



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

319

Current source
report scope

EXECUTIVE 30+
DAYS

7

Across 4 hotel(s)

REGIONAL 14+
DAYS

60

Across 16 hotel(s)

URGENT OPEN
ITEMS

39

Marked urgent in
source

Executive Summary

There are **7** open work order(s) at the executive 30+ day threshold and **60** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Rock - W Markham Street Little** with 17 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **Oklahoma City - NE I-35** has 3 item(s) at 30+ days old, oldest at 70 day(s), including urgent work.
- **Oklahoma City - NW Expressway** has 2 item(s) at 30+ days old, oldest at 63 day(s).
- **North Little Rock - Gray Road** has 1 item(s) at 30+ days old, oldest at 42 day(s).
- **Rock - W Markham Street Little** has 17 item(s) at 14+ days old, oldest at 21 day(s), 12 urgent.
- **Oklahoma City - SW 3rd** has 8 item(s) at 14+ days old, oldest at 19 day(s), 0 urgent.
- **Rock - I-30 Little** has 5 item(s) at 14+ days old, oldest at 23 day(s), 1 urgent.

Executive Level, 30+ Day Items

Oklahoma City - NE I-35

Regional Level, 14+ Day Items

Rock - W Markham Street Little

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

- **21947-1** · Normal · 70 day(s) old · created 06/15/2026
stairwell needs to be fixed. still waiting to see if it is going to get fixed 8-10-26 TEMPORARILY FIXED WHILE WAITING ON WELDERS 8-13-6
- **22888-1** · Normal · 47 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
- **23541-1** · Urgent · 31 day(s) old · created 07/24/2026
need a new locking mechanism for the gate in the dog park. doesnt close .

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 63 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 39 day(s) old · created 07/16/2026
replace 157 bathroom door

North Little Rock - Gray Road

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

- **23079-1** · Normal · 42 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.

Jacksonville - Shamrock

1 item(s), oldest 39 day(s), no urgent items

- **23203-1** · Normal · 39 day(s) old · created 07/16/2026
RM 514 - Needs cabinet doors ordered

17 item(s), oldest 21 day(s), 12 urgent

- **23886-1** · Normal · 21 day(s) old · created 08/03/2026
Tile panel in lobby ceiling need to be replaced per Aaron 8/3/2026
- **23919-1** · Urgent · 20 day(s) old · created 08/04/2026
2 issues in the room 122 shower bench in the Ada room is falling off the wall, guest needs access to the bench ASAP
- **23945-1** · Urgent · 20 day(s) old · created 08/04/2026
Room 119 toilet is backed up, guest and manager plunged the toilet, but it is
- **23946-1** · Normal · 20 day(s) old · created 08/04/2026
Room 225 Hole in the kitchen wall
- **23947-1** · Urgent · 20 day(s) old · created 08/04/2026
Room 304 Ac Blowing Hot Air only/ room is very humid.
- **23948-1** · Urgent · 20 day(s) old · created 08/04/2026
room 103 stove top is not working
- **23949-1** · Urgent · 20 day(s) old · created 08/04/2026
Room 207 refrigerator is leaking water
- **24002-1** · Urgent · 19 day(s) old · created 08/05/2026
Room 216 PTAC is leaking a lot of water inside the room/
- **24039-1** · Urgent · 19 day(s) old · created 08/05/2026
room 200 need blinds in the living room that actually fits/ the blinds are too
- **24070-1** · Normal · 18 day(s) old · created 08/06/2026
Per Aaron room 214 door exterior need to paint as there is handprints painted
- **24071-1** · Normal · 18 day(s) old · created 08/06/2026
Screen has a big hole in room 107 and need to be replaced

- **24090-1** · Urgent · 18 day(s) old · created 08/06/2026
Shower spicket does not work/
guest states that the water comes in
under the door and front door needs
to be stabilized
- **24101-1** · Urgent · 18 day(s) old · created 08/06/2026
room 301 Kitchen drawers are
broken I need 3 new barstool chairs
for the kitchen as guest broke all the
others Stove burner coils are not
working I need a queen size
mattress. 1st Attempt
- **24161-1** · Urgent · 17 day(s) old · created 08/07/2026
Room 102/ Water leaking from closet
in guest 2 bath suite/ AC related
- **24162-1** · Urgent · 17 day(s) old · created 08/07/2026
Room 209/ cook top is not heating
up
- **24189-1** · Normal · 16 day(s) old · created 08/08/2026
I need new curtains in the room/
curtains in the room now are
shredded and
- **24215-1** · Urgent · 14 day(s) old · created 08/10/2026
Unit 321 is missing the peep hole
glass/ its just a hole in the door

Oklahoma City - SW 3rd

8 item(s), oldest 19 day(s), no urgent items

- **23998-1** · Normal · 19 day(s) old · created 08/05/2026
2008 TOILET WILL NOT FLUSH
- **24031-1** · Normal · 19 day(s) old · created 08/05/2026
1029 NEEDS TOILET LOOKED AT;
NOT FLUSHING. (HAS ALREADY
BEEN
- **24067-1** · Normal · 18 day(s) old · created 08/06/2026
1067- needs weather stripping
- **24080-1** · Normal · 18 day(s) old · created 08/06/2026

1053- , replace shower handle and tub drain

- **24088-1** · Normal · 18 day(s) old · created 08/06/2026
1060 ceiling near window leaking, chair molded, ceiling repair next to door
- **24108-1** · Normal · 18 day(s) old · created 08/06/2026
1077 bathroom fan makes loud noise, shower head loose, mold in bathroom, touch up paint.
- **24200-1** · Normal · 14 day(s) old · created 08/10/2026
2080 NEEDS BED FRAME
- **24225-1** · Normal · 14 day(s) old · created 08/10/2026
1009- shower divertor broken

Rock - I-30 Little

5 item(s), oldest 23 day(s), 1 urgent

- **23823-1** · Normal · 23 day(s) old · created 08/01/2026
Bathtub walls in room 317 needs to be repaired and toilet needs a new lid
- **23824-1** · Normal · 23 day(s) old · created 08/01/2026
Doorlock OOO in room 311 and needs to be fully replaced
- **23825-1** · Normal · 23 day(s) old · created 08/01/2026
Room 107 doorlock is unresponsive and needs to be replaced
- **24115-1** · Urgent · 18 day(s) old · created 08/06/2026
General manager room the toilet is backed up, the ac unit is ooo, first room
- **24118-1** · Normal · 18 day(s) old · created 08/06/2026
In the assistant gm room, the kitchen sink doesn't have a faucet, the on bathroom wall, toilet is running constantly needs a new flapper, and no blinds on the window

Baton Rouge - Gwenadele

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

- **23951-1** · Normal · 20 day(s) old · created 08/04/2026
302- fix or change ptacs
- **23953-1** · Normal · 20 day(s) old · created 08/04/2026
302-washer dryer in unit and hook up
- **23954-1** · Normal · 20 day(s) old · created 08/04/2026
305 tub/shower cracked
- **23956-1** · Normal · 20 day(s) old · created 08/04/2026
305-shower curtain rod put back up/ wall torn up by dog/hole in wall/bath door
- **23964-1** · Normal · 20 day(s) old · created 08/04/2026
334- missing tile work in closet and exposed pipes near closet(maybe for a

Oklahoma City - NE I-35

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

- **21947-1** · Normal · 70 day(s) old · created 06/15/2026
stairwell needs to be fixed. still waiting to see if it is going to get fixed 8-10-26 TEMPORARILY FIXED WHILE WAITING ON WELDERS 8-13-6
- **22888-1** · Normal · 47 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
- **23541-1** · Urgent · 31 day(s) old · created 07/24/2026
need a new locking mechanism for the gate in the dog park. doesnt close .
- **23568-1** · Normal · 28 day(s) old · created 07/27/2026
228 key reader replaced but cant

program it . key cards wont work on it .

Oklahoma City - NW Expressway

4 item(s), oldest 63 day(s), 1 urgent

- **22233-1** · Normal · 63 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
 - **23191-1** · Normal · 39 day(s) old · created 07/16/2026
replace 157 bathroom door
 - **23842-1** · Normal · 23 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
 - **23851-1** · Urgent · 22 day(s) old · created 08/02/2026
Stair in 237 stairwell is broken
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Little Rock - University

4 item(s), oldest 27 day(s), no urgent items

- **23626-1** · Normal · 27 day(s) old · created 07/28/2026
3000 building needs exterior attn: repaint, stairway attn etc
 - **24033-1** · Normal · 19 day(s) old · created 08/05/2026
side gates (both gates) need repaired - broken latches / broken wood planks / parking lot needs redone - potholes / faded lining / falling reatiner wall / etc
 - **24173-1** · Normal · 16 day(s) old · created 08/08/2026
room 3108 / 1108 / 3130 needs doors reprogrammed (already tried everything)
 - **24175-1** · Normal · 16 day(s) old · created 08/08/2026
assistant manager room needs half electrical outlets fixed assistant manager room needs cable box installed
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North Little Rock - Gray Road

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

- **23079-1** · Normal · 42 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.
- **23696-1** · Normal · 25 day(s) old · created 07/30/2026
We need drop down ceiling tiles for room #122 and manager apartment
- **23734-1** · Normal · 25 day(s) old · created 07/30/2026
Room 458 needs PTAC

Benton - Military Rd

2 item(s), oldest 25 day(s), no urgent items

- **23776-1** · Normal · 25 day(s) old · created 07/30/2026
room 121 a/c isnt blowing cold again.
- **23850-1** · Normal · 22 day(s) old · created 08/02/2026
need direct tv remotes

Eagle Suites - Breckenridge

2 item(s), oldest 17 day(s), 2 urgent

- **24135-1** · Urgent · 17 day(s) old · created 08/07/2026
HDMI cord's Sink Stoppers TV mounts for 43 inch TV's shower curtain rod's
- **24219-1** · Urgent · 14 day(s) old · created 08/10/2026
oven not preheating, check out dresser.

Jacksonville - Shamrock

1 item(s), oldest 39 day(s), no urgent items

- **23203-1** · Normal · 39 day(s) old · created 07/16/2026
RM 514 - Needs cabinet doors ordered

Benton - I-30

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

- **23959-1** · Normal · 20 day(s) old · created 08/04/2026

Room 201 bottom of bathroom door is chewed up need to try and fix or

Baton Rouge - Airline

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

- **24130-1** · Normal · 17 day(s) old · created 08/07/2026
rm 108 occupied ac goes from cool to hot air

Conway - Skyline

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

- **24164-1** · Normal · 17 day(s) old · created 08/07/2026
STAIR RAILINGS NEED TO BE FIXED BY WELDER

Tulsa - E 52nd Street

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

- **24153-1** · Normal · 17 day(s) old · created 08/07/2026
critters in between the ceilings and floors, (mice, squirrels, raccoons)

Tulsa - S 79th East Ave

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

- **24186-1** · Normal · 16 day(s) old · created 08/08/2026
2105 - bath is still running scalding water

Pattern Intelligence

- Total open work orders in source report: **319**, with **39** marked urgent.
- Executive threshold (30+ days): **7** item(s) across **4** hotel(s).
- Regional threshold (14+ days): **60** item(s) across **16** hotel(s).
- Most concentrated aging backlog is at **Rock - W Markham Street Little** with **17** 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**