



EAGLE SUITES®

Maintenance Aging Report

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

09/01/2026 | Produced: 7:50 AM

OPEN WORK
ORDERS

260

Current source
report scope

EXECUTIVE 30+
DAYS

5

Across 2 hotel(s)

REGIONAL 14+
DAYS

35

Across 9 hotel(s)

URGENT OPEN
ITEMS

18

Marked urgent in
source

Executive Summary

There are **5** open work order(s) at the executive 30+ day threshold and **35** open work order(s) at the regional 14+ day threshold. The current aged backlog is concentrated most heavily at **Oklahoma City - NW Expressway** with 13 item(s). This report is built to keep the executive view exception-based and the regional view operational.

What Needs Attention Now

- **Oklahoma City - NW Expressway** has 4 item(s) at 30+ days old, oldest at 71 day(s), including urgent work.
- **Oklahoma City - NE I-35** has 1 item(s) at 30+ days old, oldest at 36 day(s).
- **Oklahoma City - NW Expressway** has 13 item(s) at 14+ days old, oldest at 71 day(s), 1 urgent.
- **Tulsa - E 52nd Street** has 4 item(s) at 14+ days old, oldest at 25 day(s), 0 urgent.
- **Jacksonville - Shamrock** has 4 item(s) at 14+ days old, oldest at 21 day(s), 1 urgent.

Executive Level, 30+ Day Items

Oklahoma City - NW Expressway

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

Regional Level, 14+ Day Items

Oklahoma City - NW Expressway

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

- **22233-1** · Normal · 71 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 47 day(s) old · created 07/16/2026
replace 157 bathroom door, guest would like a heads up
- **23842-1** · Normal · 31 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
- **23851-1** · Urgent · 30 day(s) old · created 08/02/2026
Stair in 237 stairwell is broken

Oklahoma City - NE I-35

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

- **23568-1** · Normal · 36 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

- **22233-1** · Normal · 71 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 47 day(s) old · created 07/16/2026
replace 157 bathroom door, guest would like a heads up
- **23842-1** · Normal · 31 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
- **23851-1** · Urgent · 30 day(s) old · created 08/02/2026
Stair in 237 stairwell is broken
- **24262-1** · Normal · 21 day(s) old · created 08/11/2026
lights that are out along walkways:
- **24429-1** · Normal · 19 day(s) old · created 08/13/2026
149 needs doorsweep, check/caulk baseboards behind fridge & bathroom
- **24457-1** · Normal · 19 day(s) old · created 08/13/2026
225 bathroom sink filter
- **24460-1** · Normal · 19 day(s) old · created 08/13/2026
241 bed frame squeaking may be missing a piece, both kitchen outlets dont
- **24463-1** · Normal · 19 day(s) old · created 08/13/2026
200 need bathroom fan installed
- **24470-1** · Normal · 19 day(s) old · created 08/13/2026
251 need bathroom fan
- **24471-1** · Normal · 19 day(s) old · created 08/13/2026
204 need bathroom fan in master bath
- **24660-1** · Normal · 15 day(s) old · created 08/17/2026
238 need bathroom fan
- **24687-1** · Normal · 14 day(s) old · created 08/18/2026

107 There is no cover for outlet behind the fridge

Tulsa - E 52nd Street

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

- **24153-1** · Normal · 25 day(s) old · created 08/07/2026
critters in between the ceilings and floors, (mice, squirrels, raccoons)
 - **24267-1** · Normal · 21 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 · 19 day(s) old · created 08/13/2026
assistant manager apt.
 - **24689-1** · Normal · 14 day(s) old · created 08/18/2026
THERE IS A LEAK IN THE 2ND FLOOR 1ST STORAGE ROOM LOOKS LIKE
-

Jacksonville - Shamrock

4 item(s), oldest 21 day(s), 1 urgent

- **24301-1** · Normal · 21 day(s) old · created 08/11/2026
The golf car wont go even with a full charge
 - **24305-1** · Normal · 21 day(s) old · created 08/11/2026
Building 500. Guest Stated that they have had a wood splinter walking the
 - **24307-1** · Normal · 21 day(s) old · created 08/11/2026
200 Building under Rm 210-212 have Green slippery goo in the floor.
 - **24679-1** · Urgent · 14 day(s) old · created 08/18/2026
RM 231 & 211 RM231 he cut a hole behind the shower to fix the leak
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Tulsa - S Yale Ave

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

- **24284-1** · Normal · 21 day(s) old · created 08/11/2026
SOFFITT BY OFFICE AND TRIM ON ROOF BY EAGLE SIGN
- **24285-1** · Normal · 21 day(s) old · created 08/11/2026
REPAIR FENCE
- **24287-1** · Normal · 21 day(s) old · created 08/11/2026
JOE EAGLE BOARD
- **24289-1** · Normal · 21 day(s) old · created 08/11/2026
FIX CONDUIT W/ MORE HANGING ON OUTBACK SIDE SECOND AND

Baton Rouge - Gwenadele

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

- **23954-1** · Normal · 28 day(s) old · created 08/04/2026
305 tub/shower cracked
- **23956-1** · Normal · 28 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 · 28 day(s) old · created 08/04/2026
334- missing tile work in closet and exposed pipes near closet(maybe for a

Baton Rouge - Airline

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

- **24130-1** · Normal · 25 day(s) old · created 08/07/2026
rm 108 occupied ac goes from cool to hot air
- **24482-1** · Normal · 19 day(s) old · created 08/13/2026
building 4 spray all empty rooms spiders roachs after done spray all rooms
- **24662-1** · Normal · 15 day(s) old · created 08/17/2026
Outlet for TV not working room 313 Airline

Oklahoma City - SW 3rd

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

- **24323-1** · Normal · 21 day(s) old · created 08/11/2026
1092 DOOR KNOB FREE FLOATING ON BATHROOM DOOR
- **24552-1** · Normal · 18 day(s) old · created 08/14/2026
1107 NEEDS A MIRROR

Oklahoma City - NE I-35

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

- **23568-1** · Normal · 36 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

Benton - Military Rd

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

- **24659-1** · Normal · 15 day(s) old · created 08/17/2026
Hedges need to be trimmed

Pattern Intelligence

- Total open work orders in source report: **260**, with **18** marked urgent.
- Executive threshold (30+ days): **5** item(s) across **2** hotel(s).
- Regional threshold (14+ days): **35** item(s) across **9** hotel(s).
- Most concentrated aging backlog is at **Oklahoma City - NW Expressway** with **13** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **1** 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**