

MONTHLY



Property Maintenance Operations

Benchmarking Report



February 2025

Your monthly source of truth for trends in property maintenance operations, gathered from Property Meld data from over 9.3 million work orders

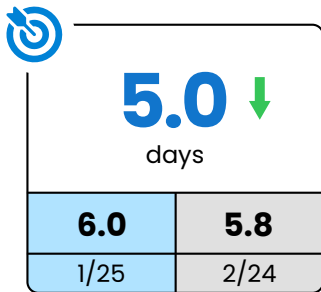
Property Maintenance Operations

Benchmarking Report

New data trends are emerging that point to a direct correlation between property maintenance and lease renewals. Residents who experience fast and efficient repairs are significantly more likely to renew their leases. After the lease signing, maintenance is the single biggest opportunity to impact resident renewal decisions. Leading operators are staying ahead of the competition by tracking repair speeds, resident satisfaction, and even the volume of maintenance completed to make better predictions regarding vacancy rates.

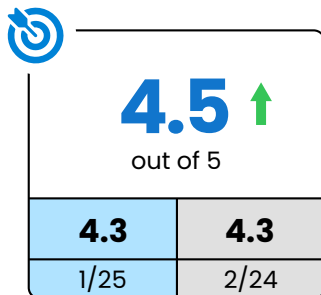
In this edition of the Property Maintenance Operations Benchmarking Report we highlight some of the specific work categories that affect lease renewals, and what operators are focusing on to drive renewals.

Staple Benchmarks Compared to last month & last year



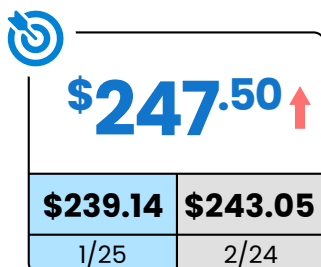
Repair Speed

Historically, the number of work orders created in February drops about 20.5% from January, which would typically lead to faster repair times. But this year, **repair speeds have improved by 16.67% since January**—far surpassing what we’d expect from a lower volume alone. The data tells a bigger story: property management operators are actively increasing maintenance efficiency across all repair categories.



Resident Satisfaction

Month after month, **resident satisfaction continues to climb**—and while a 4.55% increase may seem small, the bigger picture tells a compelling story. The industry is steadily trending upward, signaling that operators are prioritizing a more resident-centric maintenance process. And that focus isn’t just improving satisfaction—it’s driving renewals.




Maintenance Spend

Maintenance spend has inched up both month-over-month and year-over-year—a slight surprise, given that February typically sees a drop in completed work. But with inflation and rising labor costs, this upward trend isn’t unexpected. To stay ahead, top operators are placing more focus on monitoring their average vendor invoices and technician expenses. Benchmarking costs against local competitors can help ensure they’re being charged fairly.

Other Key Curiosities

Resident satisfaction is ticking upward in key categories

★★★★★



Smoke detectors
4.85 February 2025

★★★★★



Garbage disposals
4.76 February 2025

Property Meld recently acquired Mezo and its AI-intake assistant, MAX™. As we've explored the role of intake in the resident experience, one thing has become clear: when residents can troubleshoot and resolve simple repairs on their own—without waiting for a technician or vendor—satisfaction scores go up.

Water heater repairs heating up

3.5 ↓ days	3.9 2/24
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Water heaters had the fastest Speed of Repair (SOR) across all work categories in the last 30 days – averaging 3.5 days, down from 3.9 days last year. This improvement highlights the industry's continued focus on efficiency, proving that faster repairs aren't just possible—they're happening.

Importance of quality and speed

Repair quality directly impacts lease length—especially in key categories like pools, sewage/septic, flooring, roofing, and water softeners. Pool repairs, in particular, stand out, with a 30% difference in lease length between one-year and multi-year leases.



Speed matters, too. Faster pool repairs influence lease length by 17.5%, reinforcing that residents value well-maintained amenities. When critical features are kept in top shape, they're more likely to stay.

Speed and satisfaction go hand in hand

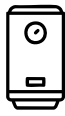
Flooring has the lowest resident satisfaction score over the last 90 days (3.82), despite a scheduling lead time of 1.5 days. Meanwhile, water heaters—handled in just 0.6 days—earned a much higher satisfaction score of 4.41.

★★★★☆



Flooring
3.82 resident satisfaction
1.5 day lead time

★★★★★



Water heaters
4.41 resident satisfaction
0.6 day lead time


The takeaway? Speed matters, but it's not the only factor. Operators should look beyond scheduling time and assess repair quality, communication, and employee performance to drive real improvements in resident satisfaction.

Action Items For Property Management Operators

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. Type of repair matters


While speed plays a role, certain repair types may require better execution, communication, or expectations management to improve satisfaction. Use Insights Pro to analyze not just speed, but also repair quality trends and resident feedback by category to ensure service improvements are targeted where they matter most.


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

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

2. Keep an eye on vendor and technician performance


Assess vendor and technician performance by tracking satisfaction scores, repair outcomes, and their impact on costs and resident retention. With maintenance expenses rising and renewals more critical than ever, Insights Pro gives you the visibility to ensure vendors and technicians are delivering quality service that keeps residents happy and operations efficient.


 [Insights Pro > Vendor Performance](#)


 [Insights Pro > Technician Performance](#)


3. Monitor trends in data


Regularly review performance data in Insights Pro to track trends and catch inconsistencies. Maintenance performance isn't static—fluctuations in repair speed, cost, and resident satisfaction can signal emerging issues. Frequent monitoring ensures operators can proactively address inefficiencies, maintain high service standards, and adapt to changing conditions before they impact lease renewals.

 [Insights Overview](#)

 [Insights Pro > Vendor Performance](#)

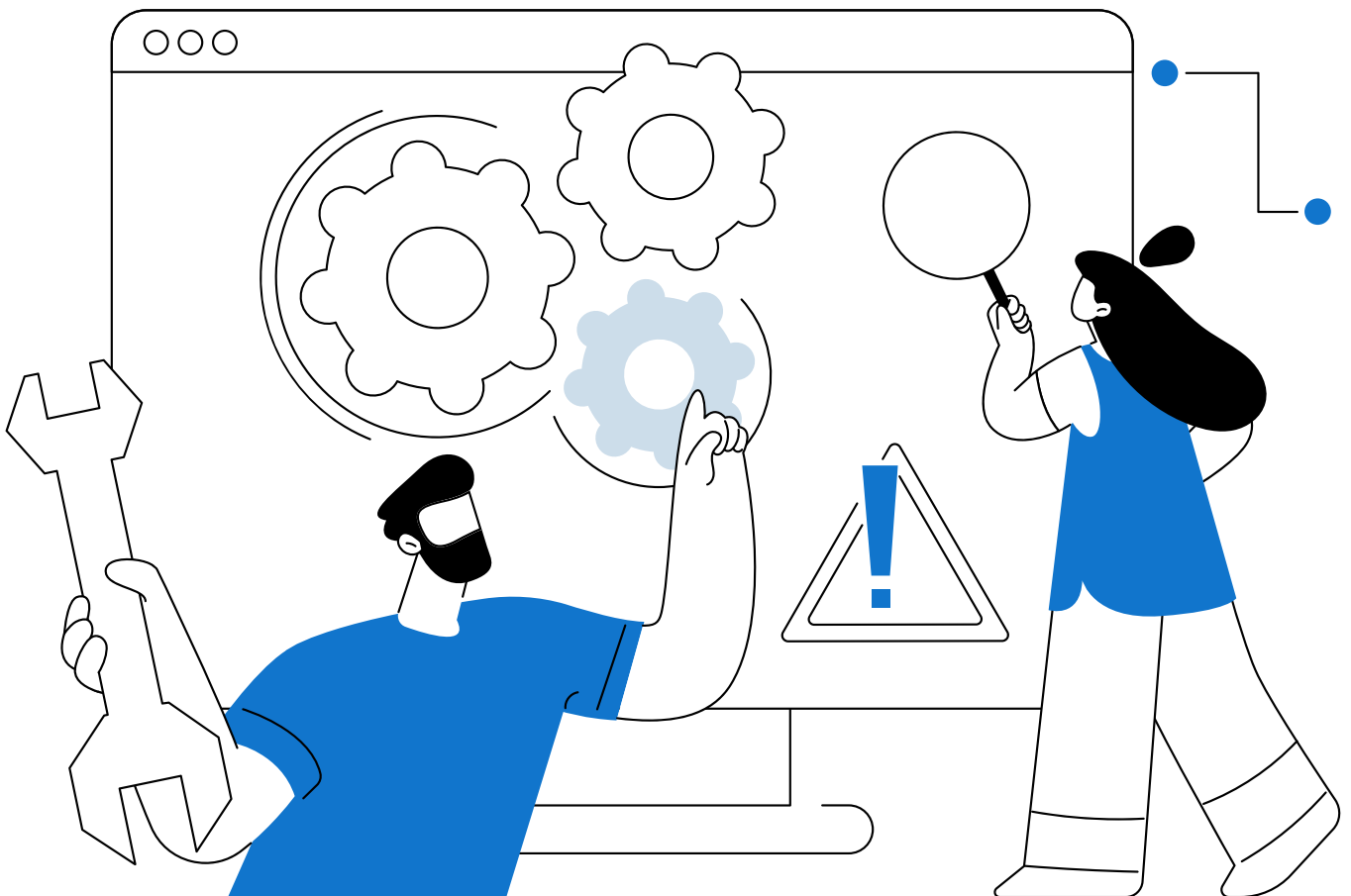
 [Insights Pro > Technician Performance](#)

 [Insights Pro > Coordinator Performance](#)

 [Insights Pro > Benchmarks](#)

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.

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