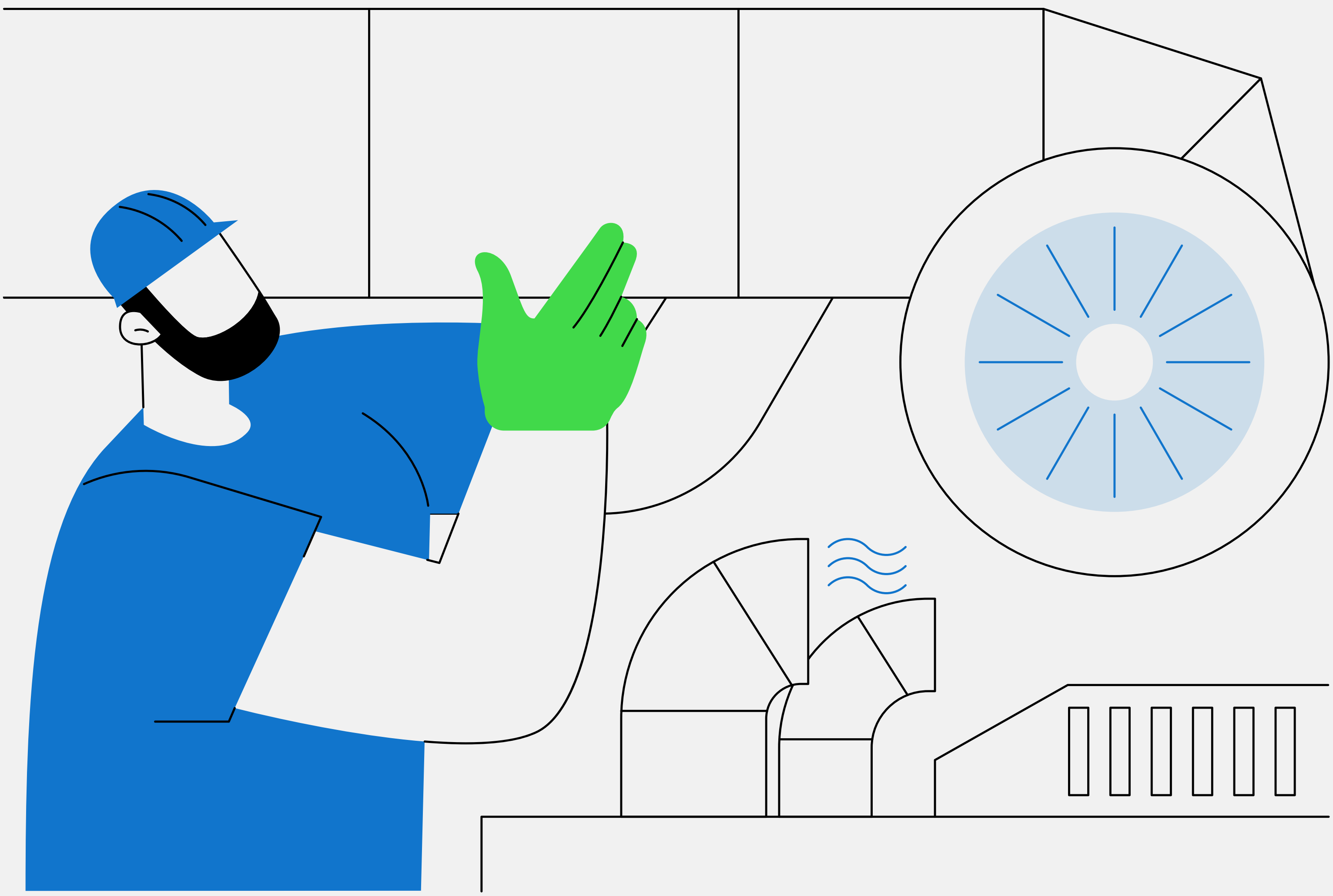
MONTHLY

PROPERTYMELD

Property Maintenance Operations

Benchmarking Report



August 2025

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

August 2025

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Property Maintenance Operations

Benchmarking Report

We continue to track three key metrics each month, repair speed, resident satisfaction, and maintenance spend, because together they provide the clearest view of your maintenance operation's overall health.

Staple Benchmarks

Compared to last month & last year

Repair Speed

7.0 days

7.1	6.9
7/25	8/24

Resident Satisfaction

4.44 out of 5

4.2	4.5
7/25	8/24

Maintenance Spend

$248.36

$235.00	$227.50
7/25	8/24

Repair Speed

August repair times averaged **7.0 days,** improving slightly from 7.1 days in July but still sitting just above last year's pace of 6.9 days. This small correction is positive, but it's worth remembering that 6.8 days is the tipping point where resident satisfaction often begins to decline. If you're hovering near this mark, it may be time to review technician workloads, identify scheduling gaps, or revisit open backlog processes. Keeping repair speed under that critical threshold is essential for protecting renewals and reducing churn risk.

Resident Satisfaction

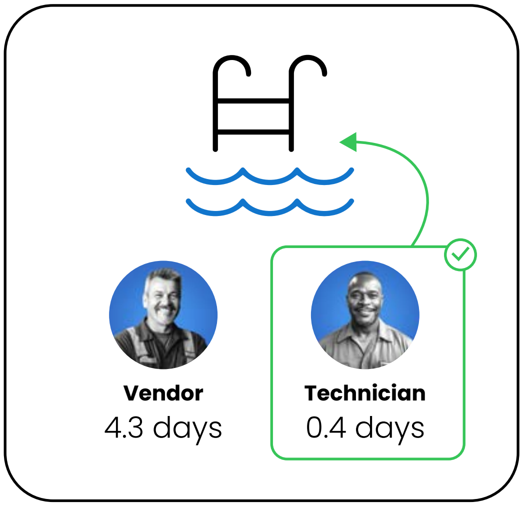
Resident satisfaction rebounded to **4.44 out of 5,** a sharp improvement from 4.2 in July, though just under the 4.5 reported last August. This bounce back suggests residents are feeling the benefits of slightly faster repairs. Still, if your scores remain uneven month-to-month, consider drilling deeper into categories like HVAC or plumbing to pinpoint potential drivers of dissatisfaction before they escalate.

Maintenance Spend

Average maintenance spend rose to **$248.36,** compared to $235.00 in July and $227.50 last August. This seasonal increase is expected as we move through peak summer months, but the year-over-year uptick is more notable. While higher spend may indicate rising material or labor costs, it could also reflect proactive investment in long-term fixes. If your numbers follow this trend, now is the time to ensure spending aligns with efficiency goals and isn't disproportionately driven by repeat or emergency repairs.

Other Key Curiosities

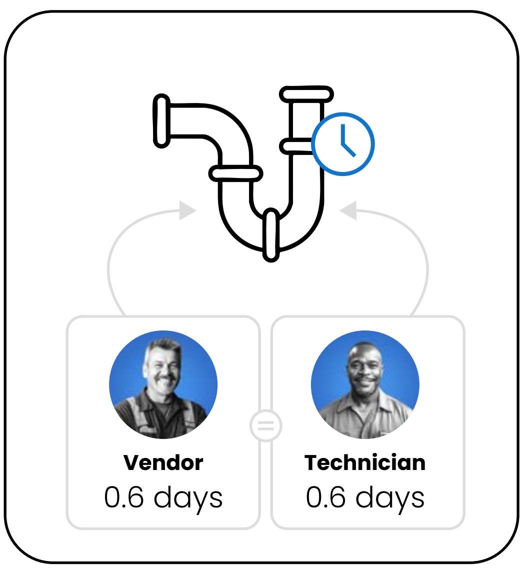
On-Site Advantage in Pool Repair Timelines



Over the past 90 days, **pool repairs** assigned to technicians were marked complete in just **0.4 days** on average, compared to **4.3 days** for vendors. The gap likely reflects accessibility, technicians are already on-site and can often handle routine pool issues quickly, while vendors are better suited for more specialized or complex repairs.

This highlights an opportunity: matching repair type with the right resource can shave days off timelines without sacrificing quality.

When Vendors and Techs Align on Timing



Unlike pool repairs, where technicians often complete work faster because they're already on site, sewer repairs show no difference in scheduling lead time. Over the last 90 days, the median lead time was **0.6 days** for both technicians and vendors.

This parity suggests that for highly specialized or urgent repair types like sewer, the deciding factor isn't who does the work, it's how quickly the job is scheduled and prioritized. It's a reminder that not all maintenance categories follow the same efficiency patterns, and tailoring resource allocation by repair type can help maintain balance across your portfolio.

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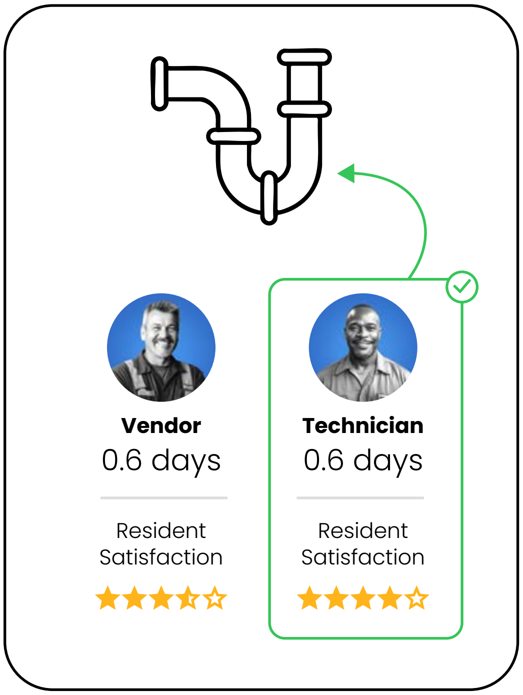
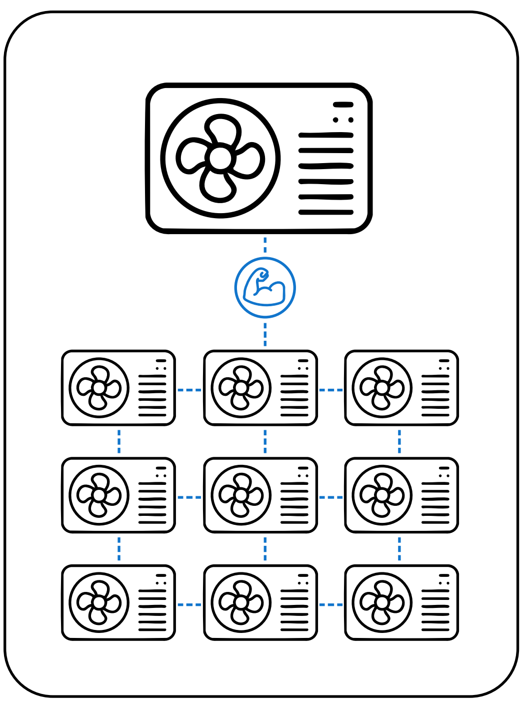
Resident Satisfaction in Sewer Repairs: Technicians vs. Vendors



Even though sewer repairs were scheduled in the same amount of time, a median of **0.6 days** for both technicians and vendors, the resident experience wasn't identical. Over the last 90 days, sewer repairs completed by technicians averaged a **4.0/5** satisfaction score, while those handled by vendors averaged **3.6/5.**

The equal scheduling times suggest that speed isn't the only differentiator here. Instead, the difference may come from factors like communication or the overall resident experience. It's a reminder that resident satisfaction isn't just about how fast a repair happens, but also the quality of how it's handled.

Year-Over-Year Change in HVAC Repair Frequency



Looking at HVAC repairs, the volume of Melds created per unit dropped year-over-year. In July 2024, the rate was about **0.086 HVAC Melds per 100 units per day.** By July 2025, that number fell to **0.066 per 100 units per day,** a 23% decrease despite the overall unit count on the platform increasing.

This shift suggests HVAC issues may be stabilizing or being resolved more efficiently. It's worth exploring whether preventative maintenance strategies, newer equipment, or better scheduling practices are driving the decline.

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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. Keep repair speed under the satisfaction threshold

Repair speed improved slightly to 7.0 days in August, but it's still hovering close to the 6.8-day mark where satisfaction starts to dip. Proactively balancing technician workloads and monitoring backlog can help keep you under that critical threshold.

- Insights Pro > Avg. Days to Complete by Category
- Insights Pro > Technician Utilization & Scheduling Lead Times
- Perfect Decision Enhancements > Workload Balance

2. Match resource type to repair category

In pool repairs, technicians completed work in just 0.4 days compared to 4.3 days for vendors, largely because they're already on site. For certain categories, assigning techs first can shave days off timelines without sacrificing quality. Use vendor partnerships strategically for specialized repairs.

- Insights Pro > Avg. Days to Assign & Complete by Repair Type
- Perfect Decision Enhancements > Assign by Category Type

3. Look beyond speed to explain satisfaction gaps

Sewer repairs tell a different story: techs and vendors had the same scheduling lead time (0.6 days), yet resident satisfaction was higher for techs (4.0 vs. 3.6). When speed is equal, outcomes often hinge on factors like communication, property familiarity, and repair quality.

- Insights Pro > Resident Satisfaction by Category & Resource
- Insights Pro > Technician Performance > Resident Satisfaction by Technicians & Vendors
- Perfect Decision Enhancements > Assign to Resources with Higher Scores

- Indicates functionality within Property Meld Ops plan

4. Leverage HVAC trends for preventative strategy

HVAC Melds per unit dropped 23% year-over-year, even as the total number of units grew. That suggests stronger preventative maintenance or newer equipment is reducing breakdowns. Tracking per-unit repair trends helps you validate whether efficiency gains are real, or if underreporting is masking hidden issues.

- Insights Pro > Melds Created per Unit by Category
- Resident Dashboard > Time Since Last Meld
- Meld History > Open vs. Completed Repairs

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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