



EAGLE SUITES®

Maintenance Aging Report

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

09/02/2026 | Produced: 7:51 AM

OPEN WORK
ORDERS

285

Current source
report scope

EXECUTIVE 30+
DAYS

5

Across 2 hotel(s)

REGIONAL 14+
DAYS

55

Across 9 hotel(s)

URGENT OPEN
ITEMS

14

Marked urgent in
source

Executive Summary

There are **5** 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 **North Little Rock - Gray Road** with 22 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 72 day(s), including urgent work.
- **Oklahoma City - NE I-35** has 1 item(s) at 30+ days old, oldest at 37 day(s).
- **North Little Rock - Gray Road** has 22 item(s) at 14+ days old, oldest at 14 day(s), 0 urgent.
- **Oklahoma City - NW Expressway** has 12 item(s) at 14+ days old, oldest at 72 day(s), 1 urgent.
- **Tulsa - E 52nd Street** has 4 item(s) at 14+ days old, oldest at 26 day(s), 0 urgent.

Executive Level, 30+ Day Items

Oklahoma City - NW Expressway

4 item(s), oldest 72 day(s), 1 urgent

Regional Level, 14+ Day Items

North Little Rock - Gray Road

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

- **22233-1** · Normal · 72 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)
- **23191-1** · Normal · 48 day(s) old · created 07/16/2026
replace 157 bathroom door, guest would like a heads up
- **23842-1** · Normal · 32 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
- **23851-1** · Urgent · 31 day(s) old · created 08/02/2026
Stair in 237 stairwell is broken

Oklahoma City - NE I-35

1 item(s), oldest 37 day(s), no urgent items

- **23568-1** · Normal · 37 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

- **24741-1** · Normal · 14 day(s) old · created 08/19/2026
Room 122 needs full size bedframe and mattress installed
- **24746-1** · Normal · 14 day(s) old · created 08/19/2026
Room 152 needs full size bedframe and mattress installed
- **24753-1** · Normal · 14 day(s) old · created 08/19/2026
Room 223 needs fully painted
- **24755-1** · Normal · 14 day(s) old · created 08/19/2026
Room 223 needs bathroom light replaced
- **24756-1** · Normal · 14 day(s) old · created 08/19/2026
Room 223 needs artwork installed
- **24757-1** · Normal · 14 day(s) old · created 08/19/2026
Room 233 needs PTAC replaced
- **24759-1** · Normal · 14 day(s) old · created 08/19/2026
Room 233 needs mirror and artwork installed and tv mounted back onto wall
- **24760-1** · Normal · 14 day(s) old · created 08/19/2026
Room 233 needs a table installed in room
- **24761-1** · Normal · 14 day(s) old · created 08/19/2026
Room 233 needs nightstand replaced
- **24762-1** · Normal · 14 day(s) old · created 08/19/2026
Room 233 needs a blank plate cover installed over exposed wiring
- **24763-1** · Normal · 14 day(s) old · created 08/19/2026
Room 262 needs PTAC replaced
- **24764-1** · Normal · 14 day(s) old · created 08/19/2026
Room 262 needs bathroom light replaced
- **24765-1** · Normal · 14 day(s) old · created 08/19/2026
Manager apartment needs PTAC

replaced (unit works but blows both cold and

- **24766-1** · Normal · 14 day(s) old · created 08/19/2026
Managers apartment needs several drop down ceiling tiles replaced
- **24782-1** · Normal · 14 day(s) old · created 08/19/2026
Room 412 needs blinds installed
- **24783-1** · Normal · 14 day(s) old · created 08/19/2026
Room 412 needs artwork installed and 1 table removed from the room
- **24784-1** · Normal · 14 day(s) old · created 08/19/2026
Room 412 shower surround is uneven. Need someone to check it and let us
- **24786-1** · Normal · 14 day(s) old · created 08/19/2026
Room 418 needs both sets of blinds replaced in bedroom and living room
- **24788-1** · Normal · 14 day(s) old · created 08/19/2026
Room 418 needs mirror replaced
- **24789-1** · Normal · 14 day(s) old · created 08/19/2026
Room 418 needs a shower surround
- **24790-1** · Normal · 14 day(s) old · created 08/19/2026
Room 419 needs 2 PTAC units (recreated work order, original work order has
- **24791-1** · Normal · 14 day(s) old · created 08/19/2026
Managers apartment ceiling in the bedroom is separating at the seams of one

Oklahoma City - NW Expressway

12 item(s), oldest 72 day(s), 1 urgent

- **22233-1** · Normal · 72 day(s) old · created 06/22/2026
tile needs redone in multiple 2nd floor units (outside calls for tile work)

- **23191-1** · Normal · 48 day(s) old · created 07/16/2026
replace 157 bathroom door, guest would like a heads up
- **23842-1** · Normal · 32 day(s) old · created 08/01/2026
unit 162 ceiling damage from 262 ptac leak
- **23851-1** · Urgent · 31 day(s) old · created 08/02/2026
Stair in 237 stairwell is broken
- **24262-1** · Normal · 22 day(s) old · created 08/11/2026
lights that are out along walkways:
- **24457-1** · Normal · 20 day(s) old · created 08/13/2026
225 bathroom sink filter
- **24460-1** · Normal · 20 day(s) old · created 08/13/2026
241 bed frame squeaking may be missing a piece, both kitchen outlets dont
- **24463-1** · Normal · 20 day(s) old · created 08/13/2026
200 need bathroom fan installed
- **24470-1** · Normal · 20 day(s) old · created 08/13/2026
251 need bathroom fan
- **24471-1** · Normal · 20 day(s) old · created 08/13/2026
204 need bathroom fan in master bath
- **24660-1** · Normal · 16 day(s) old · created 08/17/2026
238 need bathroom fan
- **24687-1** · Normal · 15 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 26 day(s), no urgent items

- **24153-1** · Normal · 26 day(s) old · created 08/07/2026
critters in between the ceilings and floors, (mice, squirrels, raccoons)

- **24267-1** · Normal · 22 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 · 20 day(s) old · created 08/13/2026
assistant manager apt.
- **24689-1** · Normal · 15 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 22 day(s), 1 urgent

- **24301-1** · Normal · 22 day(s) old · created 08/11/2026
The golf car wont go even with a full charge
- **24305-1** · Normal · 22 day(s) old · created 08/11/2026
Building 500. Guest Stated that they have had a wood splinter walking the
- **24307-1** · Normal · 22 day(s) old · created 08/11/2026
200 Building under Rm 210-212 have Green slippery goo in the floor.
- **24679-1** · Urgent · 15 day(s) old · created 08/18/2026
RM 231 & 211 RM231 he cut a hole behind the shower to fix the leak

Oklahoma City - SW 3rd

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

- **24323-1** · Normal · 22 day(s) old · created 08/11/2026
1092 DOOR KNOB FREE FLOATING ON BATHROOM DOOR
- **24552-1** · Normal · 19 day(s) old · created 08/14/2026
1107 NEEDS A MIRROR
- **24743-1** · Normal · 14 day(s) old · created 08/19/2026
2106 WATER DOES NOT TURN OFF COMPLETELY ON SHOWER.

- **24774-1** · Normal · 14 day(s) old · created 08/19/2026
1102, NEEDS NEW TV
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Tulsa - S Yale Ave

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

- **24284-1** · Normal · 22 day(s) old · created 08/11/2026
SOFFITT BY OFFICE AND TRIM ON ROOF BY EAGLE SIGN
 - **24285-1** · Normal · 22 day(s) old · created 08/11/2026
REPAIR FENCE
 - **24287-1** · Normal · 22 day(s) old · created 08/11/2026
JOE EAGLE BOARD
 - **24289-1** · Normal · 22 day(s) old · created 08/11/2026
FIX CONDUIT W/ MORE HANGING ON OUTBACK SIDE SECOND AND
-

Baton Rouge - Gwenadele

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

- **23954-1** · Normal · 29 day(s) old · created 08/04/2026
305 tub/shower cracked
 - **23956-1** · Normal · 29 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 · 29 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

1 item(s), oldest 37 day(s), no urgent items

- **23568-1** · Normal · 37 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 16 day(s), no urgent items

- **24659-1** · Normal · 16 day(s) old · created 08/17/2026
Hedges need to be trimmed

Pattern Intelligence

- Total open work orders in source report: **285**, with **14** marked urgent.
- Executive threshold (30+ days): **5** item(s) across **2** hotel(s).
- Regional threshold (14+ days): **55** item(s) across **9** hotel(s).
- Most concentrated aging backlog is at **North Little Rock - Gray Road** with **22** item(s) currently at the 14+ day threshold.
- PTAC / HVAC-related items appear repeatedly in the aged backlog, with **5** 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**