PROPERTYMELD

2025

Vendor Cost Benchmarking

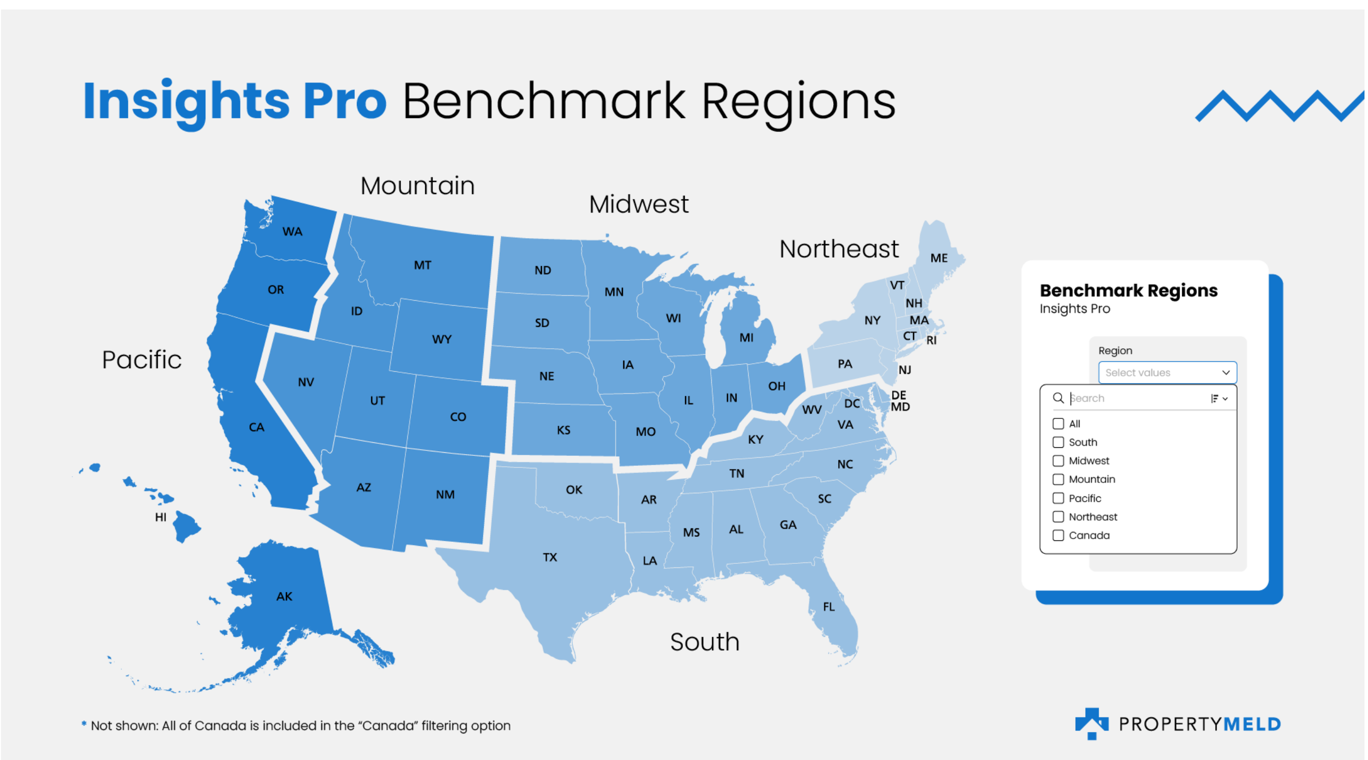
An Analysis by Work Category and Region

Summary

Since the first Benchmarking Report in December of 2024, we've discovered that optimizing your vendor network and performance continues to remain a vital action item. Despite the fact that more people are looking to manage costs by shifting internally, the need for a robust, cost effective vendor network is ever present.

Maintenance costs continue to rise across the property management industry, driven by labor shortages, trade specialization, supply chain variability, and regional labor market differences. Understanding how invoice averages change by trade and region allows operators to evaluate vendor efficiency, budget accurately, and negotiate effectively.

This report analyzes invoice data from over 2.2 million work orders across five major regions between January and October 2025: **South, Midwest, Mountain, Pacific, Northeast, and Canada** to reveal **cost patterns and provide strategic recommendations** for maintenance and operations teams.



Source: As of 11.25; 2.2 Million Work Orders, Data Capture from Property Meld's Insights Pro

All Trades Regional Comparison

Although the highest cost regions among all trades, they are also among the fastest completion times (median 3.4-3.7 days per work order).

Highest Overall Regions

Canada

Average Invoice Amount

$259 ↑

Key finding: Canada's Pest Control stands out dramatically higher than other regions, likely reflecting seasonal or regulatory differences.

Pacific

Average Invoice Amount

$245 ↑

Key finding: Pacific region vendors show the highest general and appliance repair costs.

Northeast

Average Invoice Amount

$243 ↑

Key finding: Pacific region vendors show the highest HVAC and plumbing repair costs.

All Trades Regional Comparison

The Midwest and Mountain regions showed lower costs, but slower average repair speeds (median 4.5-5.2 days). The regional vendor efficiency data suggests that regional vendor density and labor competition play a direct role in determining both cost and completion time.

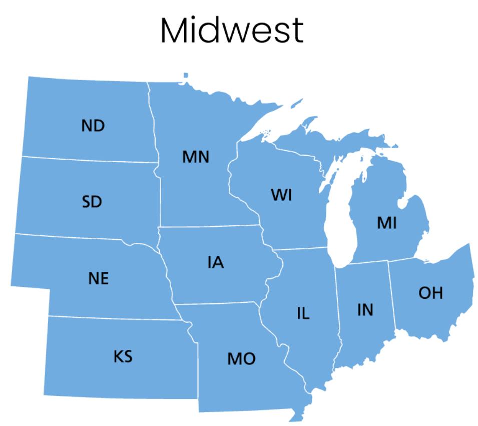
Lowest Overall Regions

Midwest

Average Invoice Amount

$197 ↑

Key finding: The Midwest consistently shows the lowest average invoice amounts, possibly due to lower labor and travel costs.

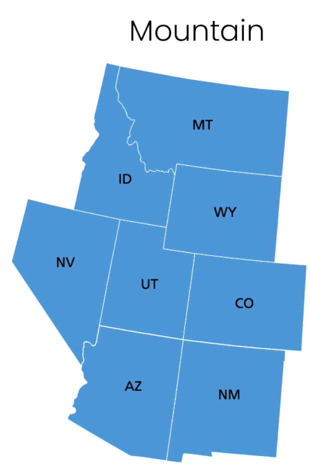


Mountain

Average Invoice Amount

$200 ↑

Key finding: Mountain was relatively similar to the Midwest with low costs, but slower average repair speeds.

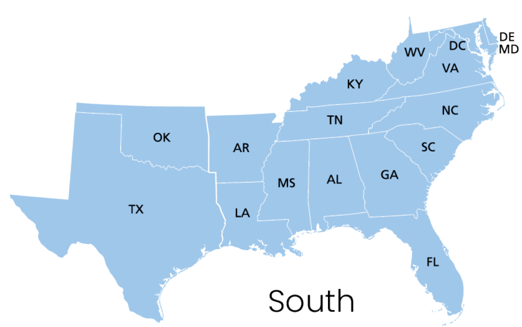


South

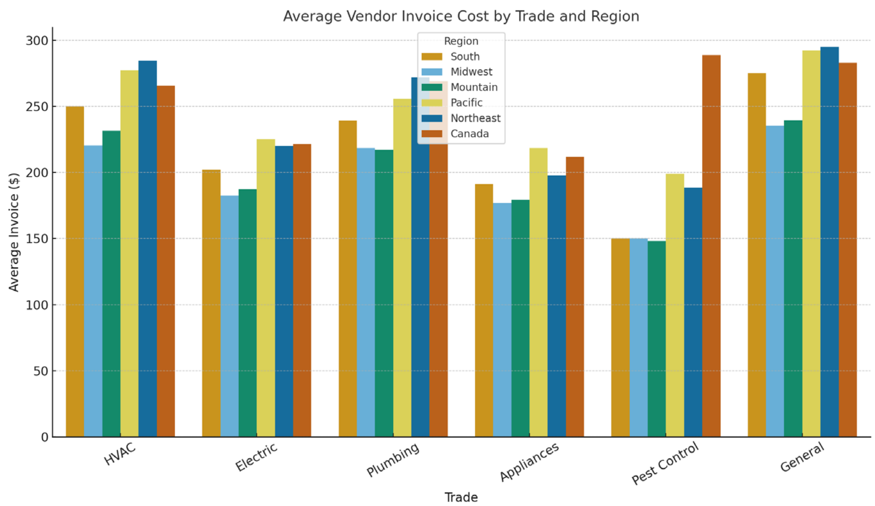
Average Invoice Amount

$218 ↑

Key finding: The South has a more balanced vendor-to-demand ratio with moderate cost and moderate speed.



Regional Trade by Trade Analysis



Source: Property Meld Insights Pro invoice data from 2.2 million work orders.

HVAC

Highest Cost Region

Northeast

Average Invoice Amount

$284

Pacific	Canada
Avg Invoice	Avg Invoice
$277	**$266**

Northeast

Lowest Cost Region

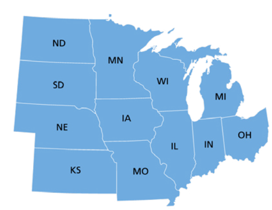
Midwest

Average Invoice Amount

$220

Mountain	South
Avg Invoice	Avg Invoice
$232	**$250**

Midwest



The Northeast and Pacific lead in pricing, reflecting older housing stock, higher urban labor rates, and year-round climate impact.

HVAC is consistently one of the highest-cost trades across every region due to:

- High licensing and certification requirements
- Seasonal urgency (HVAC can often be emergency or high-priority)
- Wide variability in parts and refrigerant costs
- Increasing labor scarcity for qualified technicians

Electrical

Highest Cost Region

Pacific

Average Invoice Amount

$225 ↑

Canada	Northeast
Avg Invoice	Avg Invoice
$222	**$220**

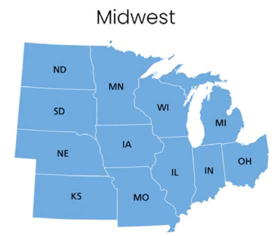
Lowest Cost Region

Midwest

Average Invoice Amount

$182 ↓

Mountain	South
Avg Invoice	Avg Invoice
$187	**$202**



The Midwest and Mountain regions show the lowest averages, signaling stable labor supply and newer housing stock relative to the East and West Coasts.

Electrical work trends to be moderately priced but heavily influenced by:

- Safety and code compliance
- Skilled labor supply
- Material cost fluctuations (copper, breakers, panel parts)

Plumbing

Highest Cost Region

Northeast

Average Invoice Amount

$272 ↑

Pacific	Canada
Avg Invoice	Avg Invoice
$272	**$268**

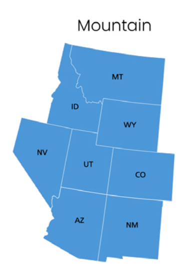
Lowest Cost Region

Mountain

Average Invoice Amount

$217 ↓

Midwest	South
Avg Invoice	Avg Invoice
$219	**$239**



The Northeast, Pacific, and Canada show highest costs due to aging plumbing infrastructure and higher labor rates. Notably, plumbing is a high-skill, high-liability trade with significant variation in pricing.

Appliances

Highest Cost Region

Pacific

Average Invoice Amount

$218 ↑

Canada	Northeast
Avg Invoice	Avg Invoice
$211	$198

Lowest Cost Region

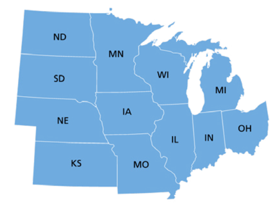
Midwest

Average Invoice Amount

$177 ↓

Mountain	South
Avg Invoice	Avg Invoice
$180	$191

Midwest



The Pacific region shows the highest cost, reflecting long travel times between homes, higher technician wages, and limited parts distribution.

Pest Control

Highest Cost Region

Canada

Average Invoice Amount

$289 ↑

Pacific	Northeast
Avg Invoice	Avg Invoice
$199	$189

Lowest Cost Region

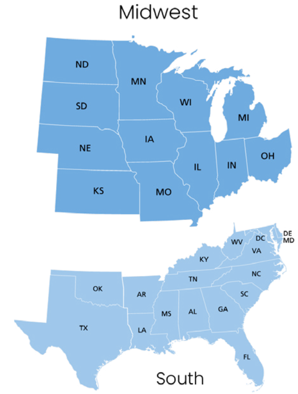
South & Midwest

Average Invoice Amount

$150 ↓

Mountain	
Avg Invoice	
$148	

Midwest



South

Pest control exhibits the largest regional variance, with Canada pricing nearly double U.S. averages.

General Maintenance

Highest Cost Region

Northeast

Average Invoice Amount

$295 ↑

Pacific	Canada
Avg Invoice	Avg Invoice
$293	**$283**

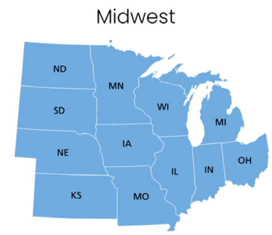
Lowest Cost Region

Midwest

Average Invoice Amount

$235 ↓

Mountain	South
Avg Invoice	Avg Invoice
$239	**$275**



The Pacific and Northeast lead pricing due to high labor rates and older properties requiring more involved repairs.

Cross-Regional Themes

Across all trades, three themes emerge:

1. Higher-cost regions also show faster job completion.

Vendors in the Northeast, Pacific, and Canada tend to:

- Operate larger teams
- Offer tighter scheduling windows
- Reduce repeat visits
- Invest in higher technician skill levels

Speed and reliability come at a cost, but reduce downtime.

2. The Midwest continues to set the national "value benchmark."

This region maintains:

- The lowest average cost across nearly every trade
- Reasonable repair speed
- Lower vendor turnover

3. Trade specialization is driving cost divergence.

HVAC, plumbing, and electrical continue to see widening gaps between low- and high-cost regions, correlating with labor shortages and certification requirements.

Strategic Recommendations

1. Use this data as negotiation leverage.

If you're significantly above regional averages, it's a trigger to:

- Evaluate vendor performance and understand if its time to alter your roster.
- Implement volume-based pricing agreements
- Cross analyze how vendor health is impacting resident satisfaction and renewals

2. Track speed and cost together.

Low cost with slow completion time is not savings. It's deferred resident satisfaction.

3. Build balanced vendor rosters based on your region and by trade.

Regions with higher costs require:

- Strong vendor relationships
- Pre-negotiated contract transparency
- Necessary vendor performance tracking

4. Benchmark quarterly.

Maintenance cost inflation is real. Comparing your internal metrics to these regional averages is critical.