

MONTHLY



Property Maintenance Operations

Benchmarking Report



September 2025

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

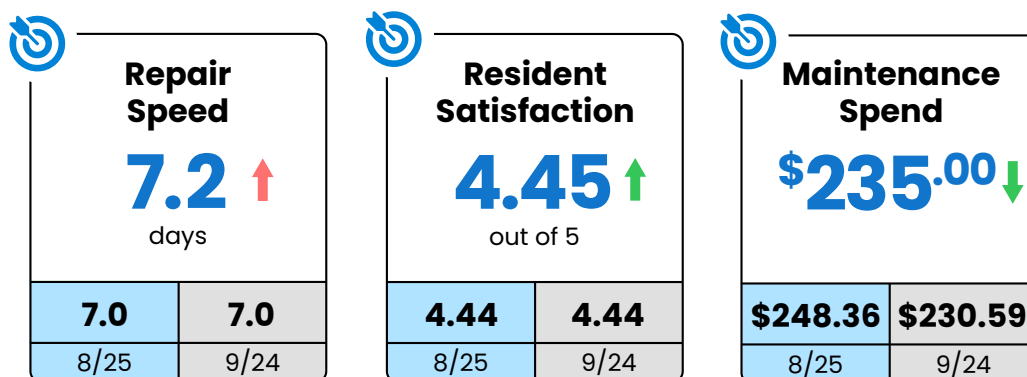
Property Maintenance Operations

Benchmarking Report

If you joined us at the 2025 MX Summit earlier this month, you heard one clear takeaway: the resident maintenance experience is the strongest predictor of lease renewal. For years, property management leaders suspected this connection, but without hard data, it was difficult to know just how much weight maintenance truly carried.

That uncertainty is gone. With insights drawn from over 110,048 residents and 256,687 year-one work orders, Property Meld's latest findings reveal just how powerful maintenance is in shaping lease renewals, and the results may surprise you. In this month's benchmark report, we're breaking down those findings to show you exactly where the opportunities lie.

Staple Benchmarks

 Compared to last month & last year

Repair Speed

Averaged **7.2 days** in September, up from **7.0 days last month** and last year. With the 6.8-day threshold tied to resident satisfaction, now's the time to keep an eye on workloads and backlog to minimize churn.

Resident Satisfaction

Held steady at **4.45/5**, nearly identical to last month (**4.44**) and last year (**4.44**). Stable scores suggest consistency, but if your own scores are dipping it's worth diving into specific service categories to identify areas of improvement.

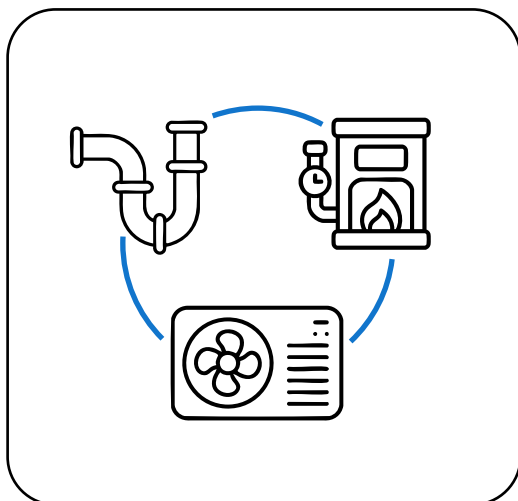
Maintenance Spend

Dropped to **\$235.00**, down from **\$248.36 last month** but slightly above **\$230.59 last year**. The month-over-month decrease is a healthy correction after peak summer spending, but the year-over-year trend points to a modest rise in costs.



Other Key Curiosities

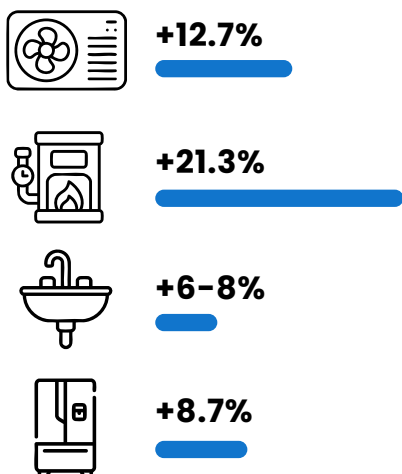
High-Sensitivity Repairs in Year One



In the first year of leasing, air conditioning, water, and heating failures carry the highest renewal risks. Compared to renewed leases, at-risk residents faced slower assignment times, longer completions, and far more back-and-forth communication **(+17.0%, +14.1%, +11.4% chats)**. These delays and burdens translated into lower satisfaction scores across all three categories, showing how breakdowns in critical systems quickly erode resident confidence and renewal likelihood, especially in their first year of residence.

Creation to Assignment Speed: The Critical Timeline

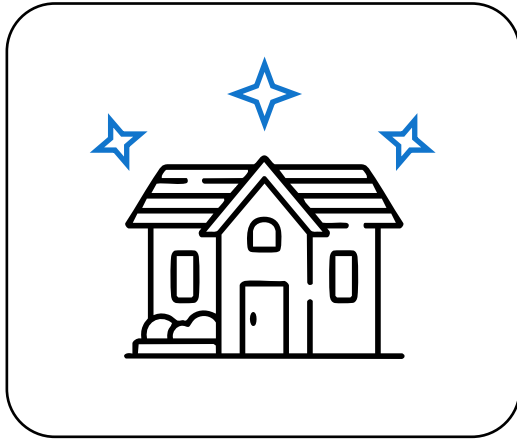
Assignment Delays Contributing to Lease Churn



Assignment speed is one of the strongest early signals of resident trust. Across major repair categories, churned leases consistently experienced longer assignment delays, **+21.3% for heating, +12.7% for air conditioning, +8.7% for refrigerators and water systems, and +6-8% for fixtures like tubs, sinks, and water heaters.**

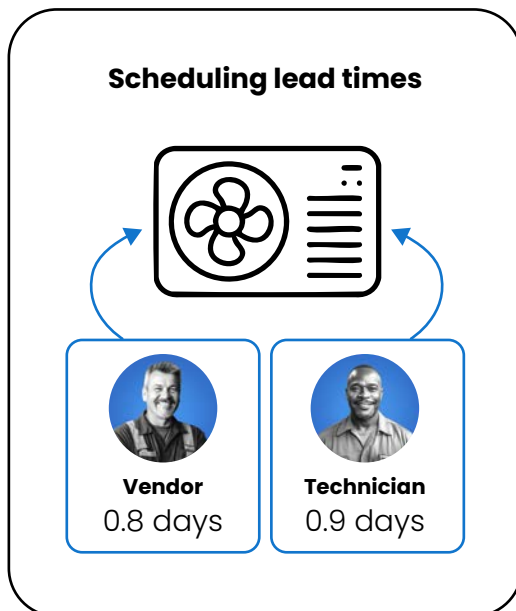
These gaps matter most in the first 90 days, when new residents are forming impressions of service quality. Slow assignment times in this window amplify dissatisfaction and increase churn risk, making speed to assignment a key predictor of renewal outcomes.

Turnover Quality and Its Impact on Retention



The first 90 days of residency set the tone for long-term satisfaction, with maintenance experiences in this window predicting annual retention with 73% accuracy. Among new residents, **37.2% had zero requests while 36.4% had one**, showing a balanced distribution that reflects normal operations. But when issues do occur early, the impact is dramatic: air conditioner problems increase churn likelihood by **98.5%**, water heater failures by **93.7%**, and toilet issues by **90.2%**. These findings confirm that focusing on performing quality turnovers to eliminate maintenance requests in the first 90 days of lease is crucial to retention.

Technician vs. Vendor in HVAC Repairs



We noted earlier that air conditioner repairs often face +12.7% longer assignment delays, but when you compare vendors and technicians directly, the differences nearly disappear. Scheduling lead time averaged **0.8 days for vendors** and **0.9 days for technicians**, and resident satisfaction over the last 90 days was identical at **4.2 out of 5** for both groups. The takeaway: in HVAC repairs, it isn't about who does the work, vendor or tech, but how quickly assignments are made and expectations are managed.

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. Prioritize critical systems in year one

Air conditioning, water, and heating failures drive the steepest declines in satisfaction and renewal likelihood, especially in the first year. Proactively monitor these categories to track repair history, shorten assignment times, and reduce communication burdens before trust erodes.

-  ⚡ Insights Pro > Avg. Days to Assign & Complete by Repair Type
- ⚡ MAX™ Intake > Instantly flag high-priority Melds
-  ⚡ Perfect Decision Enhancements > Recommended Assignment to First Available Tech or Vendors

2. Focus on turnover quality to reduce early requests

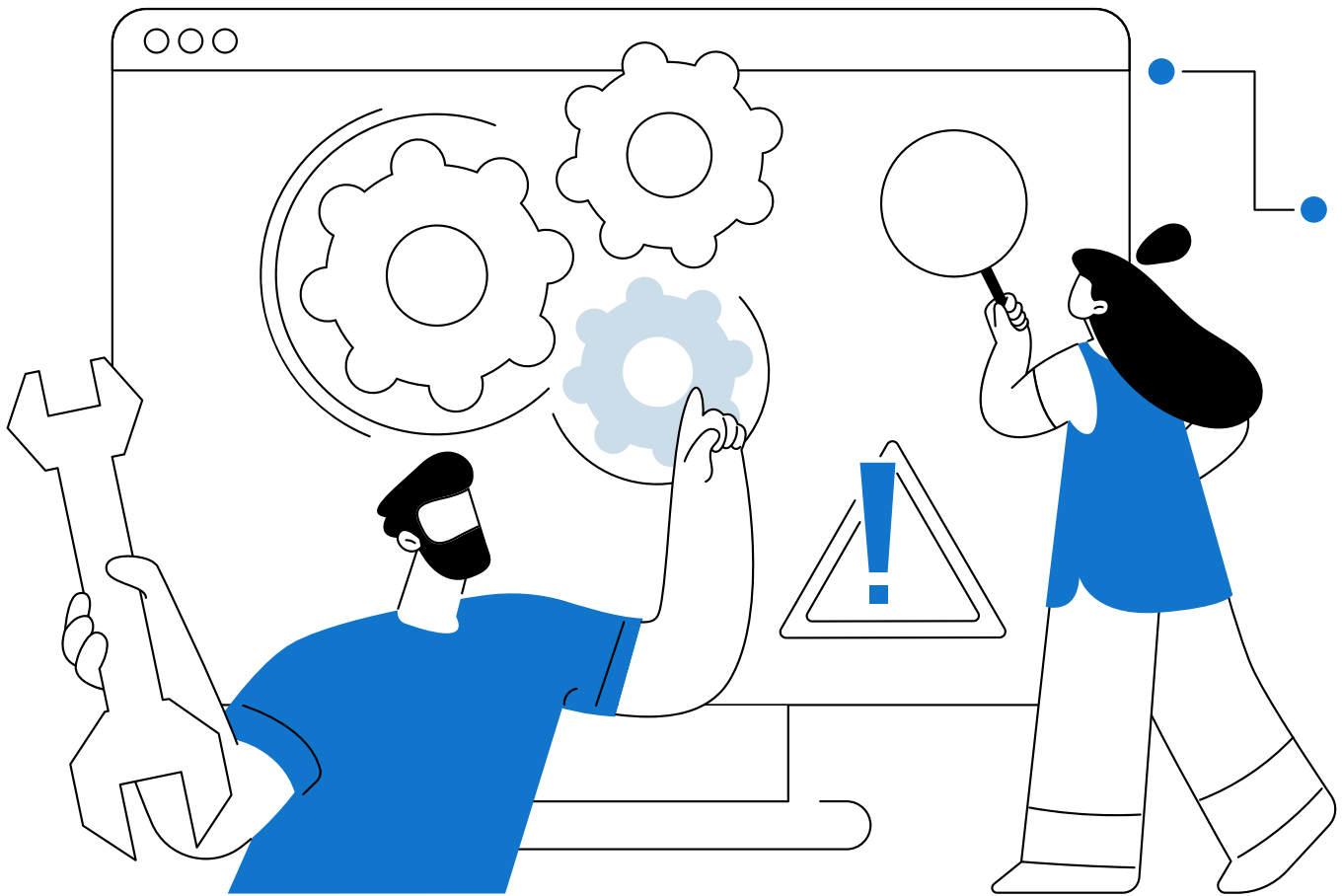
With retention predicted 73% accurately by first-90-day maintenance experiences, eliminating early service calls is critical. Quality turnovers that prevent requests, especially for AC, water heaters, and toilets, are one of the most effective ways to reduce churn risk.

- ⚡ Filters > Melds created in first 90 days
-  ⚡ Integrations > Using Property Meld's inspection integrations > Schedule preventative inspections on critical appliances

3. Optimize technician vs. vendor deployment

In HVAC repairs, technicians and vendors performed nearly identically (0.8 vs. 0.9 days scheduling lead time; 4.2 satisfaction each). This shows that who performs the work isn't as critical as ensuring timely assignments and clear communication. Assign based on capacity and urgency, not just resource type.

-  ⚡ Insights Pro > Technician Utilization & Vendor Repair Speeds
-  ⚡ Perfect Decision Enhancements > Workload Balance & Assign by Category Type



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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