling fan light bowl cover needs replaced for 2 fans.
- **22425-1** · Urgent · 20 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY

NEEDS TO BE PAINTED BECAUSE OF

Benton - I-30

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

- **21573-1** · Normal · 42 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 · 42 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
 - **21576-1** · Normal · 42 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
-

Oklahoma City - NE I-35

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

- **21664-1** · Normal · 38 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
 - **21858-1** · Normal · 34 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 · 31 day(s) old · created 06/15/2026
stairwell needs to be fixed
-

Baton Rouge - Boardwalk

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

- **22660-1** · Normal · 15 day(s) old · created 07/01/2026
316 light in vanity not working
- **22691-1** · Normal · 14 day(s) old · created 07/02/2026
336 vac
- **22692-1** · Normal · 14 day(s) old · created 07/02/2026

Ottercreek

2 item(s), oldest 45 day(s), 2 urgent

- **21453-1** · Urgent · 45 day(s) old · created 06/01/2026
The ptac in room 246 is out of order and not turning on
 - **21927-1** · Urgent · 34 day(s) old · created 06/12/2026
Room 204 door lock is ooo
-

Little Rock - Hardin Road

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

- **21734-1** · Normal · 37 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.
 - **22703-1** · Normal · 14 day(s) old · created 07/02/2026
Green Power cords for the cable box's
-

Benton South

2 item(s), oldest 24 day(s), no urgent items

- **22243-1** · Normal · 24 day(s) old · created 06/22/2026
Roof damage at corner of building 115 by room 141 from falling tree limbs - LLC
 - **22659-1** · Normal · 15 day(s) old · created 07/01/2026
201 - House (122 S Conrad) ants have invaded and going up towards the roof TITAN GENERAL they might be termite ants.
-

Oklahoma City - NW Expressway

2 item(s), oldest 24 day(s), no urgent items

- **22233-1** · Normal · 24 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)

- **22377-1** · Normal · 21 day(s) old · created 06/25/2026
sidewalks need sprayed off, slimy from landscapers, slip/fall hazard

Conway - Skyline

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

- **21821-1** · Normal · 36 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 17 day(s), no urgent items

- **22476-1** · Normal · 17 day(s) old · created 06/29/2026
133- full paint and accent wall
roaches pict and mirror holes in wall
patched new mattress tv mounted
PTAC cord replaced and cleaned
bath and kit caulking 2 lights replaced

Pattern Intelligence

- Total open work orders in source report: **238**, with **16** marked urgent.
- Executive threshold (30+ days): **35** item(s) across **11** hotel(s).
- Regional threshold (14+ days): **95** item(s) across **16** hotel(s).
- Most concentrated aging backlog is at **North Little Rock - Gray Road** with **34** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **13** 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**