PROPERTY**MELD**

Property Maintenance Operations

Benchmarking Report

May 2025

Your monthly source of truth for trends in property maintenance operations, gathered from Property Meld data from over 10 million work orders.
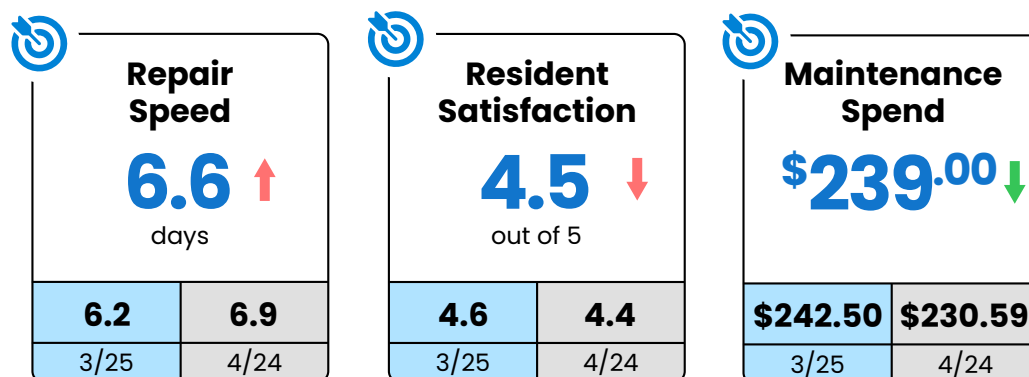
Property Maintenance Operations

Benchmarking Report

This month's insights highlight the operational impact of better maintenance intake, specifically how the method of collecting repair requests shapes downstream performance. From faster repair times and lower invoice costs to improved resident satisfaction and fewer technician visits, the data points to a consistent pattern: what happens at intake matters.

When residents use MAX™, the benefits extend across the board. Repairs are nearly 90% more likely to be completed within 24 hours. Invoices are 18.8% lower on average. Residents report higher satisfaction scores, and technicians make fewer trips per job.

These improvements aren't marginal. They reflect meaningful gains in efficiency, experience, and cost control. As you review this month's benchmarks, consider how your current intake method may be influencing performance and where smarter intake could lead to stronger outcomes.

Staple Benchmarks Compared to last month & last year

Repair Speed	
6.6 ↑ days	
6.2	**6.9**
3/25	4/24

Resident Satisfaction	
4.5 ↓ out of 5	
4.6	**4.4**
3/25	4/24

Maintenance Spend	
$239.⁰⁰ ↓	
$242.50	**$230.59**
3/25	4/24

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

## Smart intake nearly doubles 24-hour repair success

New data reveals that switching from traditional form-based intake to intelligent AI-fueled intake with data structuring (Property Meld's MAX™) significantly increases the likelihood that repairs are completed within 24 hours.

With traditional form-based intake, just **12.5%** of repairs are resolved within a day. With intelligent intake, that figure climbs to **23.75%.**

One possible explanation for the improvement lies in the quality of information collected at intake. MAX is able to capture maintenance issue descriptions with a reported **99.94% accuracy,** minimizing ambiguity and the need for follow-up clarification.

The combination of better data and more informed triage is reducing delays and unnecessary trips, contributing to an **almost 90% increase in the likelihood of same-day resolution.**

Higher satisfaction scores linked to improved intake processes
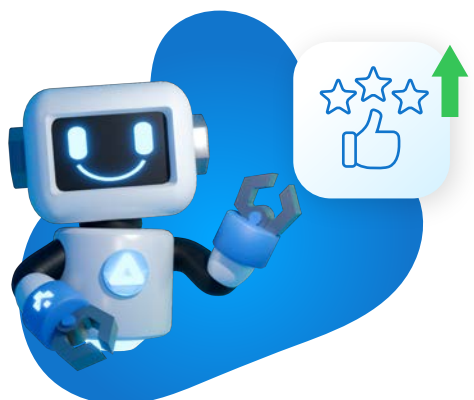
New data shows that properties using intelligent intake tools report higher resident satisfaction scores than those using traditional form-based processes.

The data goes on to show that residents rate their experience **4.36** out of 5 with AI-fueled intake, compared to **4.11** with traditional forms. That's a difference of 0.25 points, or about a **6.1 percent improvement.**

While the margin may appear small, even modest gains in satisfaction can influence retention, reputation, and renewal decisions.

Smarter intake helps lower invoice costs

New analysis shows that invoice amounts tend to be lower when repairs are initiated through MAX rather than traditional form-based methods.

In 2025, the average invoice for repairs initiated through traditional forms was **$394.** For those submitted through MAX, the average dropped to **$320.** That's a difference of **$74 per invoice,** or an **18.8% decrease.**

Fewer appointments per repair with MAX
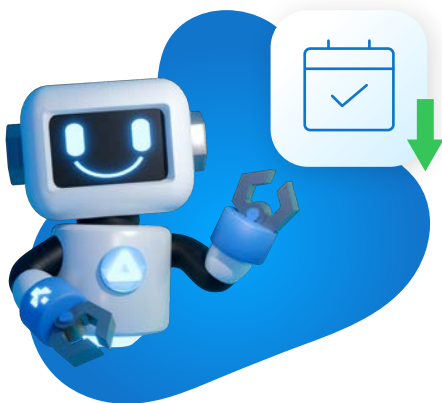
In 2025, repairs initiated through MAX averaged **1.09 appointments** per work order, compared to **1.14 appointments** with traditional form-based intake. While the difference is just **0.05 appointments,** it represents a **4.4% reduction** in total appointment volume.

Over time, even small reductions in repeat visits can have a meaningful impact on technician bandwidth and scheduling flexibility. More accurate initial intake through MAX may be enabling better prep, clearer scoping, and a higher likelihood of first-time resolution.

⚡ Action Items For Property Management Operators

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

1. Evaluate the usability of your intake process

Start by reviewing how residents submit repair requests. Is the process intuitive? Do descriptions provide enough detail for accurate triage? Look at the average number of messages per work order and the frequency of return visits. These indicators can help you assess how well your intake process sets up technicians and vendors for success. If you're seeing a pattern of long resolution times or high communication volume, it may be time to explore smarter intake options.

⚡ Insights Overview > Engagement > Chat Messages/Completed Meld

⚡ Insights Pro > Vendor/Technician Performance > Staffing Efficiency > Assigned to Marked Complete (Days) vs Category Volume

2. Monitor satisfaction trends by intake type

Track resident satisfaction scores by the type of intake method used. Even a small difference in ratings can reveal bigger issues in responsiveness or clarity. Use this data to identify whether certain request channels consistently lead to better experiences and use that insight to guide future process improvements.

⚡ Compare Resident Satisfaction before implementing MAX (January 2024 - May 2024) vs after (January 2025 - May 2025)

3. Track technician efficiency through appointment volume

Review how many appointments your technicians complete per work order. A consistently high average may indicate unclear requests, poor prep, or lack of parts during the first visit. Streamlining intake can help reduce this friction and support better scheduling efficiency.

⚡ Insights Pro > Technician Performance > Staffing Efficiency > Average Hours Logged per Meld by Category

↳ ⚡ Find Melds within high-hour work categories, to get an idea of the number of check-in and -outs (ie appointments)

4. Stay informed on innovation and best practices

Industry conferences are a valuable way to stay connected to new tools, strategies, and benchmarks. If your team is working to improve intake quality, reduce repair timelines, or improve satisfaction scores, attending events that focus on maintenance performance can offer fresh insight and actionable takeaways.

⚡ Explore upcoming events like the MX Summit

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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
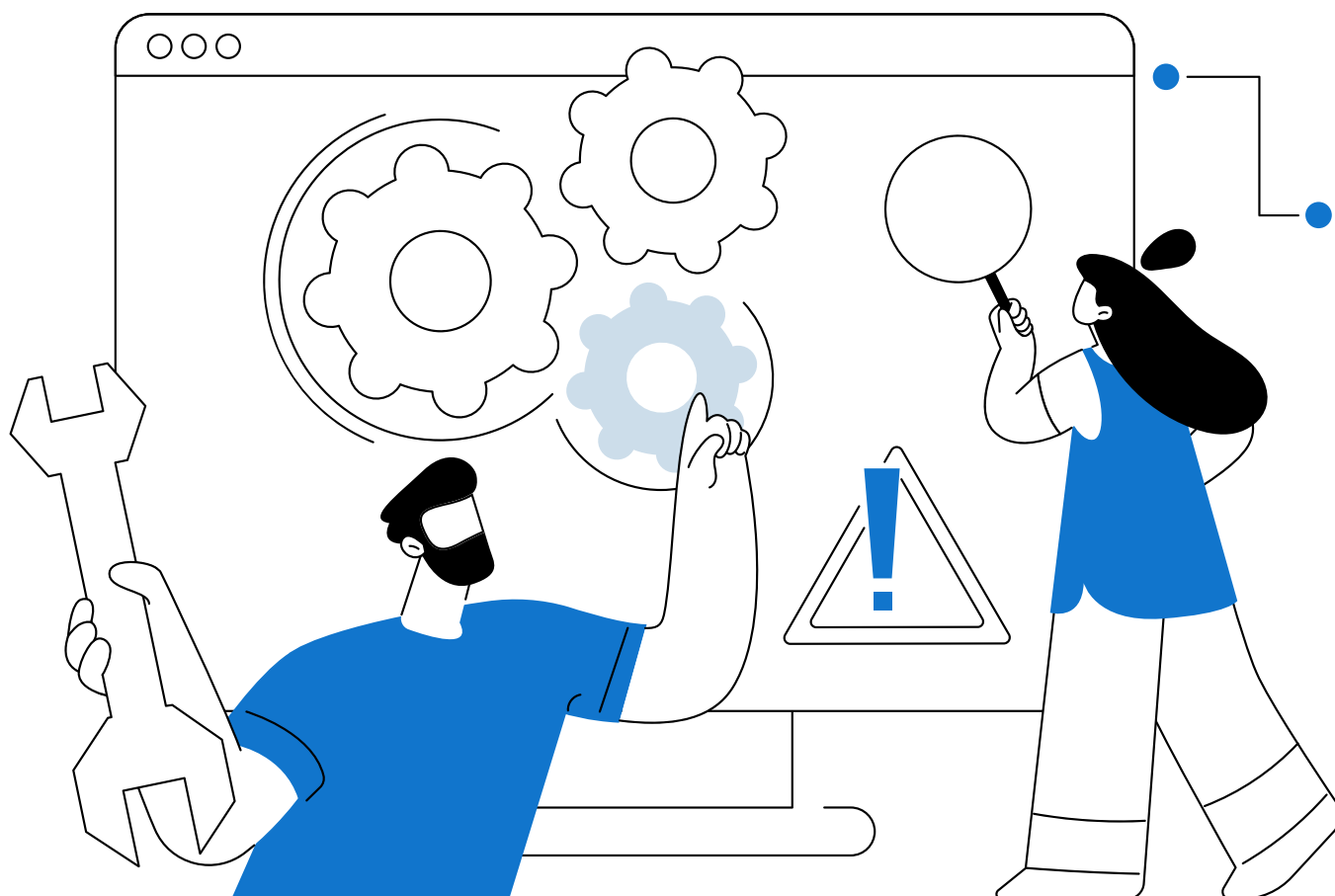
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