

Property Maintenance Operations

# Benchmarking Report



**2025**

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

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# Benchmarking Report

Property Maintenance Operations play a critical role in both resident retention and financial performance. The 2025 Property Maintenance Operations Benchmark Report shows how leading operators are adapting as market conditions shift, rents soften, and resident expectations remain high. Maintenance is no longer just an operational necessity. It is a measurable driver of renewals, NOI, and investor confidence.

The benchmarks in this report show where the industry stands today and how top-performing teams are going deeper by analyzing repair speed by category, technician, and vendor, investing in better tooling for in-house teams, and building stronger vendor networks. The following pages break down the data behind these trends and outline where operators have the greatest opportunity to improve performance in 2026.

## Staple Benchmarks 2025 compared to 2024



7-day Completion Speed



14-day Completion Speed



### Repair Speed

Repair speed remained largely stable between 2024 and 2025. However, several peak months in 2025, most notably **July (7.3 days)** and **September (7.9 days)**, increased the annual average above the 2024 level. The good news is that the final three months of the year show repair speeds leveling out after the September peak, reflecting leading operators' focus on reducing repair times to improve resident satisfaction and drive renewals.

### A Deeper Dive into Repair Speeds

Although this metric declined slightly from 2024, its continued stability is impressive given the increase in work order volume. This consistency highlights property management companies' strong focus on maintenance execution and its direct impact on renewals. As market conditions shift, with rents decreasing and time to market increasing, leading operators are prioritizing the resident experience more than ever. Remaining competitive on this metric demonstrates that teams are operating efficiently and ensuring repairs are completed promptly. As a result, this has become a key performance metric that top operators are rallying their teams around.

↓ 2.6% from 2024

Vendor Invoice Amount

| ↑ 4.375% from 2024

Tech Expenditure Cost

| ↑ 2.96% from 2024

## Average Spend Per Unit

While overall maintenance spending patterns continue to evolve year over year, the latest data shows a shift in how dollars are being spent.

Average spend per unit is **down 2.6%** compared to 2024, signaling improved cost control at the property level. At the same time, vendor invoice amounts and total expenditure rose year over year, suggesting continued reliance on external services and rising labor or materials costs.

Taken together, these trends indicate that property management teams may be balancing higher vendor costs by reducing overall spend per unit, potentially through more proactive maintenance planning and smarter repair decisions that help protect investor NOI.

↓ 3.92% from 2024

## Technician Utilization Rate

Technician utilization **decreased 3.92%** year over year, reflecting a shift toward more preventative and efficiently scoped maintenance. With average spend per unit **down 2.6%** from 2024, teams appear to be resolving issues earlier, requiring less technician time and fewer repeat visits.

At the same time, increases in vendor invoice amounts (up 4.375%) and overall expenditure (up 2.96%) suggest more targeted use of external services where specialized work is needed. Together, these trends point to smarter allocation of resources while continuing to protect investor NOI.



## Other Key Curiosities

### Dispatching Data: Why First-Trip Resolution is Driving NOI

Property Meld data shows that the largest NOI gains are coming from operators who are getting maintenance right on the first trip. Operators using MAX™ intake are receiving work order descriptions with **99.94%** accuracy, giving technicians and vendors the information they need before they ever arrive on site. That level of accuracy dramatically reduces misdiagnosis, missed parts, and unnecessary follow-up visits, making one-trip resolutions the norm rather than the exception.

The downstream impact is measurable. These operators saw a **90% increase** in repairs completed within 24 hours, a **4.4% reduction** in appointment volume, and an **18.8% decrease** in average vendor invoice costs, alongside higher resident satisfaction. The takeaway from 2025 is clear: the operators moving the NOI needle are not guessing where value lives. They are using data to improve intake accuracy, accelerate time-to-fix, and drive first-trip resolution, resulting in faster repairs, lower costs, and stronger retention.

### Staple Benchmarks Across Various Work Categories

Work Category	SOR 2024	SOR 2025	Median Invoice Amount 2024	Median Invoice Amount 2025
HVAC	5.7	3.2	\$238.78	\$219.95
Plumbing	4.7	4.7	\$254.54	\$240.00
Electrical	5.8	4.1	\$213.93	\$200.00
Appliances	8.3	6.0	\$200.00	\$195.00
Garbage Disposal	4.0	2.85	\$202.70	\$205.00

### When Speed Matters Most: What Resident Behavior Reveals About AI Intake

Property Meld data shows that resident expectations during maintenance issues center on speed, clarity, and immediate acknowledgment. With MAX™, the average maintenance request phone call is **132 seconds**, with the highest call volumes coming from urgent issues such as no heat, active water leaks, clogged plumbing, and lockouts. These same repair types also show the highest customer scores, suggesting that for residents, simply picking up the phone and explaining the problem provides immediate relief, even before a repair begins.

Maintenance requests submitted through MAX™ On-Call receive an average satisfaction score of **4.55 out of 5**, suggesting that fast, accurate voice intake reduces friction at the point of request. The data indicates that effective AI does not increase effort for residents. It reduces it by providing immediate access, accurate issue capture, and a clear path to resolution when expectations are highest.



# Action Items

For Property Management Companies

With the right tools and processes in place, operators are leveraging maintenance as the crucial tool for resident renewals, not just a task to be done. Here's how they are moving the needle.

## 1. Improve First-Trip Resolution to Protect NOI

The biggest NOI gains in 2025 came from operators who focused on driving one-trip resolutions. Accurate intake through MAX™ Intake reduces misdiagnosis, missed parts, and repeat appointments by capturing complete, consistent work order details before a technician or vendor ever arrives on site. That 99.94% accuracy directly lowers costs and reduces resident frustration tied to delays and follow-up visits.

Increasing first-trip resolution has become one of the highest-impact levers for both cost control and resident experience, especially for operators focused on protecting NOI in a more competitive market.

  MAX™ Digital Intake

  MAX™ On-Call

## 2. Optimize Vendor Network and Performance

2025 data shows a clear shift in how top operators are using vendors. Vendors are becoming more cost-effective when deployed strategically alongside internal teams. Median invoice amounts across key work categories declined, signaling better scoping, fewer repeat visits, and more efficient repairs when the right vendor is assigned at the right time.

Rather than overloading internal technicians or defaulting to third parties, leading property managers are supplementing their in-house teams with a strong, data-backed vendor network. By actively monitoring vendor performance, identifying coverage gaps, and directing more work to high-performing partners, operators are controlling costs, protecting NOI, and maintaining consistent service quality across their portfolios.

  Insights Pro > Vendor Performance

  Vendor Nexus

## Action Items For Property Management Companies

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### 3. Reduce Repair Times by Prioritizing Speed as a Renewal Driver

With average repair speed increasing in 2025, speed is becoming a retention lever, not just an operations metric. While most teams track overall repair speed, leading operators go deeper, analyzing performance by work category, technician, and vendor to uncover the root causes of delays.

This level of insight allows teams to take targeted action before slow repairs impact resident satisfaction, whether that means reallocating work, adjusting scopes, or shifting volume to higher-performing resources. By treating repair speed as a proactive strategy rather than a lagging indicator, operators improve consistency, set clearer expectations, and protect renewals in a more competitive rental market.

-  [Insights Pro > Repair Speed by Category](#)
-  [Insights Pro > Repair Speeds Across Technicians](#)
-  [Insights Pro > Repair Speeds Across Vendors](#)

### 4. Equip Technician Teams with Better Tools to Drive Efficiency

Technician utilization declined 3.93% year over year, a signal that operators are rethinking how technician time is spent and where inefficiencies still exist. As preventative maintenance increases and work is scoped more intentionally, the next opportunity lies in giving technicians better tools to execute efficiently in the field.

Enhanced mobile tooling makes it easier for technicians to accept work, manage schedules, communicate with residents, and complete work orders without unnecessary back-and-forth or administrative delays. Reducing friction during the workday helps technicians spend more time on meaningful repairs and less time navigating systems, follow-ups, or incomplete information. As operators look to do more with leaner teams, investing in technology that supports technicians on the job is becoming a key driver of productivity, consistency, and overall maintenance performance.

-  [Property Meld > Mobile Technician App](#)

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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](#)