



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

278

Current source
report scope

EXECUTIVE 30+
DAYS

15

Across 10 hotel(s)

REGIONAL 14+
DAYS

39

Across 16 hotel(s)

URGENT OPEN
ITEMS

32

Marked urgent in
source

Executive Summary

There are **15** open work order(s) at the executive 30+ day threshold and **39** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Jacksonville - Shamrock** with 7 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **Jacksonville - Shamrock** has 3 item(s) at 30+ days old, oldest at 64 day(s), including urgent work.
- **North Little Rock - Gray Road** has 3 item(s) at 30+ days old, oldest at 64 day(s).
- **Oklahoma City - NE I-35** has 2 item(s) at 30+ days old, oldest at 53 day(s).
- **Jacksonville - Shamrock** has 7 item(s) at 14+ days old, oldest at 64 day(s), 1 urgent.
- **Oklahoma City - NE I-35** has 5 item(s) at 14+ days old, oldest at 53 day(s), 1 urgent.
- **North Little Rock - Gray Road** has 4 item(s) at 14+ days old, oldest at 64 day(s), 0 urgent.

Executive Level, 30+ Day Items

Jacksonville - Shamrock

Regional Level, 14+ Day Items

Jacksonville - Shamrock

3 item(s), oldest 64 day(s), 1 urgent

- **21571-1** · Normal · 64 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 64 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **22425-1** · Urgent · 42 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF

North Little Rock - Gray Road

3 item(s), oldest 64 day(s), no urgent items

- **21577-1** · Normal · 64 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 · 46 day(s) old · created 06/22/2026
Room 458
- **22638-1** · Normal · 37 day(s) old · created 07/01/2026
Safety rail on the stairwell next to room 447 going up to room 553 has come

Oklahoma City - NE I-35

2 item(s), oldest 53 day(s), no urgent items

- **21947-1** · Normal · 53 day(s) old · created 06/15/2026
stairwell needs to be fixed
- **22888-1** · Normal · 30 day(s) old · created 07/08/2026
rails by room 215 needs to be repaired cause they are loose

Benton - I-30

1 item(s), oldest 64 day(s), no urgent items

- **21573-1** · Normal · 64 day(s) old · created 06/04/2026

7 item(s), oldest 64 day(s), 1 urgent

- **21571-1** · Normal · 64 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **21572-1** · Normal · 64 day(s) old · created 06/04/2026
100 Building - cover up soffit from support repairs that were made.
- **22425-1** · Urgent · 42 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF
- **22965-1** · Normal · 29 day(s) old · created 07/09/2026
Lighting needed around the 500 and 200 building
- **23203-1** · Normal · 22 day(s) old · created 07/16/2026
RM 514 - Needs cabinet doors ordered
- **23494-1** · Normal · 15 day(s) old · created 07/23/2026
RM 105 & 304 - Needs PTACs + a couple extra + premaine ptac covers
- **23496-1** · Normal · 15 day(s) old · created 07/23/2026
RM 122 - Needs Premaire PTAC filter

Oklahoma City - NE I-35

5 item(s), oldest 53 day(s), 1 urgent

- **21947-1** · Normal · 53 day(s) old · created 06/15/2026
stairwell needs to be fixed
- **22888-1** · Normal · 30 day(s) old · created 07/08/2026
rails by room 215 needs to be repaired cause they are loose
- **23378-1** · Normal · 17 day(s) old · created 07/21/2026
OOF-208 NEEDS ALL FURNITURE, AS WELL AS A MICROWAVE, AND
- **23541-1** · Urgent · 14 day(s) old · created 07/24/2026
need a new locking mechanism for

Need to Request Quote from Bud regarding the bridge between the two Quote to repair. Quote to removal.

Conway - Skyline

1 item(s), oldest 58 day(s), no urgent items

- **21821-1** · Normal · 58 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152 Jeremy Lankford, Skyline Maintenance

Baton Rouge - Gwenadele

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

- **21896-1** · Normal · 56 day(s) old · created 06/12/2026
338- Replace PTAC JK

Oklahoma City - NW Expressway

1 item(s), oldest 46 day(s), no urgent items

- **22233-1** · Normal · 46 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)

Oklahoma City - SW 3rd

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

- **22578-1** · Normal · 38 day(s) old · created 06/30/2026
Power wash 1st floor side walks.

Benton - Military Rd

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

- **22887-1** · Normal · 30 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 30 day(s), no urgent items

- **22909-1** · Normal · 30 day(s) old · created 07/08/2026

the gate in the dog park. doesnt close .

- **23542-1** · Normal · 14 day(s) old · created 07/24/2026
318 needs the rubber floor trim repaired on the wall . .

North Little Rock - Gray Road

4 item(s), oldest 64 day(s), no urgent items

- **21577-1** · Normal · 64 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 · 46 day(s) old · created 06/22/2026
Room 458
- **22638-1** · Normal · 37 day(s) old · created 07/01/2026
Safety rail on the stairwell next to room 447 going up to room 553 has come
- **23079-1** · Normal · 25 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.

Oklahoma City - SW 3rd

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

- **22578-1** · Normal · 38 day(s) old · created 06/30/2026
Power wash 1st floor side walks.
- **23460-1** · Normal · 16 day(s) old · created 07/22/2026
1081- needs to be trashed out and ready to rent Per Brittney
- **23518-1** · Normal · 14 day(s) old · created 07/24/2026
1036 NEEDS SHOWER FIXED

Benton - Military Rd

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

- **22887-1** · Normal · 30 day(s) old · created 07/08/2026
Needing help cleaning the storages

APM (#230) APARTMENT STILL HAS HOLE FROM MILDEW REMOVAL IN PATCH, AND PAINT AS NECESSARY.

with either the door halfway up or no locks

- **23456-1** · Normal · 16 day(s) old · created 07/22/2026
The trees need to be trimmed back going up the sidewalk. The hedges need to
- **23477-1** · Normal · 15 day(s) old · created 07/23/2026
Room 166 She is having problems with ants and roaches. The plastic shelf in

Rock - I-30 Little

3 item(s), oldest 16 day(s), 1 urgent

- **23430-1** · Urgent · 16 day(s) old · created 07/22/2026
Room 307 ptac blowing hot air.
- **23488-1** · Normal · 15 day(s) old · created 07/23/2026
Room Does not have a PTAC unit
- **23507-1** · Normal · 15 day(s) old · created 07/23/2026
Room 312 toilet leaking and needs to be replaced.

Benton - I-30

2 item(s), oldest 64 day(s), no urgent items

- **21573-1** · Normal · 64 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.
- **23162-1** · Normal · 23 day(s) old · created 07/15/2026
Gutters on outside of building are still not fixed. Raining on 07/15 and there are Titan still pouring through them. Notified Benny & Jeremy on 07/15 as well.

Baton Rouge - Gwenadele

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

- **21896-1** · Normal · 56 day(s) old · created 06/12/2026
338- Replace PTAC JK

- **23463-1** · Normal · 16 day(s) old · created 07/22/2026
155 guest wants the electrical outlet near tv fixed
-

Oklahoma City - NW Expressway

2 item(s), oldest 46 day(s), no urgent items

- **22233-1** · Normal · 46 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
 - **23191-1** · Normal · 22 day(s) old · created 07/16/2026
replace 157 bathroom door
-

Rock - W Markham Street Little

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

- **23457-1** · Normal · 16 day(s) old · created 07/22/2026
Gate around the dumpster damaged
 - **23459-1** · Normal · 16 day(s) old · created 07/22/2026
can we have a furniture pick up. I have damaged things that need to be
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Conway - Skyline

1 item(s), oldest 58 day(s), no urgent items

- **21821-1** · Normal · 58 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152 Jeremy Lankford, Skyline Maintenance
-

Tulsa - E 52nd Street

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

- **22909-1** · Normal · 30 day(s) old · created 07/08/2026
APM (#230) APARTMENT STILL HAS HOLE FROM MILDEW REMOVAL IN PATCH, AND PAINT AS NECESSARY.
-

Baton Rouge - Airline

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

- **23158-1** · Normal · 23 day(s) old · created 07/15/2026
room 304 fix door frame Willie main reg manager is working on this Airline

Tulsa - S 79th East Ave

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

- **23228-1** · Normal · 22 day(s) old · created 07/16/2026
2207 - Scalding water in shower

Benton South

1 item(s), oldest 17 day(s), no urgent items

- **23365-1** · Normal · 17 day(s) old · created 07/21/2026
167 - OCCUPIED - Needs 1 set new blinds 57" Wide x 60" Long - Need to

Eagle Suites - Breckenridge

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

- **23443-1** · Normal · 16 day(s) old · created 07/22/2026
Outside fence in the back by creek in the right corner is hanging down

Pattern Intelligence

- Total open work orders in source report: **278**, with **32** marked urgent.
- Executive threshold (30+ days): **15** item(s) across **10** hotel(s).
- Regional threshold (14+ days): **39** item(s) across **16** hotel(s).
- Most concentrated aging backlog is at **Jacksonville - Shamrock** with **7** 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**