

MONTHLY



Property Maintenance Operations

Benchmarking Report



June 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

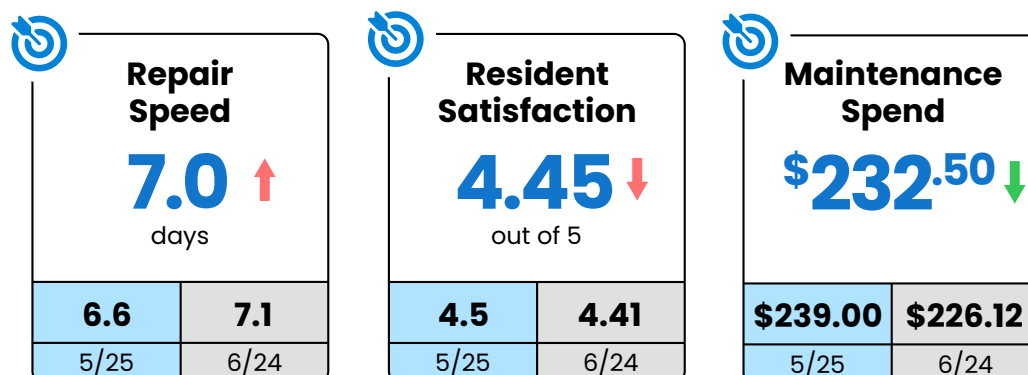
June's numbers tell a story that's bigger than benchmarks. While repair speed, satisfaction, and spend remain the cornerstone metrics for maintenance performance, the real insights this month come from what's happening underneath the surface where small inefficiencies compound, repair volume spikes, and resident patience quietly wears thin.

Our analysis uncovered early signs of churn risk tied to disruptive repairs in a resident's first year, frequent plumbing issues, and the frustration caused by repairs that require residents to be home. We also found that vendors may be outperforming internal teams in certain categories like pest control, raising questions about where outsourcing might offer both speed and satisfaction.

Keep reading for the trends that matter most, the risks hiding in plain sight, and the actionable steps your team can take to get ahead of them, all powered by insights from Property Meld.

Staple Benchmarks

Compared to last month & last year



The reason we've chosen these three metrics as our staple benchmarks is because they are arguably the most crucial health checks of your maintenance process.

Repair speed is more than just a maintenance metric, it's one of the strongest indicators of resident satisfaction, renewals, and portfolio health. In June, repair speed rose slightly to 7.0 days, up from 6.6 days last month. That bump is expected with seasonal demand and still a bit better than last year's 7.1 days. Once timelines exceed 6.8 days, churn increases, reviews dip, and investors take notice.

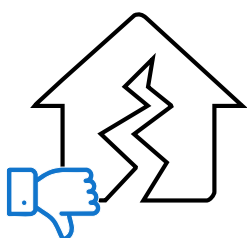
Resident satisfaction continues to hold steady. June averaged 4.45, just under May's 4.5, and slightly higher than last year's 4.41.

If your score is below the 4.2 to 4.6 range, check satisfaction by category. You might find HVAC requests are the issue or that one tech is consistently earning five stars.

Maintenance spend came in at \$232.50, down from \$239.00 in May and up slightly from \$226.12 last year. While year-over-year spend is climbing, as expected during the busy summer season, the month-over-month decrease offers a hint of potential relief. Historically, maintenance costs tend to rise in the summer due to higher demand, so seeing a dip from May could signal improved efficiency or better control over repair volume. If performance remains steady, this trend may be an early indicator that teams are adapting well to seasonal pressures.

Other Key Curiosities

Preventing disruptive repairs early is key to retention



Disruptive maintenance
linked to churn risk

Disruptive maintenance in the first year of residency is closely tied to lower satisfaction and potential early churn. Repairs like **water intrusion (2.11/5)**, **structural issues (2.61/5)**, and **ceiling repairs (3.37/5)** received the lowest ratings from new residents. While these issues occur less frequently, their impact on resident perception is detrimental. When problems feel serious early on, residents are more likely to question their decision, and less likely to renew.

Frequent plumbing issues are a hidden churn risk



Frequent issues
tanking resident sat.

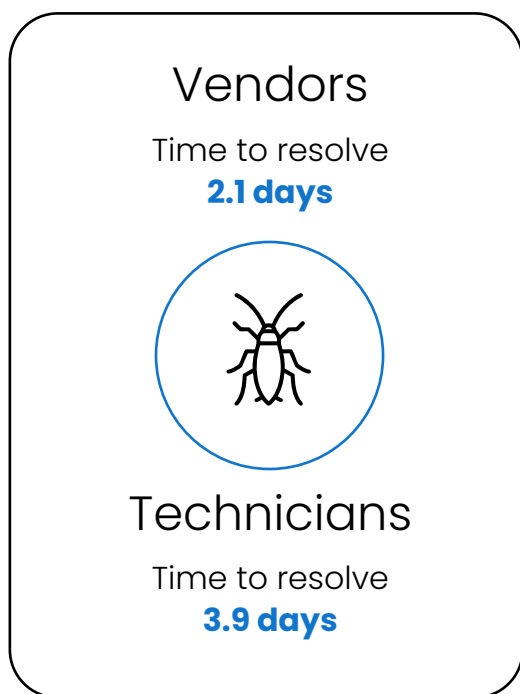
Toilets and sinks were some of the top repair requests in June, accounting for **25.22%** of all Melds created. These requests were most common among residents who've lived in their units for over a year, suggesting that frequent disruptions to essential fixtures could be wearing down long-term satisfaction and increasing renewal risk.

Are repairs that require residents to be home driving churn?



Repairs that require residents to be home—like toilets, sinks, and dishwashers—are not only among the most frequent but also consistently demand high coordination, with presence rates between **68%-72%**. Meaning, residents want to be home for most repairs. This burden is especially pronounced for new residents in their first year, who may be less tolerant of disruptions. The repeated need to adjust schedules, miss work, or wait for access can compound quickly, turning everyday maintenance into a source of frustration. When this inconvenience is paired with even moderate delays or poor communication, it increases the risk that a resident won't renew their lease.

Are vendors the better choice for pest control?



Pest control may be one area where outsourcing pays off. In June, vendor-completed pest control repairs were resolved in just **2.1 days** on average, with a resident satisfaction score of **4.0 out of 5**. In contrast, internal teams took nearly twice as long at **3.9 days** and received a lower satisfaction rating of **3.6**. While in-house teams often provide faster turnaround across other categories, this data suggests that when it comes to pests, vendors may offer a faster and more satisfying resident experience. For operators, this insight could help guide where outsourcing adds value without sacrificing service quality.


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. Flag and fast-track high-impact repairs for new residents


Early maintenance experiences play a critical role in whether a resident chooses to renew. Serious issues like water intrusion or structural problems within the first year often lead to lower satisfaction and a higher risk of churn. Rather than treating these repairs the same as routine requests, property management companies should prioritize them with greater urgency.


As part of the Property Meld Operations plan, we are currently working on a suite of features called Perfect Decision that helps operators identify residents who may be at higher risk of non-renewal based on maintenance history and behavior patterns. This gives teams the opportunity to intervene earlier and improve the resident experience before it becomes a retention issue.


 [Perfect Decision enhancements](#)

2. Identify and reduce repeat offenders in high-frequency repairs

Teams can use Property Meld Operations, formerly known as Property Meld's Insights Pro to spot trends in repair types, units, or even technician performance. If one unit has three toilet repairs in six months, or a single fixture type keeps failing, it may be time to invest in replacement instead of another fix. This kind of proactive insight can reduce repair volume and free up technician capacity for more complex issues.

 [Insights Pro > Vendor Performance > Avg. Resident Satisfaction Score by Category](#)

 [Insights Pro > Technician Performance > Avg. Resident Satisfaction Score by Category](#)

 [View Meld history within specific properties](#)

3. Improve the experience for repairs that require resident presence

Repairs that require residents to be home often lead to missed appointments, delays, and frustration. These situations create friction for residents and operational headaches for teams, especially when scheduling requires multiple follow-ups or falls through at the last minute.

With Property Meld, scheduling isn't a separate process. It's built into the flow of maintenance, making it easier for residents to select times that work for them and for teams to track response times and completion without getting bogged down in back-and-forth. The result isn't just fewer missed visits, it's less stress for your staff and a better experience for your residents.

⚡ Property Meld

4. Address rising spend by managing repair volume, not just cost

Controlling per-repair costs is important, but it's not enough. With repair volume on the rise, property management companies need to shift focus toward identifying and reducing unnecessary demand. That starts with visibility. With Insights Pro, part of the new Property Meld Operations plan, you can benchmark performance and spot year-over-year trends in your region, helping you anticipate seasonal spikes and growing workloads. By digging into property-level repair volume, managers can uncover systemic issues before they spiral into budget busters and make smarter, data-driven decisions about staffing, scheduling, and preventative efforts.

⚡ 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.

[Schedule a Call](#)



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