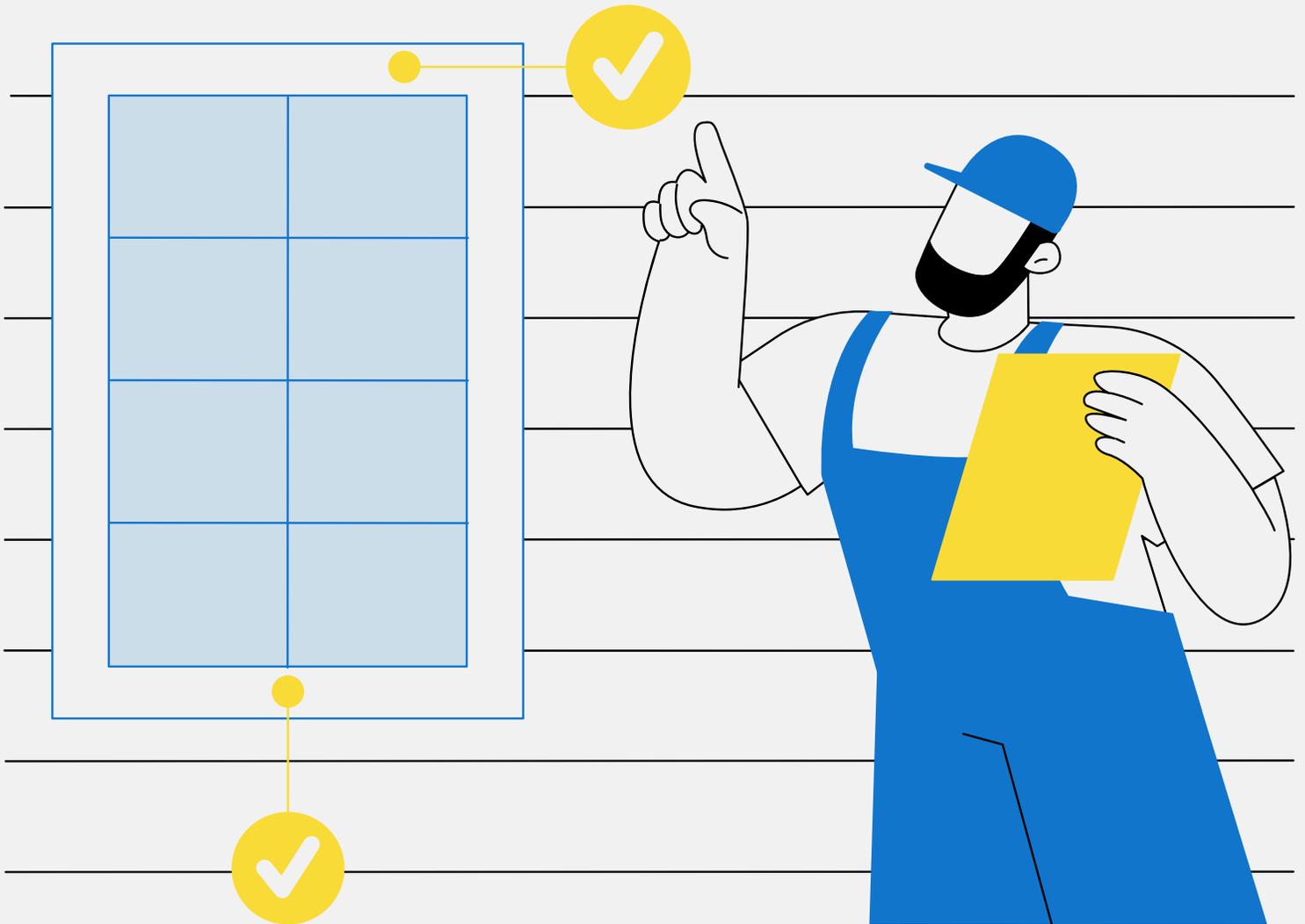


MONTHLY

Property Maintenance Operations

Benchmarking Report



October 2025

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

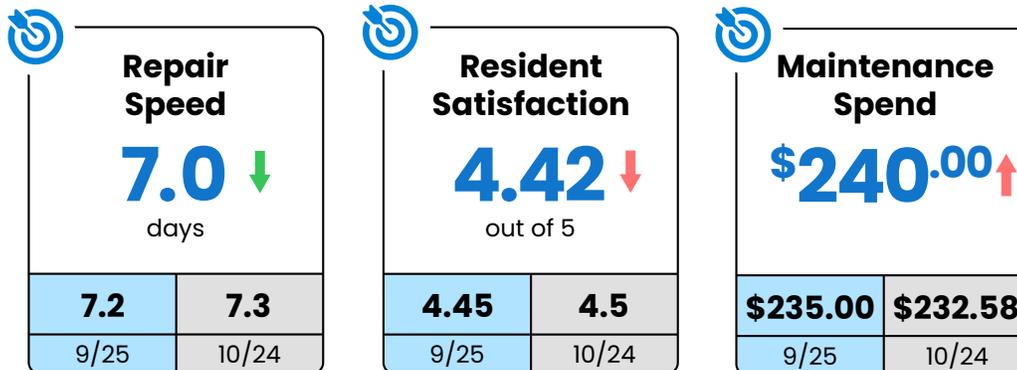
Property Maintenance Operations

Benchmarking Report

Maintenance performance isn't just about closing work orders, it's about protecting your bottom line and keeping residents happy enough to renew. This month's data reveals how the industry is balancing those priorities, with repair speeds improving, satisfaction slightly decreasing, and costs inching higher.

Inside, you'll find what these shifts mean for your portfolio, where communication and workload management can make or break resident sentiment, and how the right data-driven adjustments can help you close the gap to top-performing benchmarks before year-end.

Staple Benchmarks Compared to last month & last year



Repair Speed

Averaged **7.0 days** in October, down from **7.2 days** last month and 7.3 days last year. This improvement brings the industry closer to the 6.8-day benchmark threshold, but it's still important to monitor workloads and backlog to enhance the resident experience, especially as we see how closely maintenance performance impacts renewals.

Resident Satisfaction

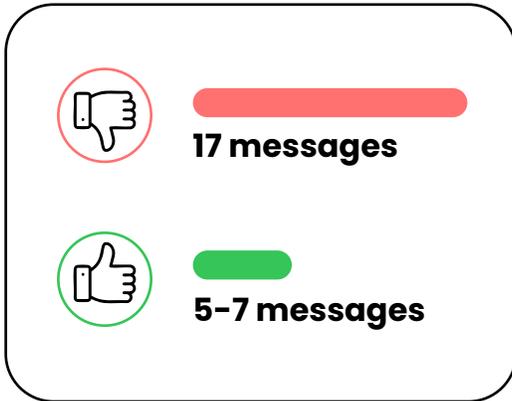
Dropped to **4.42/5**, a slight dip from **4.45/5** last month and **4.5/5** last year. While overall sentiment remains strong, the gradual decline may indicate growing sensitivity to repair speeds or communication delays, areas worth reviewing if scores are trending downward internally.

Maintenance Spend

Increased to **\$240.00**, up from **\$235.00** last month and **\$232.58** last year. The steady rise suggests operational costs continue to inch upward, potentially driven by labor or parts pricing. Keep an eye on efficiency metrics to ensure spending growth aligns with performance improvements.

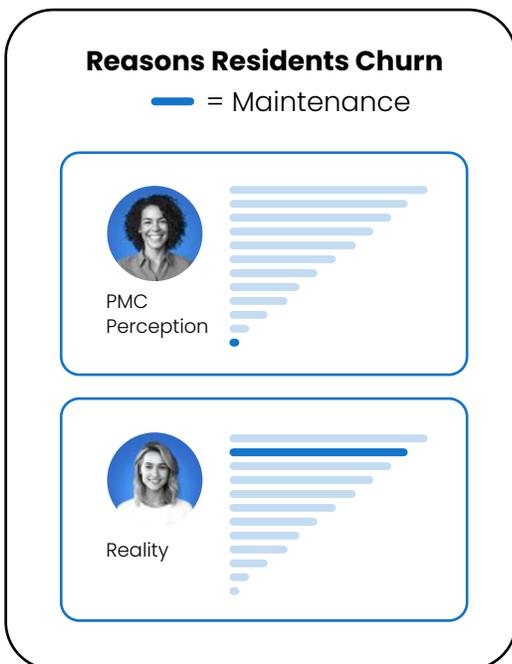
Other Key Curiosities

When Does Communication Become Too Much?



When examining the correlation between communication and the resident experience, we identified a clear threshold. One vendor averaged **17 messages** per Meld with an average response time of **0.7 hours**, resulting in a **3.6 resident satisfaction score**. This shows that while communication is essential, too much back-and-forth can actually reduce satisfaction. According to the Property Meld KPI Cheat Sheet, the industry benchmark for chat messages per Meld is **5-7**, striking the right balance between responsiveness and efficiency.

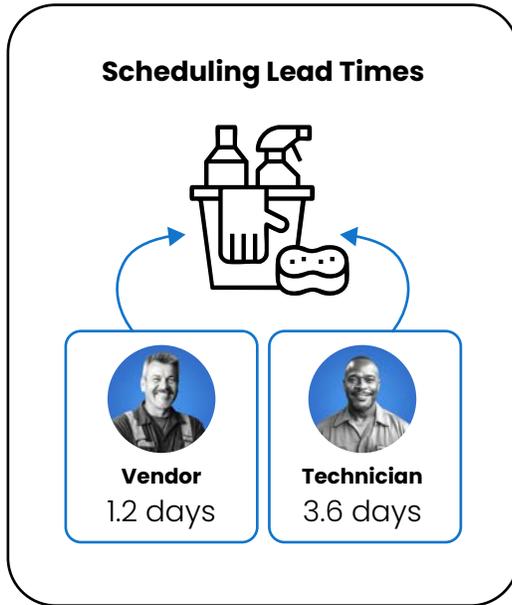
The Maintenance Blind Spot: The Difference Between Resident and Management Perception



In a recent Zego report, residents ranked maintenance as the **#2** reason they leave a property, while property management companies placed it at **#12**.

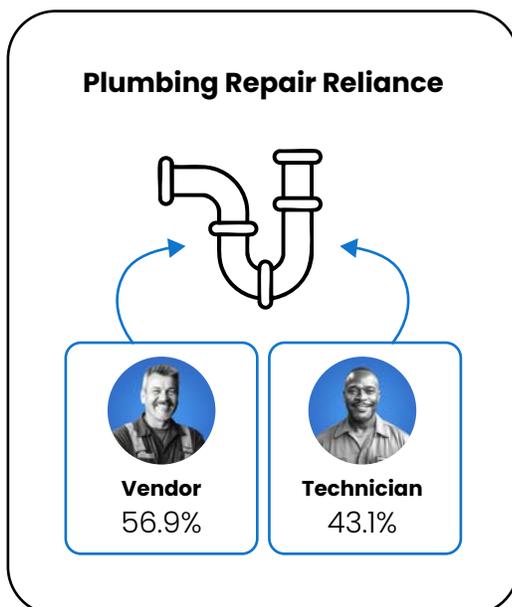
That gap speaks volumes. It suggests that many operators underestimate how maintenance performance shapes resident satisfaction and renewal decisions. Property Meld's own data supports this connection, showing that once repair speeds exceed 6.8 days, resident satisfaction begins to decline.

Scheduling Efficiency: How Vendors and Technicians Differ in Response Speed



When analyzing scheduling lead times by repair category, it's insightful to compare the efficiency of internal technicians and external vendors. For example, in the cleaning category, often tied to unit turns, vendors average a scheduling lead time of **1.2 days**, while technicians average **3.6 days**. This difference suggests that vendors may be better suited for quick, transactional tasks like cleaning, whereas technicians tend to handle more ongoing maintenance needs that naturally require more coordination.

What Rising Plumbing Outsourcing Reveals About Capacity and Cost



Over the last 90 days, **56.9%** more plumbing work orders were scheduled with vendors than in-house technicians, a notable jump from **34.5%** during the same period last year. The growing reliance on vendors could signal a shift toward outsourcing specialized repairs. With plumbing among the most frequent and time-sensitive maintenance requests, understanding this shift is key to managing expenses and maintaining resident satisfaction.

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. Focus on providing a great resident experience

While the decline in resident satisfaction is slight, it's still significant. Given the strong correlation between the maintenance experience and lease renewals, this metric deserves close attention. Consider tools that enhance the resident experience through faster, more efficient repairs. Solutions like MAX™ On-Call and Property Meld's Perfect Decision Enhancements, help management companies reduce repair times and boost satisfaction scores.

  MAX™ On-Call

  Perfect Decision Enhancements

2. Benchmark repair speeds against the 6.8 day threshold

Repair speeds improved this month but remain slightly above the 6.8-day threshold linked to resident satisfaction. To drive further gains, analyze which repair categories consistently take the longest to complete and compare technician versus vendor performance to determine when outsourcing makes sense. With Property Meld's Insights Pro, you can break down repair speeds by category, team member, and vendor to pinpoint slowdowns and make data-driven decisions that accelerate completion times.

  Insights Pro > Vendor/Technician/Coordinator Performance > Repair Speed (by Work Category)

3. Analyze vendor and technician utilization to maximize ROI

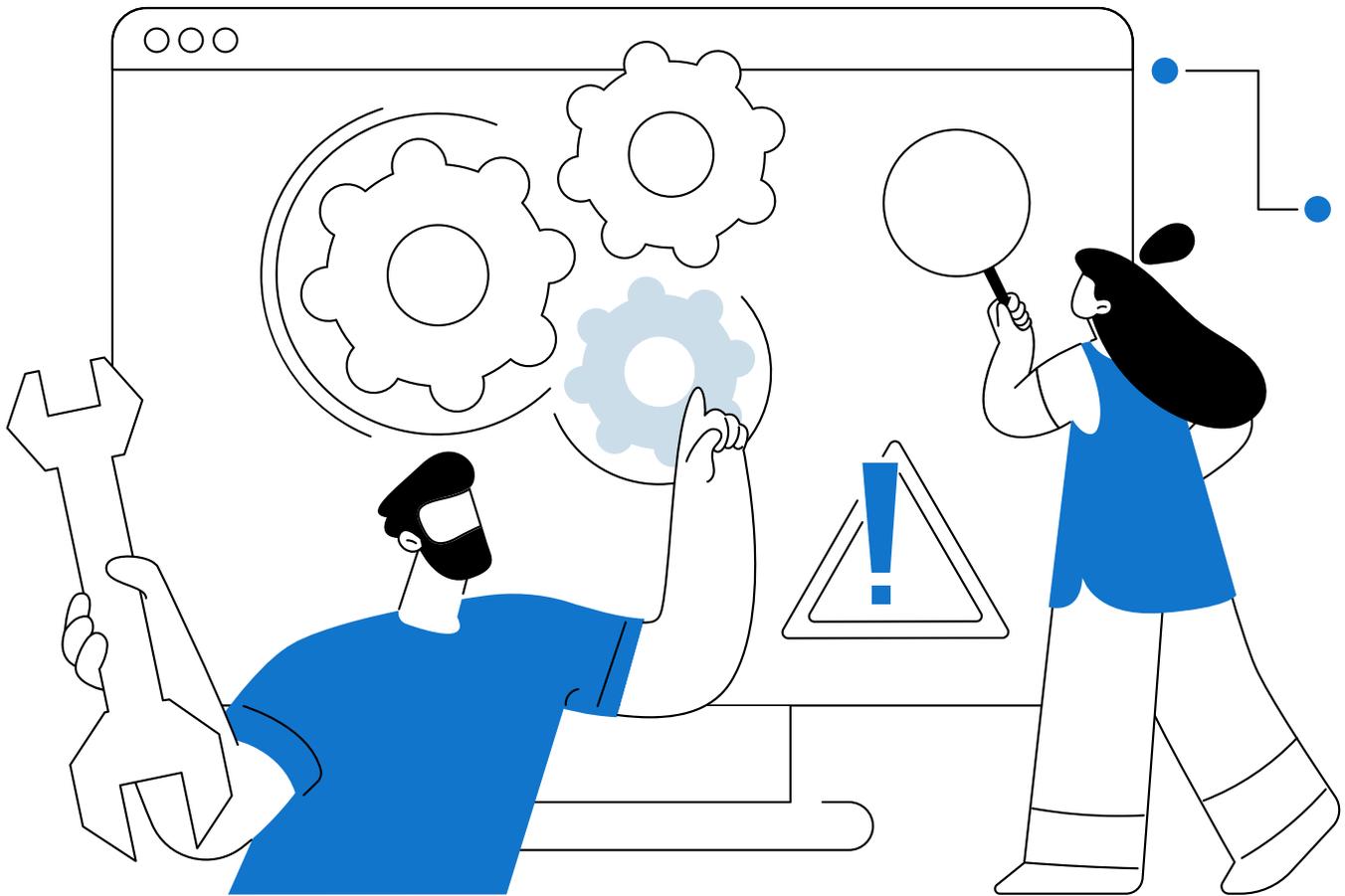
Use Technician and Vendor Performance in Insights Pro to compare costs, repair speeds, and resident satisfaction ratings side by side. This analysis can help identify which repair categories are best suited for outsourcing and which are more efficient when handled by your internal maintenance team. Regularly monitoring these metrics not only supports a stronger resident experience but also helps manage backlog, control costs, and address capacity gaps before they impact performance.

  Insights Pro > Vendor/Technician Performance > Maintenance Spend (by Work Category)

  Insights Pro > Vendor/Technician Performance > Repair Speeds (by Work Category)

  Insights Pro > Vendor/Technician Performance > Resident Satisfaction (by Work Category)

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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.

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