



EAGLE SUITES®

Maintenance Aging Report

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

08/12/2026 | Produced: 7:51 AM

OPEN WORK
ORDERS

254

Current source
report scope

EXECUTIVE 30+
DAYS

12

Across 8 hotel(s)

REGIONAL 14+
DAYS

34

Across 13 hotel(s)

URGENT OPEN
ITEMS

32

Marked urgent in
source

Executive Summary

There are **12** open work order(s) at the executive 30+ day threshold and **34** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Conway - Skyline** with 6 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 69 day(s), including urgent work.
- **Oklahoma City - NE I-35** has 2 item(s) at 30+ days old, oldest at 58 day(s).
- **North Little Rock - Gray Road** has 2 item(s) at 30+ days old, oldest at 51 day(s).
- **Conway - Skyline** has 6 item(s) at 14+ days old, oldest at 63 day(s), 0 urgent.
- **Oklahoma City - NE I-35** has 5 item(s) at 14+ days old, oldest at 58 day(s), 1 urgent.
- **Jacksonville - Shamrock** has 4 item(s) at 14+ days old, oldest at 69 day(s), 1 urgent.

Executive Level, 30+ Day Items

Jacksonville - Shamrock

3 item(s), oldest 69 day(s), 1 urgent

Regional Level, 14+ Day Items

Conway - Skyline

6 item(s), oldest 63 day(s), no urgent items

- **21571-1** · Normal · 69 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
- **22425-1** · Urgent · 47 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF
- **22965-1** · Normal · 34 day(s) old · created 07/09/2026
Lighting needed around the 500 and 200 building

Oklahoma City - NE I-35

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

- **21947-1** · Normal · 58 day(s) old · created 06/15/2026
stairwell needs to be fixed. came out to get an estimate still waiting to see if it is going to get fixed 8-10-26
- **22888-1** · Normal · 35 day(s) old · created 07/08/2026
rails by room 215 needs to be repaired cause they are loose estimate with the stair well still waiting 8-10-26

North Little Rock - Gray Road

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

- **22272-1** · Normal · 51 day(s) old · created 06/22/2026
Room 458
- **23079-1** · Normal · 30 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.

Benton - I-30

1 item(s), oldest 69 day(s), no urgent items

- **21573-1** · Normal · 69 day(s) old · created 06/04/2026
Need to Request Quote from Bud regarding the bridge between the

- **21821-1** · Normal · 63 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152
- **23580-1** · Normal · 16 day(s) old · created 07/27/2026
241-MANAGER APARTMENT NEEDS BIGGER PTAC
- **23671-1** · Normal · 14 day(s) old · created 07/29/2026
NEED FURNITURE PICKED UP BEHIND RESTAURANT
- **23672-1** · Normal · 14 day(s) old · created 07/29/2026
RM 143 AC NOT COOLING
- **23673-1** · Normal · 14 day(s) old · created 07/29/2026
NEED PTACS
- **23675-1** · Normal · 14 day(s) old · created 07/29/2026
NEED EXIT SIGN PUT UP BY ROOM 220

Oklahoma City - NE I-35

5 item(s), oldest 58 day(s), 1 urgent

- **21947-1** · Normal · 58 day(s) old · created 06/15/2026
stairwell needs to be fixed. came out to get an estimate still waiting to see if it is going to get fixed 8-10-26
- **22888-1** · Normal · 35 day(s) old · created 07/08/2026
rails by room 215 needs to be repaired cause they are loose estimate with the stair well still waiting 8-10-26
- **23378-1** · Normal · 22 day(s) old · created 07/21/2026
OOF-208 NEEDS ALL FURNITURE, AS WELL AS A MICROWAVE, AND
- **23541-1** · Urgent · 19 day(s) old · created 07/24/2026
need a new locking mechanism for the gate in the dog park. doesnt close .
- **23568-1** · Normal · 16 day(s) old · created 07/27/2026
228 key card reader needs to be

two Quote to repair. Quote to removal.

Conway - Skyline

1 item(s), oldest 63 day(s), no urgent items

- **21821-1** · Normal · 63 day(s) old · created 06/10/2026
Walkway above first floor is falling near room 150 and 152
-

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 51 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 43 day(s), no urgent items

- **22578-1** · Normal · 43 day(s) old · created 06/30/2026
Power wash 1st floor side walks.
-

Benton - Military Rd

1 item(s), oldest 35 day(s), no urgent items

- **22887-1** · Normal · 35 day(s) old · created 07/08/2026
Needing help cleaning the storages with either the door halfway up or no locks
-

replaced on door. charles said he was coming to replace it

Jacksonville - Shamrock

4 item(s), oldest 69 day(s), 1 urgent

- **21571-1** · Normal · 69 day(s) old · created 06/04/2026
Republic trash has requested that the cable going to the 400 building be correctly.
 - **22425-1** · Urgent · 47 day(s) old · created 06/26/2026
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF
 - **22965-1** · Normal · 34 day(s) old · created 07/09/2026
Lighting needed around the 500 and 200 building
 - **23203-1** · Normal · 27 day(s) old · created 07/16/2026
RM 514 - Needs cabinet doors ordered
-

Benton - I-30

3 item(s), oldest 69 day(s), no urgent items

- **21573-1** · Normal · 69 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 · 28 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.
 - **23640-1** · Normal · 15 day(s) old · created 07/28/2026
Room #204 : Cable Box Is Missing, A/C Unit Has to Be Replaced Due to Painted.
-

Oklahoma City - SW 3rd

3 item(s), oldest 43 day(s), no urgent items

- **22578-1** · Normal · 43 day(s) old · created 06/30/2026
Power wash 1st floor side walks.
- **23518-1** · Normal · 19 day(s) old · created 07/24/2026
1036 NEEDS SHOWER FIXED
- **23593-1** · Normal · 16 day(s) old · created 07/27/2026
2063- TUB WATER WON'T TURN OFF ALL THE WAY

Benton - Military Rd

3 item(s), oldest 35 day(s), no urgent items

- **22887-1** · Normal · 35 day(s) old · created 07/08/2026
Needing help cleaning the storages with either the door halfway up or no locks
- **23456-1** · Normal · 21 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 · 20 day(s) old · created 07/23/2026
Room 166 She is having problems with ants and roaches. The plastic shelf in

North Little Rock - Gray Road

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

- **22272-1** · Normal · 51 day(s) old · created 06/22/2026
Room 458
- **23079-1** · Normal · 30 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 51 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)

- **23191-1** · Normal · 27 day(s) old · created 07/16/2026
replace 157 bathroom door
-

Little Rock - University

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

- **23625-1** · Normal · 15 day(s) old · created 07/28/2026
back trailer behind warehouse
needs to be picked up
 - **23626-1** · Normal · 15 day(s) old · created 07/28/2026
3000 building needs exterior attn:
repaint, stairway attn etc
-

Baton Rouge - Airline

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

- **23158-1** · Normal · 28 day(s) old · created 07/15/2026
room 304 fix door frame Willie main
reg manager is working on this
Airline
-

Benton South

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

- **23365-1** · Normal · 22 day(s) old · created 07/21/2026
167 - OCCUPIED - Needs 1 set new
blinds 57" Wide x 60" Long - Need
to LLC
-

Baton Rouge - Gwenadele

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

- **23463-1** · Normal · 21 day(s) old · created 07/22/2026
155 guest wants the electrical outlet
near tv fixed...update-electrician
needed
-

Eagle Suites - Breckenridge

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

- **23443-1** · Normal · 21 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: **254**, with **32** marked urgent.
- Executive threshold (30+ days): **12** item(s) across **8** hotel(s).
- Regional threshold (14+ days): **34** item(s) across **13** hotel(s).
- Most concentrated aging backlog is at **Conway - Skyline** with **6** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **2** 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**