



EAGLE SUITES®

Maintenance Aging Report

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

07/28/2026 | Produced: 7:50 AM

OPEN WORK
ORDERS

197

Current source
report scope

EXECUTIVE 30+
DAYS

21

Across 8 hotel(s)

REGIONAL 14+
DAYS

38

Across 12 hotel(s)

URGENT OPEN
ITEMS

6

Marked urgent in
source

Executive Summary

There are **21** open work order(s) at the executive 30+ day threshold and **38** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Baton Rouge - Gwenadele** with 8 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 6 item(s) at 30+ days old, oldest at 56 day(s).
- **Benton - I-30** has 3 item(s) at 30+ days old, oldest at 54 day(s).
- **Jacksonville - Shamrock** has 3 item(s) at 30+ days old, oldest at 54 day(s), including urgent work.
- **Baton Rouge - Gwenadele** has 8 item(s) at 14+ days old, oldest at 56 day(s), 0 urgent.
- **North Little Rock - Gray Road** has 5 item(s) at 14+ days old, oldest at 54 day(s), 0 urgent.
- **Oklahoma City - NE I-35** has 5 item(s) at 14+ days old, oldest at 50 day(s), 0 urgent.

Executive Level, 30+ Day Items

Baton Rouge - Gwenadele

Regional Level, 14+ Day Items

Baton Rouge - Gwenadele

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

- **21495-1** · Normal · 56 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 56 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21685-1** · Normal · 50 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 · 46 day(s) old · created 06/12/2026
338- Replace PTAC JK
- **22198-1** · Normal · 38 day(s) old · created 06/20/2026
228- bathroom fan not turning on
- **22357-1** · Normal · 34 day(s) old · created 06/24/2026
329- PTAC needs to be replaced. JK

Benton - I-30

3 item(s), oldest 54 day(s), no urgent items

- **21573-1** · Normal · 54 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 · 54 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle
- **21576-1** · Normal · 54 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 54 day(s), 1 urgent

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

- **21495-1** · Normal · 56 day(s) old · created 06/02/2026
108-Plumbing in room still need to be fixed. JK repairs.
- **21502-1** · Normal · 56 day(s) old · created 06/02/2026
132- The hot water does not turn on in bathroom sink. Update: Requires plumber
- **21685-1** · Normal · 50 day(s) old · created 06/08/2026
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338- Replace PTAC JK
- **22198-1** · Normal · 38 day(s) old · created 06/20/2026
228- bathroom fan not turning on
- **22357-1** · Normal · 34 day(s) old · created 06/24/2026
329- PTAC needs to be replaced. JK
- **22626-1** · Normal · 27 day(s) old · created 07/01/2026
308- Screw in PTAC and replace picture on wall. JK
- **23148-1** · Normal · 14 day(s) old · created 07/14/2026
242- needs ptac

North Little Rock - Gray Road

5 item(s), oldest 54 day(s), no urgent items

- **21577-1** · Normal · 54 day(s) old · created 06/04/2026
Need Quote from Bud to repair stairs, check all stairs and railings at NLR for
- **22272-1** · Normal · 36 day(s) old · created 06/22/2026
Room 458
- **22638-1** · Normal · 27 day(s) old · created 07/01/2026
Safety rail on the stairwell next to

- **21571-1** · Normal · 54 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 54 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **22425-1** · Urgent · 32 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF

Oklahoma City - NE I-35

3 item(s), oldest 50 day(s), no urgent items

- **21664-1** · Normal · 50 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
- **21858-1** · Normal · 46 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 · 43 day(s) old · created 06/15/2026
stairwell needs to be fixed

North Little Rock - Gray Road

2 item(s), oldest 54 day(s), no urgent items

- **21577-1** · Normal · 54 day(s) old · created 06/04/2026
Need Quote from Bud to repair stairs, check all stairs and railings at NLR for
- **22272-1** · Normal · 36 day(s) old · created 06/22/2026
Room 458

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 36 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd

room 447 going up to room 553 has come

- **23079-1** · Normal · 15 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from 161. The
- **23094-1** · Normal · 15 day(s) old · created 07/13/2026
No light in bathroom room 137

Oklahoma City - NE I-35

5 item(s), oldest 50 day(s), no urgent items

- **21664-1** · Normal · 50 day(s) old · created 06/08/2026
room 327 kitchen outlet needs to be replaced
- **21858-1** · Normal · 46 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 · 43 day(s) old · created 06/15/2026
stairwell needs to be fixed
- **22826-1** · Normal · 21 day(s) old · created 07/07/2026
room 233 sink is leaking in the kitchen
- **22888-1** · Normal · 20 day(s) old · created 07/08/2026
rails by room 215 needs to be repaired cause they are loose

Benton - I-30

4 item(s), oldest 54 day(s), no urgent items

- **21573-1** · Normal · 54 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 · 54 day(s) old · created 06/04/2026
Building 2 stair landing repair, corner has broken off. Doyle

floor units (outside calls for tile work)

- **22377-1** · Normal · 33 day(s) old · created 06/25/2026
sidewalks need sprayed off, slimy from landscapers, slip/fall hazard

Little Rock - Hardin Road

1 item(s), oldest 49 day(s), no urgent items

- **21734-1** · Normal · 49 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 48 day(s), no urgent items

- **21821-1** · Normal · 48 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152

- **21576-1** · Normal · 54 day(s) old · created 06/04/2026
Storage door needs a pull handle since the door handle/lock was removed.
- **22939-1** · Normal · 19 day(s) old · created 07/09/2026
Room 238 the ceiling is falling down. Half of the room from the front door all the front of the room but going back he can not. It is bad and someone needs to come tell us how to fix, and if I am going to have to move the quest to get it fixed.

Jacksonville - Shamrock

4 item(s), oldest 54 day(s), 1 urgent

- **21571-1** · Normal · 54 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 54 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **22425-1** · Urgent · 32 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF
- **22965-1** · Normal · 19 day(s) old · created 07/09/2026
Lighting needed around the 500 and 200 building

Little Rock - Hardin Road

3 item(s), oldest 49 day(s), no urgent items

- **21734-1** · Normal · 49 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 · 26 day(s) old · created 07/02/2026
Green Power cords for the cable box's

- **23120-1** · Normal · 14 day(s) old · created 07/14/2026
Need 3 ptacs and 2 refrigerators
-

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 36 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
 - **22377-1** · Normal · 33 day(s) old · created 06/25/2026
sidewalks need sprayed off, slimy from landscapers, slip/fall hazard
 - **22986-1** · Normal · 18 day(s) old · created 07/10/2026
rm 236 need a new mattress
-

Oklahoma City - SW 3rd

2 item(s), oldest 28 day(s), no urgent items

- **22578-1** · Normal · 28 day(s) old · created 06/30/2026
Power wash 1st floor side walks.
 - **22579-1** · Normal · 28 day(s) old · created 06/30/2026
Light fixture next to room 1001
Broken 07/07/26 need to order base for light
-

Conway - Skyline

1 item(s), oldest 48 day(s), no urgent items

- **21821-1** · Normal · 48 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152
-

Tulsa - S 79th East Ave

1 item(s), oldest 21 day(s), no urgent items

- **22854-1** · Normal · 21 day(s) old · created 07/07/2026
2112 needs a/c cover in the closet.
-

Benton - Military Rd

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

- **22887-1** · Normal · 20 day(s) old · created 07/08/2026
Needing help cleaning the storages with either the door halfway up or no locks

Tulsa - E 52nd Street

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

- **22909-1** · Normal · 20 day(s) old · created 07/08/2026
APM (#230) APARTMENT STILL HAS HOLE FROM MILDEW REMOVAL IN PATCH, AND PAINT AS NECESSARY.

Pattern Intelligence

- Total open work orders in source report: **197**, with **6** marked urgent.
- Executive threshold (30+ days): **21** item(s) across **8** hotel(s).
- Regional threshold (14+ days): **38** item(s) across **12** hotel(s).
- Most concentrated aging backlog is at **Baton Rouge - Gwenadele** with **8** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **5** 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**