

MONTHLY



Property Maintenance Operations

# Benchmarking Report



**March 2025**

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

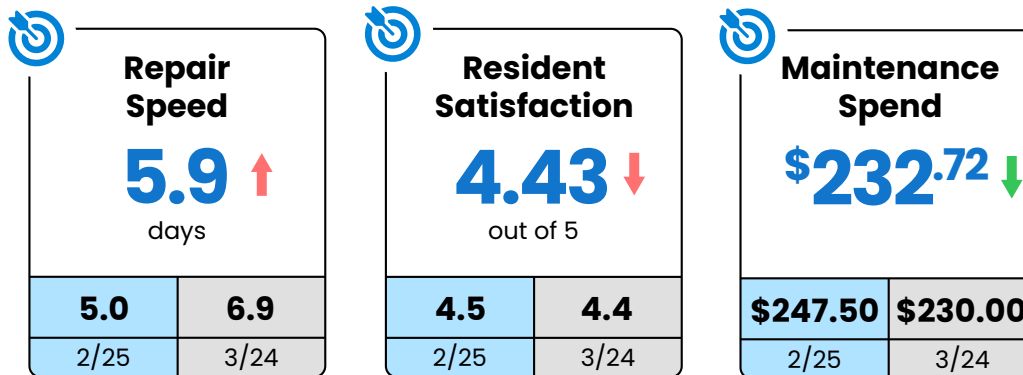
Property Maintenance Operations

# Benchmarking Report

This month's data highlights a growing connection between repair speed, intake accuracy, and overall maintenance performance. While repair timelines have improved year over year, the recent increase signals the need for continued focus. Resident satisfaction remains closely tied to how quickly and effectively repairs are completed—especially in high-impact categories like water heaters and HVAC.

In this report, we also share new insights from AI-powered intake early indicators that showcase how better work order accuracy is preventing costly damage. Use these findings to assess your current process and identify where improvements can make the biggest impact.

## Staple Benchmarks Compared to last month & last year



The reason we have chosen these three metrics as our staple benchmarks is that they are arguably the most crucial health checks of your maintenance process. Speed of repair is more than just a maintenance metric—it's one of the most reliable indicators of resident satisfaction, renewals, and ultimately, portfolio health. When repair timelines stretch beyond **6.8 days**, churn increases, reviews dip, and investors start waving red flags.

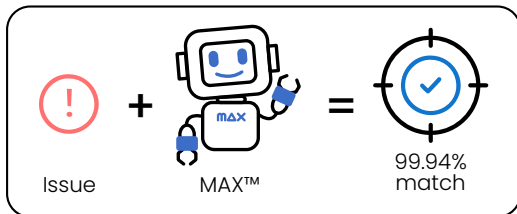
Resident satisfaction is another key KPI tied closely to repair speed and quality—**scores between 4.2 and 4.6 out of 5 are the benchmark**. Lower scores? It's time to dig into satisfaction data by category. You might find that HVAC requests are dragging you down while one technician is consistently earning five stars.

On the financial side, tracking maintenance spend is crucial to defending cost performance to your investors and staying competitive in the marketplace.

# Other Key Curiosities

As we continue to roll out MAX™ across Property Meld, the early results are more than just interesting—they're reshaping what we know about resident communication, work order intake, and the potential for AI in property maintenance. With MAX™ now supporting over 100k units, the data offers a glimpse into the future of maintenance operations, and the findings are worth a closer look.

## The correlation between intake and work order accuracy



MAX™ is achieving a 99.94% match rate for both item and symptom identification. That kind of accuracy means fewer unnecessary trip charges, better technician preparation, and smarter assignments. In short: the right tech gets to the right job, faster. It's a quiet revolution in making the perfect decisions regarding maintenance coordination—and it all starts with better intake.

## Speed remains the biggest impact on resident satisfaction

★★★★★

**Water heaters**  
**3.3** day completion  
**4.71** resident satisfaction

There's no surprise here: when things break, speed matters. Water heater repairs completed in an average of 3.3 days earned a resident satisfaction score of 4.71 out of 5. This reinforces a critical truth—fast, efficient response is still the strongest lever for improving resident experience.

## Proper intake eliminates additional property damage

3 hrs

2.15% of Melds submitted through MAX™ have been 'near miss' items that could have resulted in catastrophic property damage through resident-suggested safe intervention. To put that in perspective: a steady leak dripping at 1 liter per minute adds up to 47 gallons in just three hours. That's enough to ruin over 600 square feet of flooring. The earlier a problem is caught, the smaller (and cheaper) it stays.

## Residents love communicating with MAX™

★★★★★

**MAX™ Interactions**  
**5.7** minutes avg. interaction  
**58.4%** 5-star rating

MAX™ isn't just smart—he's friendly. Residents spend an average of 5.7 minutes interacting with him, and 58.4% give the experience a full five stars. The takeaway? When AI feels helpful and human, it can elevate the entire maintenance experience.

## 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. AI is the *how*, but understanding the *what* is increasingly important

AI is everywhere right now, especially in property management. But if the goal is to improve property maintenance operations and protect the resident experience, the AI applications used need to deliver quantifiable results.


MAX™ was developed over years by industry leaders and pioneers in maintenance intake and triage, focused on making sure MAX™ communicates like a real person would. That difference shows up in the results, to the level of diagnosing 99.94% of all work requests perfectly. If you're exploring AI tools, it's critical to ensure they are performing in alignment with the goals you set out with.

### 2. Protect your budget by catching issues early

Escalated issues are costly. With 2.15% of work orders prevented from becoming more serious via better front-line intervention, the takeaway is clear: early detection matters. Look for patterns in late-reported emergencies and consider how your team can intervene sooner—whether through regular inspections, more resident education, or proactive follow-ups.


 [Property Meld x zInspector Integration](#)


 [Insights Pro > Benchmarking > Median Vendor Invoice Amount by Work Category](#)


 [Insights Pro > Benchmarking > Median Expenditure Amount by Work Category](#)


### 3. Speed is still the KPI to rally around

Repair speed dropped from 6.9 to 5.9 days over the past year, continuing to prove leading operators are prioritizing efficiency in their maintenance processes. Operators are identifying their slowest repair categories and finding ways to reduce delays, whether that's more technician and vendor training, owner approval workflows, or enhanced scheduling practices.

 [Insights Pro > Vendor Performance](#)

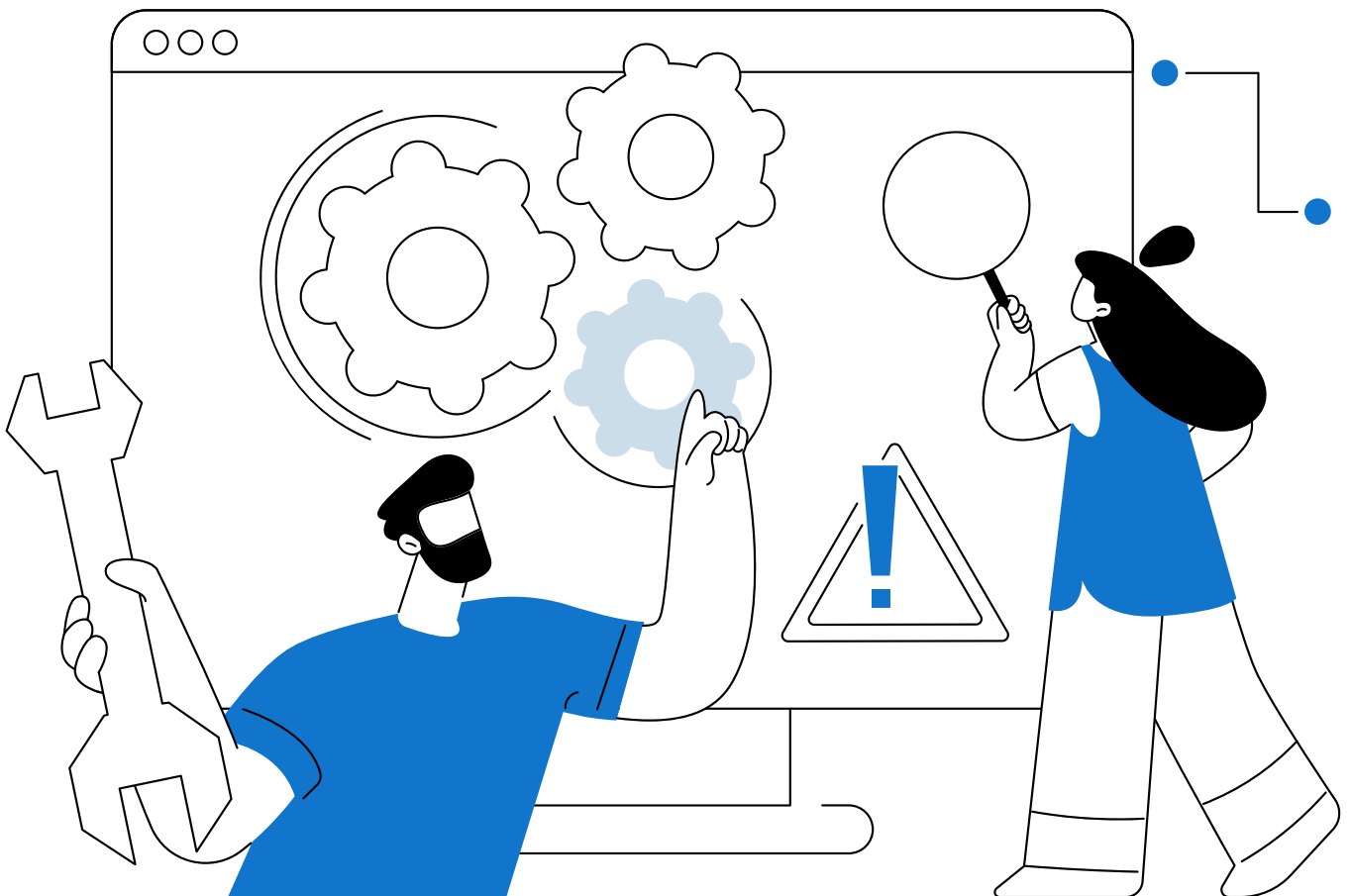
 [Insights Pro > Technician Performance](#)

 [Insights Pro > Coordinator Performance](#)

 [Scheduler 2.0](#)

**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](#)



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