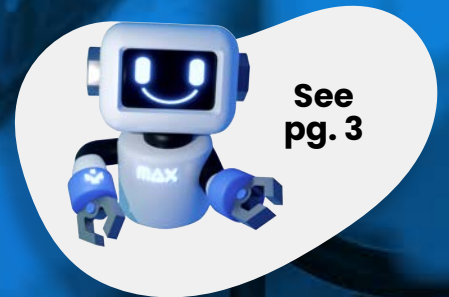


MONTHLY



Property Maintenance Operations

Benchmarking Report



January 2025

Your monthly source of truth for trends in property maintenance operations, gathered from Property Meld data from over 8.6 million work orders

Property Maintenance Operations

Benchmarking Report

The numbers don't lie. From repair speed improvements to rising resident satisfaction, property management companies are making key improvements in property maintenance operations (PMO)—but challenges still loom. With maintenance requests on the rise and costs climbing, how can operators stay ahead of the competition?

In this report, we reveal critical benchmarks, emerging trends, and actionable insights that leading companies are using to improve efficiency, cut costs, and enhance the resident experience. Curious to see how your operations stack up?

Staple Benchmarks Compared to last month & last year



6.0 ↑ days	
5.1	6.1
12/24	1/24

Repair Speed

Repair speeds are up by almost 17.6% from December but show a more significant improvement year over year. This trend aligns with historical patterns where November and December tend to be slower months for maintenance work. However, things are picking up fast—our data shows a 16.4% increase in work orders (Melds) created in January compared to the previous 90 days.



4.3 ↑ out of 5	
4.3	4.2
12/24	1/24

Resident Satisfaction

Resident satisfaction holds steady, up slightly from last year. While a 0.1 improvement might seem small, it's part of a longer-term trend that shows how top-performing property management companies are continually enhancing the resident experience. Satisfied residents stay longer—directly impacting your NOI.



\$239.14 ↑	
\$234.41	\$225.00
12/24	1/24

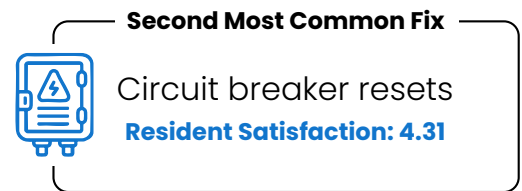
Maintenance Spend

Maintenance spend is rising year over year due to increasing parts and labor costs. However, despite higher overall expenses, the average cost per work order is decreasing. This tells us that leading property managers are optimizing processes, completing more work efficiently, and reducing waste.

Other Key Curiosities

Improved Triaging with MAX™

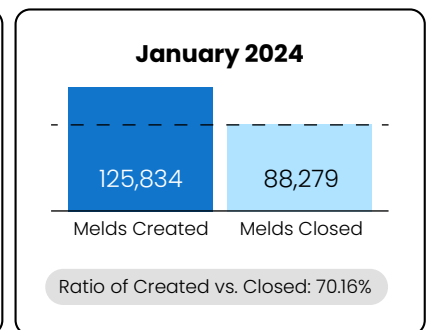
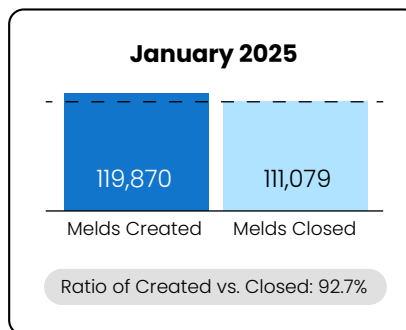
In January 2025, Property Meld announced its acquisition of Mezo, bringing MAX™—an AI-powered triage and troubleshooting tool—into the fold. MAX™ helps residents solve simple maintenance issues like outlet resets or leaky faucets without waiting for a technician, improving both efficiency and resident experience. Here are a few early findings from this acquisition:



These insights reveal a strong correlation between quick, DIY-friendly repairs and higher resident satisfaction scores. Empowering residents with self-help options for minor repairs creates a better resident experience, and saves operators from unnecessary trip charges. The average cost savings from a successful troubleshooting call (e.g., a GFCI reset) is around **\$130 per trip**.

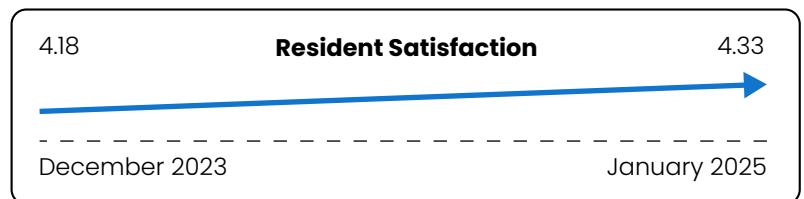
Improved Intake: Year Over Year Comparison

In January 2024, far more work orders were created than closed. Fast forward to 2025, and while fewer work orders were initiated, more were completed on time. This suggests property management companies are improving maintenance intake processes, increasing self-remediated or cancelled work orders, and investing in preventative maintenance.



Resident Retention

Between December 2023 and January 2025, average resident satisfaction rose from **4.18 to 4.33**, a 3.53% increase.



Why does this matter? With rent prices stabilizing and operational costs on the rise, retaining residents has become crucial to sustaining NOI. Happy residents are far less likely to move out when repairs are timely and reliable.

Happy Toilet, Happy Resident



Toilet Repairs

4.0
days

Toilet repairs are the third fastest repair speed category at **4.0 days**, and the #1 res. Satisfaction repair category at **4.93/5**.

Context: This data continues to drive home the fact that repair speed is a leading indicator of resident satisfaction, and there is a direct correlation between how fast repairs are completed, and the happiness of residents.



Action Items For Property Management Companies

To get the most out of this benchmark data, here are three practical steps property management companies can take to enhance their property maintenance operations (PMO) and drive better outcomes:

1. Correlate Repair Speed with Resident Satisfaction

Review your resident satisfaction scores across various work order categories. Identify patterns between how quickly repairs are completed and how residents rate their experience. Quick wins like improving response times for high-impact repairs (e.g., plumbing) can have a significant effect on resident happiness and lease renewals.

[⚡ Insights Pro > Benchmarks > Average Resident Satisfaction by Work Category](#)

[⚡ Insights Pro > Benchmarks > Median Speed of Repair by Work Category](#)

2. Track Cancelled Melds to Measure Intake Success

Monitor your number of cancelled Melds. A higher cancellation rate may indicate that residents are successfully self-remediating their issues through troubleshooting. This not only boosts resident satisfaction by eliminating wait times but also saves your team time and money by reducing unnecessary trips.

[⚡ Insights Overview > Staffing Efficiency > Melds Canceled](#)

Action Items For Property Management Companies

3. Analyze Poor Resident Reviews

With resident retention becoming more critical than ever, take a closer look at poor reviews. Are negative ratings tied to specific technicians, vendors, or recurring issues? Identifying these problem areas will give you a clear roadmap for improvement, allowing you to train your team, address vendor performance, and implement solutions that reduce friction for residents.

⚡ Google Reviews

Identify inefficiencies by Work Category:

⚡ [Insights Pro > Benchmarks > Average Resident Satisfaction by Work Category](#)

⚡ [Insights Pro > Benchmarks > Median Speed of Repair by Work Category](#)

↳ Narrow this down to specific Vendors/Techs:

⚡ [Insights Pro > Vendor Performance > Scheduling Efficiency > Average Resident Satisfaction by Vendor](#)

⚡ [Insights Pro > Technician Performance > Scheduling Efficiency > Average Resident Satisfaction by Technician](#)

Take Action Now If you'd like to learn more about how your maintenance process compares to the benchmarks outlined in this report, schedule a time to chat with one of our maintenance experts.

[Schedule a Call](#)



Subscribe to the *Maintenance Minute* to receive these monthly property maintenance operations benchmark reports.