



**EAGLE SUITES®**

# Maintenance Aging Report

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

08/13/2026 | Produced: 7:51 AM

OPEN WORK  
ORDERS

**248**

Current source  
report scope

EXECUTIVE 30+  
DAYS

**11**

Across 7 hotel(s)

REGIONAL 14+  
DAYS

**45**

Across 13 hotel(s)

URGENT OPEN  
ITEMS

**35**

Marked urgent in  
source

## Executive Summary

There are **11** open work order(s) at the executive 30+ day threshold and **45** 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 15 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 70 day(s), including urgent work.
- **Oklahoma City - NE I-35** has 2 item(s) at 30+ days old, oldest at 59 day(s).
- **North Little Rock - Gray Road** has 2 item(s) at 30+ days old, oldest at 52 day(s).
- **North Little Rock - Gray Road** has 15 item(s) at 14+ days old, oldest at 52 day(s), 0 urgent.
- **Oklahoma City - NE I-35** has 5 item(s) at 14+ days old, oldest at 59 day(s), 1 urgent.
- **Benton - Military Rd** has 5 item(s) at 14+ days old, oldest at 36 day(s), 0 urgent.

## Executive Level, 30+ Day Items

### Jacksonville - Shamrock

3 item(s), oldest 70 day(s), 1 urgent

## Regional Level, 14+ Day Items

### North Little Rock - Gray Road

15 item(s), oldest 52 day(s), no urgent items

- **21571-1** · Normal · 70 day(s) old · created 06/04/2026  
Republic trash has requested that the cable going to the 400 building be correctly.
- **22425-1** · Urgent · 48 day(s) old · created 06/26/2026  
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF
- **22965-1** · Normal · 35 day(s) old · created 07/09/2026  
Lighting needed around the 500 and 200 building

### Oklahoma City - NE I-35

2 item(s), oldest 59 day(s), no urgent items

- **21947-1** · Normal · 59 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 · 36 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 52 day(s), no urgent items

- **22272-1** · Normal · 52 day(s) old · created 06/22/2026  
Room 458
- **23079-1** · Normal · 31 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 70 day(s), no urgent items

- **21573-1** · Normal · 70 day(s) old · created 06/04/2026  
Need to Request Quote from Bud regarding the bridge between the

- **22272-1** · Normal · 52 day(s) old · created 06/22/2026  
Room 458
- **23079-1** · Normal · 31 day(s) old · created 07/13/2026  
There are hazardous potholes as you come onto NLR property from HWY 161.
- **23692-1** · Normal · 14 day(s) old · created 07/30/2026  
We need 10 Queen sized blue mattresses
- **23694-1** · Normal · 14 day(s) old · created 07/30/2026  
We need full size bedframes
- **23695-1** · Normal · 14 day(s) old · created 07/30/2026  
We need bed bug machine for room #525
- **23696-1** · Normal · 14 day(s) old · created 07/30/2026  
We need drop down ceiling tiles for room #122 and manager apartment
- **23716-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 262 needs PTAC replaced
- **23724-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 419 needs 2 PTAC units
- **23726-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 419 has lots of paint and/or texture on floor. What needs to be done to
- **23734-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 458 needs PTAC
- **23735-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 461 needs fully painted
- **23742-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 475 needs stained chairs replaced (we don't have anymore on-site)
- **23744-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 508 needs fully painted

two Quote to repair. Quote to removal.

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### **Oklahoma City - NW Expressway**

1 item(s), oldest 52 day(s), no urgent items

- **22233-1** · Normal · 52 day(s) old · created 06/22/2026  
tile needs redone in multiple 2nd floor units (outside calls for tile work)
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### **Oklahoma City - SW 3rd**

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

- **22578-1** · Normal · 44 day(s) old · created 06/30/2026  
Power wash 1st floor side walks.
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### **Benton - Military Rd**

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

- **22887-1** · Normal · 36 day(s) old · created 07/08/2026  
Needing help cleaning the storages with either the door halfway up or no locks
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- **23748-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 525 needs fully painted
  - **23750-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 532 needs microwave replaced (rusted inside)
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### **Oklahoma City - NE I-35**

5 item(s), oldest 59 day(s), 1 urgent

- **21947-1** · Normal · 59 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 · 36 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 · 23 day(s) old · created 07/21/2026  
OOF-208 NEEDS ALL FURNITURE, AS WELL AS A MICROWAVE, AND
  - **23541-1** · Urgent · 20 day(s) old · created 07/24/2026  
need a new locking mechanism for the gate in the dog park. doesnt close .
  - **23568-1** · Normal · 17 day(s) old · created 07/27/2026  
228 key card reader needs to be replaced on door. charles said he was coming to replace it
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### **Benton - Military Rd**

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

- **22887-1** · Normal · 36 day(s) old · created 07/08/2026  
Needing help cleaning the storages with either the door halfway up or no locks
- **23456-1** · Normal · 22 day(s) old · created 07/22/2026  
hedges need to be trimmed. The alley needs to be weedeated all the way to

- **23477-1** · Normal · 21 day(s) old · created 07/23/2026  
Room 166 She is having problems with ants and roaches. The plastic shelf in
- **23775-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 166 a/c thermostat is showing 26 and isnt blowing cold
- **23776-1** · Normal · 14 day(s) old · created 07/30/2026  
room 121 a/c isnt blowing cold again.

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### **Jacksonville - Shamrock**

4 item(s), oldest 70 day(s), 1 urgent

- **21571-1** · Normal · 70 day(s) old · created 06/04/2026  
Republic trash has requested that the cable going to the 400 building be correctly.
- **22425-1** · Urgent · 48 day(s) old · created 06/26/2026  
THE STEEL ON THE BALCONY NEEDS TO BE PAINTED BECAUSE OF
- **22965-1** · Normal · 35 day(s) old · created 07/09/2026  
Lighting needed around the 500 and 200 building
- **23203-1** · Normal · 28 day(s) old · created 07/16/2026  
RM 514 - Needs cabinet doors ordered

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### **Oklahoma City - SW 3rd**

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

- **22578-1** · Normal · 44 day(s) old · created 06/30/2026  
Power wash 1st floor side walks.
- **23518-1** · Normal · 20 day(s) old · created 07/24/2026  
1036 NEEDS SHOWER FIXED
- **23593-1** · Normal · 17 day(s) old · created 07/27/2026  
2063- TUB WATER WON'T TURN OFF ALL THE WAY

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### **Benton - I-30**

2 item(s), oldest 70 day(s), no urgent items

- **21573-1** · Normal · 70 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 · 29 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.

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### **Oklahoma City - NW Expressway**

2 item(s), oldest 52 day(s), no urgent items

- **22233-1** · Normal · 52 day(s) old · created 06/22/2026  
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 28 day(s) old · created 07/16/2026  
replace 157 bathroom door

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### **Little Rock - University**

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

- **23625-1** · Normal · 16 day(s) old · created 07/28/2026  
back trailer behind warehouse needs to be picked up
- **23626-1** · Normal · 16 day(s) old · created 07/28/2026  
3000 building needs exterior attn: repaint, stairway attn etc

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### **Conway - Skyline**

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

- **23671-1** · Normal · 15 day(s) old · created 07/29/2026  
NEED FURNITURE PICKED UP BEHIND RESTAURANT
- **23673-1** · Normal · 15 day(s) old · created 07/29/2026

## NEED 3 PTACS

### Little Rock - Hardin Road

2 item(s), oldest 14 day(s), no urgent items

- **23691-1** · Normal · 14 day(s) old · created 07/30/2026  
Leak by 205/207
- **23756-1** · Normal · 14 day(s) old · created 07/30/2026  
Room 111 Fire alarm keeps going off at night

### Baton Rouge - Airline

1 item(s), oldest 29 day(s), no urgent items

- **23158-1** · Normal · 29 day(s) old · created 07/15/2026  
room 304 fix door frame Willie main reg manager is working on this Airline

### Baton Rouge - Gwenadele

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

- **23463-1** · Normal · 22 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 22 day(s), no urgent items

- **23443-1** · Normal · 22 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: **248**, with **35** marked urgent.
- Executive threshold (30+ days): **11** item(s) across **7** hotel(s).
- Regional threshold (14+ days): **45** item(s) across **13** hotel(s).
- Most concentrated aging backlog is at **North Little Rock - Gray Road** with **15** item(s) currently at the 14+ day threshold.

- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **4** 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**