



EAGLE SUITES®

Maintenance Aging Report

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

08/25/2026 | Produced: 7:50 AM

OPEN WORK
ORDERS

259

Current source
report scope

EXECUTIVE 30+
DAYS

7

Across 4 hotel(s)

REGIONAL 14+
DAYS

43

Across 13 hotel(s)

URGENT OPEN
ITEMS

13

Marked urgent in
source

Executive Summary

There are **7** open work order(s) at the executive 30+ day threshold and **43** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Benton - I-30** with 7 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 71 day(s), including urgent work.
- **Oklahoma City - NW Expressway** has 2 item(s) at 30+ days old, oldest at 64 day(s).
- **North Little Rock - Gray Road** has 1 item(s) at 30+ days old, oldest at 43 day(s).
- **Benton - I-30** has 7 item(s) at 14+ days old, oldest at 21 day(s), 0 urgent.
- **Oklahoma City - NW Expressway** has 5 item(s) at 14+ days old, oldest at 64 day(s), 1 urgent.
- **Baton Rouge - Gwenadele** has 5 item(s) at 14+ days old, oldest at 21 day(s), 0 urgent.

Executive Level, 30+ Day Items

Oklahoma City - NE I-35

Regional Level, 14+ Day Items

Benton - I-30

3 item(s), oldest 71 day(s), 1 urgent

- **21947-1** · Normal · 71 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 · 48 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 · 32 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 64 day(s), no urgent items

- **22233-1** · Normal · 64 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 40 day(s) old · created 07/16/2026
replace 157 bathroom door

North Little Rock - Gray Road

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

- **23079-1** · Normal · 43 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 40 day(s), no urgent items

- **23203-1** · Normal · 40 day(s) old · created 07/16/2026
RM 514 - Needs cabinet doors ordered

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

- **23959-1** · Normal · 21 day(s) old · created 08/04/2026
Room 201 bottom of bathroom door is chewed up need to try and fix or
- **24308-1** · Normal · 14 day(s) old · created 08/11/2026
Room 247 sign on the back of the door came off
- **24310-1** · Normal · 14 day(s) old · created 08/11/2026
Room 245 tub is peeling bad need to do something not sure if we still have
- **24312-1** · Normal · 14 day(s) old · created 08/11/2026
Room 243 wall is caving black on baseboard by bed
- **24313-1** · Normal · 14 day(s) old · created 08/11/2026
Room 233 shower rod hanging to low
- **24315-1** · Normal · 14 day(s) old · created 08/11/2026
Room 233 has a queen bed frame
- **24320-1** · Normal · 14 day(s) old · created 08/11/2026
Room 145 Tub has tape in it someone put down instead of fixing a crack in the every now and then.

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 64 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 40 day(s) old · created 07/16/2026
replace 157 bathroom door
- **23842-1** · Normal · 24 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
- **23851-1** · Urgent · 23 day(s) old · created 08/02/2026

Stair in 237 stairwell is broken

- **24262-1** · Normal · 14 day(s) old · created 08/11/2026
lights that are out along walkways:
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Baton Rouge - Gwenadele

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

- **23951-1** · Normal · 21 day(s) old · created 08/04/2026
302- fix or change ptacs
 - **23953-1** · Normal · 21 day(s) old · created 08/04/2026
302-washer dryer in unit and hook up
 - **23954-1** · Normal · 21 day(s) old · created 08/04/2026
305 tub/shower cracked
 - **23956-1** · Normal · 21 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 · 21 day(s) old · created 08/04/2026
334- missing tile work in closet and exposed pipes near closet(maybe for a
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Oklahoma City - NE I-35

4 item(s), oldest 71 day(s), 1 urgent

- **21947-1** · Normal · 71 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 · 48 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 · 32 day(s) old · created 07/24/2026
need a new locking mechanism for

the gate in the dog park. doesnt close .

- **23568-1** · Normal · 29 day(s) old · created 07/27/2026
228 key reader replaced but cant program it . key cards wont work on it .

Jacksonville - Shamrock

4 item(s), oldest 40 day(s), no urgent items

- **23203-1** · Normal · 40 day(s) old · created 07/16/2026
RM 514 - Needs cabinet doors ordered
- **24301-1** · Normal · 14 day(s) old · created 08/11/2026
The golf car wont go even with a full charge
- **24305-1** · Normal · 14 day(s) old · created 08/11/2026
Building 500. Guest Stated that they have had a wood splinter walking the
- **24307-1** · Normal · 14 day(s) old · created 08/11/2026
200 Building under Rm 210-212 have Green slippery goo in the floor.

Little Rock - University

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

- **23626-1** · Normal · 28 day(s) old · created 07/28/2026
3000 building needs exterior attn: repaint, stairway attn etc
- **24033-1** · Normal · 20 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 · 17 day(s) old · created 08/08/2026
room 3108 / 1108 / 3130 needs doors reprogrammed (already tried everything

- **24175-1** · Normal · 17 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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Tulsa - S Yale Ave

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

- **24284-1** · Normal · 14 day(s) old · created 08/11/2026
SOFFITT BY OFFICE AND TRIM ON ROOF BY EAGLE SIGN
 - **24285-1** · Normal · 14 day(s) old · created 08/11/2026
REPAIR FENCE
 - **24287-1** · Normal · 14 day(s) old · created 08/11/2026
JOE EAGLE BOARD
 - **24289-1** · Normal · 14 day(s) old · created 08/11/2026
FIX CONDUIT W/ MORE HANGING ON OUTBACK SIDE SECOND AND
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Oklahoma City - SW 3rd

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

- **24277-1** · Normal · 14 day(s) old · created 08/11/2026
1091 PATCH HOLE ABOVE SINK IN KITCHENETTE
 - **24323-1** · Normal · 14 day(s) old · created 08/11/2026
1092 DOOR KNOB FREE FLOATING ON BATHROOM DOOR
 - **24337-1** · Normal · 14 day(s) old · created 08/11/2026
1096 HOLE IN BATHROOM DOOR /
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North Little Rock - Gray Road

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

- **23079-1** · Normal · 43 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.

- **23696-1** · Normal · 26 day(s) old · created 07/30/2026
We need drop down ceiling tiles for room #122 and manager apartment

Tulsa - E 52nd Street

2 item(s), oldest 18 day(s), no urgent items

- **24153-1** · Normal · 18 day(s) old · created 08/07/2026
critters in between the ceilings and floors, (mice, squirrels, raccoons)
- **24267-1** · Normal · 14 day(s) old · created 08/11/2026
step is broken on the 2nd stairs in front of room 222 its the first step on the

Baton Rouge - Airline

1 item(s), oldest 18 day(s), no urgent items

- **24130-1** · Normal · 18 day(s) old · created 08/07/2026
rm 108 occupied ac goes from cool to hot air

Conway - Skyline

1 item(s), oldest 18 day(s), no urgent items

- **24164-1** · Normal · 18 day(s) old · created 08/07/2026
STAIR RAILINGS NEED TO BE FIXED BY WELDER

Tulsa - S 79th East Ave

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

- **24186-1** · Normal · 17 day(s) old · created 08/08/2026
2105 - bath is still running scalding water

Pattern Intelligence

- Total open work orders in source report: **259**, with **13** marked urgent.
- Executive threshold (30+ days): **7** item(s) across **4** hotel(s).
- Regional threshold (14+ days): **43** item(s) across **13** hotel(s).
- Most concentrated aging backlog is at **Benton - I-30** with **7** 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**