



EAGLE SUITES®

Maintenance Aging Report

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

08/27/2026 | Produced: 7:51 AM

OPEN WORK
ORDERS

299

Current source
report scope

EXECUTIVE 30+
DAYS

8

Across 4 hotel(s)

REGIONAL 14+
DAYS

55

Across 14 hotel(s)

URGENT OPEN
ITEMS

34

Marked urgent in
source

Executive Summary

There are **8** open work order(s) at the executive 30+ day threshold and **55** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Oklahoma City - NW Expressway** with 14 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 4 item(s) at 30+ days old, oldest at 73 day(s), including urgent work.
- **Oklahoma City - NW Expressway** has 2 item(s) at 30+ days old, oldest at 66 day(s).
- **North Little Rock - Gray Road** has 1 item(s) at 30+ days old, oldest at 45 day(s).
- **Oklahoma City - NW Expressway** has 14 item(s) at 14+ days old, oldest at 66 day(s), 1 urgent.
- **Benton - I-30** has 5 item(s) at 14+ days old, oldest at 23 day(s), 0 urgent.
- **Oklahoma City - NE I-35** has 4 item(s) at 14+ days old, oldest at 73 day(s), 1 urgent.

Executive Level, 30+ Day Items

Oklahoma City - NE I-35

Regional Level, 14+ Day Items

Oklahoma City - NW Expressway

4 item(s), oldest 73 day(s), 1 urgent

- **21947-1** · Normal · 73 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 · 50 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 · 34 day(s) old · created 07/24/2026
need a new locking mechanism for the gate in the dog park. doesnt close .
- **23568-1** · Normal · 31 day(s) old · created 07/27/2026
228 key reader replaced but cant program it . key cards wont work on it . charles told ronnie he would be back tomorrow to work on it

Oklahoma City - NW Expressway

2 item(s), oldest 66 day(s), no urgent items

- **22233-1** · Normal · 66 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 42 day(s) old · created 07/16/2026
replace 157 bathroom door

North Little Rock - Gray Road

1 item(s), oldest 45 day(s), no urgent items

- **23079-1** · Normal · 45 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.

Little Rock - University

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

14 item(s), oldest 66 day(s), 1 urgent

- **22233-1** · Normal · 66 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 42 day(s) old · created 07/16/2026
replace 157 bathroom door
- **23842-1** · Normal · 26 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
- **23851-1** · Urgent · 25 day(s) old · created 08/02/2026
Stair in 237 stairwell is broken
- **24262-1** · Normal · 16 day(s) old · created 08/11/2026
lights that are out along walkways:
- **24379-1** · Normal · 15 day(s) old · created 08/12/2026
146 tile around base boards, ptac roach infested needs sprayed out
- **24419-1** · Normal · 14 day(s) old · created 08/13/2026
101 smoke detector
- **24429-1** · Normal · 14 day(s) old · created 08/13/2026
149 needs doorsweep, check/caulk baseboards behind fridge & bathroom
- **24432-1** · Normal · 14 day(s) old · created 08/13/2026
100 has slow leak from above toilet in 200 and smoke detector need battery
- **24457-1** · Normal · 14 day(s) old · created 08/13/2026
225 bathroom sink filter
- **24460-1** · Normal · 14 day(s) old · created 08/13/2026
241 bed frame squeaking may be missing a piece, both kitchen outlets dont
- **24463-1** · Normal · 14 day(s) old · created 08/13/2026
200 need bathroom fan installed,

- **23626-1** · Normal · 30 day(s) old · created 07/28/2026
3000 building needs exterior attn: repaint, stairway attn etc

sink needs adjusted, smoke detector not

- **24470-1** · Normal · 14 day(s) old · created 08/13/2026
251 need bathroom fan
- **24471-1** · Normal · 14 day(s) old · created 08/13/2026
204 need bathroom fan in master bath

Benton - I-30

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

- **23959-1** · Normal · 23 day(s) old · created 08/04/2026
Room 201 bottom of bathroom door is chewed up need to try and fix or
- **24310-1** · Normal · 16 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 · 16 day(s) old · created 08/11/2026
Room 243 wall is caving black on baseboard by bed
- **24313-1** · Normal · 16 day(s) old · created 08/11/2026
Room 233 shower rod hanging to low
- **24320-1** · Normal · 16 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 - NE I-35

4 item(s), oldest 73 day(s), 1 urgent

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created 07/24/2026
need a new locking mechanism for
the gate in the dog park. doesnt
close .
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program it . key cards wont work on
it . charles told ronnie he would be
back tomorrow to work on it

Little Rock - University

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

- **23626-1** · Normal · 30 day(s) old ·
created 07/28/2026
3000 building needs exterior attn:
repaint, stairway attn etc
- **24033-1** · Normal · 22 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 · 19 day(s) old ·
created 08/08/2026
room 3108 / 1108 / 3130 needs
doors reprogrammed (already tried
everything
- **24175-1** · Normal · 19 day(s) old ·
created 08/08/2026
assistant manager room needs half
electrical outlets fixed assistant
manager room needs cable box
installed

Baton Rouge - Gwenadele

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

- **23953-1** · Normal · 23 day(s) old ·
created 08/04/2026
302-washer dryer in unit and hook
up
- **23954-1** · Normal · 23 day(s) old ·
created 08/04/2026

305 tub/shower cracked

- **23956-1** · Normal · 23 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 · 23 day(s) old · created 08/04/2026
334- missing tile work in closet and exposed pipes near closet(maybe for a

Tulsa - S Yale Ave

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

- **24284-1** · Normal · 16 day(s) old · created 08/11/2026
SOFFITT BY OFFICE AND TRIM ON ROOF BY EAGLE SIGN
- **24285-1** · Normal · 16 day(s) old · created 08/11/2026
REPAIR FENCE
- **24287-1** · Normal · 16 day(s) old · created 08/11/2026
JOE EAGLE BOARD
- **24289-1** · Normal · 16 day(s) old · created 08/11/2026
FIX CONDUIT W/ MORE HANGING ON OUTBACK SIDE SECOND AND

Jacksonville - Crestview

4 item(s), oldest 15 day(s), 4 urgent

- **24375-1** · Urgent · 15 day(s) old · created 08/12/2026
Room #175 toilet is backed up
- **24376-1** · Urgent · 15 day(s) old · created 08/12/2026
Room #179 needs a new light.
- **24377-1** · Urgent · 15 day(s) old · created 08/12/2026
Room #263 needs a whole room paint, a new mirror, and a tv.
- **24412-1** · Urgent · 14 day(s) old · created 08/13/2026
Room #179 needs a new tv

Conway - Skyline

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

- **24164-1** · Normal · 20 day(s) old · created 08/07/2026
STAIR RAILINGS NEED TO BE FIXED
BY WELDER Jeremy Lankford,
Skyline Maintenance
 - **24416-1** · Normal · 14 day(s) old · created 08/13/2026
SECOND REQUEST Jeremy
Lankford, Skyline Maintenance
 - **24473-1** · Normal · 14 day(s) old · created 08/13/2026
RM 220 HOT WATER KNOB LOOSE
Jeremy Lankford, Skyline
Maintenance
-

Tulsa - E 52nd Street

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

- **24153-1** · Normal · 20 day(s) old · created 08/07/2026
critters in between the ceilings and
floors, (mice, squirrels, raccoons)
 - **24267-1** · Normal · 16 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
 - **24407-1** · Normal · 14 day(s) old · created 08/13/2026
assistant manager apt.
-

Jacksonville - Shamrock

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

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

North Little Rock - Gray Road

2 item(s), oldest 45 day(s), no urgent items

- **23079-1** · Normal · 45 day(s) old · created 07/13/2026
There are hazardous potholes as you come onto NLR property from HWY 161.
- **23696-1** · Normal · 28 day(s) old · created 07/30/2026
We need drop down ceiling tiles for room #122 and manager apartment Jeremy Lankford, Maintenance Department, NLR Gray

Baton Rouge - Airline

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

- **24130-1** · Normal · 20 day(s) old · created 08/07/2026
rm 108 occupied ac goes from cool to hot air
- **24482-1** · Normal · 14 day(s) old · created 08/13/2026
building 4 spray all empty rooms spiders roachs after done spray all rooms

Oklahoma City - SW 3rd

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

- **24323-1** · Normal · 16 day(s) old · created 08/11/2026
1092 DOOR KNOB FREE FLOATING ON BATHROOM DOOR
- **24480-1** · Normal · 14 day(s) old · created 08/13/2026
2049 AIR NOT BLOWING COLD

Tulsa - S 79th East Ave

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

- **24186-1** · Normal · 19 day(s) old · created 08/08/2026
2105 - bath is still running scalding water

- Total open work orders in source report: **299**, with **34** marked urgent.
- Executive threshold (30+ days): **8** item(s) across **4** hotel(s).
- Regional threshold (14+ days): **55** item(s) across **14** hotel(s).
- Most concentrated aging backlog is at **Oklahoma City - NW Expressway** with **14** 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**