Property Maintenance Operations

Benchmarking Report

January 2026

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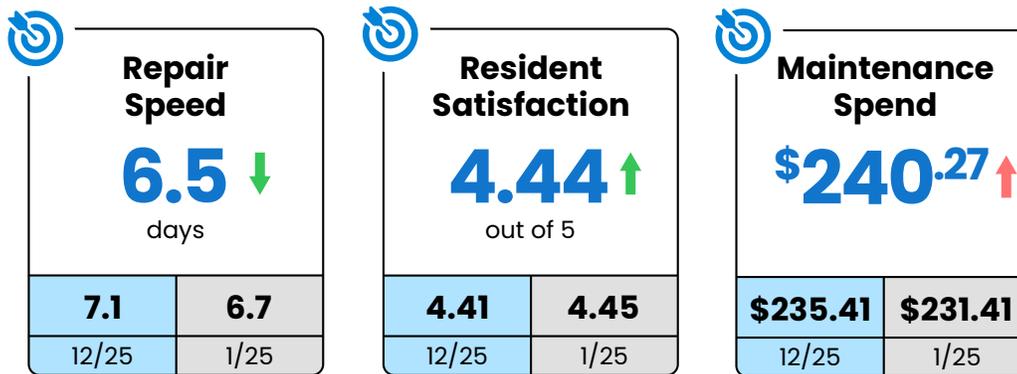
Property Maintenance Operations

Benchmarking Report

Maintenance continues to be the strongest contributor to the resident experience, making resident satisfaction one of the most important metrics for property management operators to track. Repair speed, communication, and execution consistency all play a direct role in how residents perceive service and whether they choose to renew.

January benchmark results showed improvement in several key areas. Repair speed dropped to 6.5 days, moving back below the 6.8-day industry threshold after trending upward in recent months. Resident satisfaction also increased to 4.44 / 5, aligning with faster repair timelines.

This report breaks down the trends driving these outcomes, including how internal and vendor completion speeds interact, how winter weather contributed to higher work order volume without slowing performance, and how intake accuracy and proactive status updates are influencing repair efficiency and resident sentiment.

Staple Benchmarks Compared to last month & last year

Repair Speed	Resident Satisfaction	Maintenance Spend
6.5 ↓	**4.44** ↑	**$240.27** ↑
days	out of 5	
7.1 | **6.7**	**4.41** | **4.45**	**$235.41** | **$231.41**
12/25 | 1/25	12/25 | 1/25	12/25 | 1/25

Repair Speed
Averaged **6.5 days** in January, down from **7.1 days** last month and **6.7 days** last year. Notably, this brings repair speed back **below the 6.8-day benchmark threshold,** which is a healthy shift for the industry. Over the past few months, repair timelines have been creeping upward, so it's encouraging to see performance trending downward again. Continued focus on intake accuracy and backlog prevention will be key to sustaining this progress.

Resident Satisfaction
Improved to **4.44 / 5,** up from **4.41 / 5** last month, though still slightly below **4.45 / 5** last year. This increase isn't surprising given the simultaneous decrease in repair speed, as repair timelines remain one of the strongest leading indicators of resident satisfaction.

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Even small improvements in response time can have an outsized impact on resident perception, making it important to monitor these metrics together.

Maintenance Spend
Increased to **$240.27,** up from **$235.41** last month and **$231.41** last year. Rising costs continue to reflect broader pressures in labor, parts, and vendor pricing. With new TrueCost capabilities coming very soon, the industry will continue to double down on ensuring every dollar spent in maintenance is fully tracked, properly allocated, and aligned with operational outcomes. As spend climbs, visibility into where costs go, and why will play an increasingly important role in maintaining both efficiency and performance.

Other Key Curiosities

How Proactive Updates Are Shaping Resident Experience
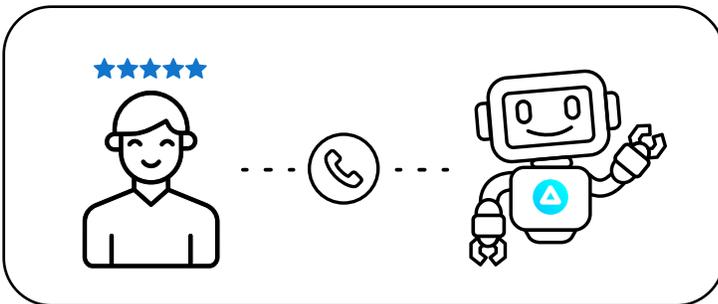
Resident satisfaction from calls answered with **MAX™ On-Call** rose by **4.3%** over the last 30 days following the launch of MAX Status Updates. This improvement highlights how strongly residents value visibility and communication throughout the maintenance process.

Most resident calls aren't about reporting new issues, but rather requesting updates on existing work orders. Delivering timely status information helps reduce uncertainty and strengthens the overall service experience, an area where many traditional call center models and standalone AI tools remain limited. As the industry continues to prioritize resident experience alongside repair speed, these early satisfaction gains reinforce how transparent communication shapes resident sentiment and can ultimately influence lease renewal decisions.

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Balancing Vendor and Internal Completion Timelines

Balancing Vendors vs. Techs

Technician
2.9 days
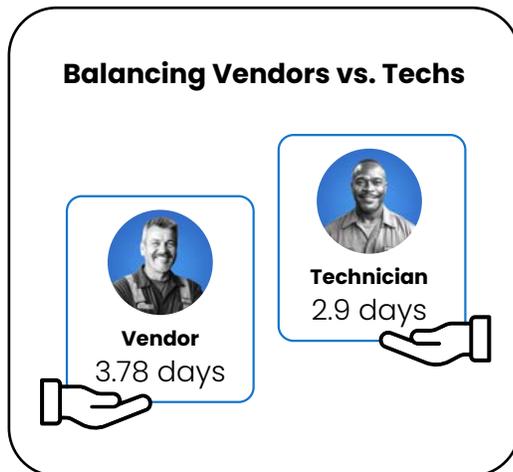
Vendor
3.78 days

In January, third-party vendors averaged **3.78 days** from assignment to work marked complete, while internal technicians completed work faster at **2.9 days.** Although vendor turnaround slowed compared to December **(2.37 days),** overall repair speeds still improved because in-house teams accelerated significantly, dropping from **3.6 days** in December to **2.9 days** in January.

This reflects how overall maintenance performance depends on the combined pace of both internal and vendor resources, with gains in one area helping offset slowdowns in the other.

Winter Surge Meets Operational Resilience

\# of Melds

Repair speed
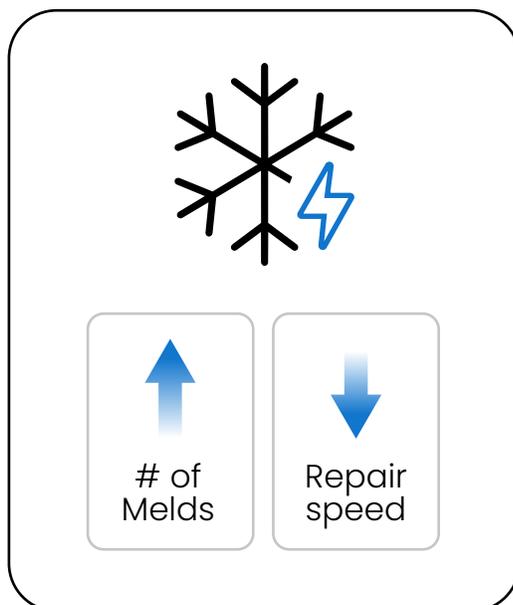
Work order volume climbed **3.0%** in January compared to December, likely fueled by widespread snow and ice storms that disrupted communities across the country and triggered a surge in resident maintenance needs.

What stands out most is that even with more requests coming in, repair speeds still improved, demonstrating how Property Meld customers were able to stay ahead of the maintenance influx and continue delivering a fast, reliable maintenance experience when residents needed it most.

The Hidden Role of Work Order Accuracy

Speed of Repair by Intake Method

4.2
days

7.4
days

MAX™ On-Call
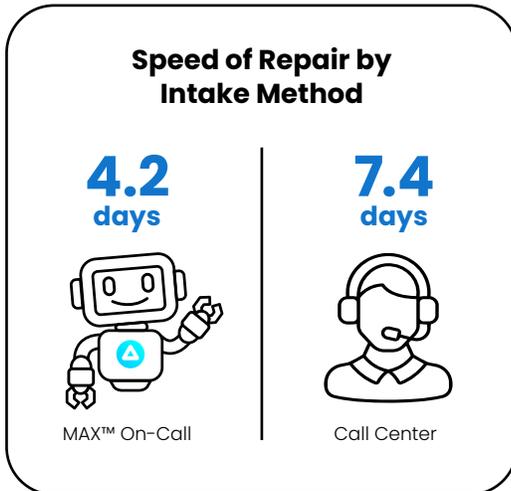
Call Center

MAX On-Call intake currently achieves **99.94% accuracy** in work order descriptions, which may help explain faster downstream resolution. In one real comparison, work orders submitted through a traditional call center averaged **7.4 days** from submission to completion, while requests submitted through MAX On-Call averaged **4.2 days.** This gap highlights how clearer, more detailed intake information can support quicker repairs, fewer delays, and a more efficient and positive maintenance experience for residents.

⚡ 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. Audit speed by work type, not just overall averages

January showed that internal technician acceleration can offset slower vendor turnaround. Breaking down completion speed by technician, vendor, and work category helps property managers identify what is moving quickly, where delays are emerging, and which resources are driving overall repair performance.

Data from Insights Pro makes it easier to determine whether slowdowns stem from capacity constraints, vendor execution, or more complex job types.

🔺 ⚡ Insights Pro > Technician and Vendor Performance

🔺 ⚡ Vendor Nexus to augment maintenance team

🔺 - Property Meld Core plan 🔺 - Property Meld Ops plan 🔺 - MAX™ On-Call

2. Reduce repeat calls by improving status visibility on active work orders

The rise in resident satisfaction following MAX Status Updates reinforces that residents often want progress updates more than anything else.

Leading operators are focusing on limiting follow-up volume by making work order status more accessible and consistent, especially during high-demand periods.

▲ ⚡ MAX™ On-Call

3. Treat intake accuracy as an operational efficiency lever

Work orders with incomplete descriptions often stall before maintenance teams even arrive. Evaluating how requests enter the system, especially through phone calls, helps eliminate intake coming from multiple disconnected channels and ensures requests are captured in a structured, consistent way. This supports faster dispatch, fewer follow-up questions, and higher one-trip resolution.
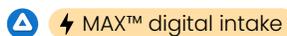
▲ ⚡ MAX™ digital intake
▲ ⚡ MAX™ On-Call

4. Plan ahead for seasonal surges with the right tools in place

January's 3% volume increase highlights the importance of operational readiness when demand spikes. Aligning vendor coverage, technician scheduling, and maintenance spend tracking ahead of peak weather or seasonal events helps teams maintain repair speed and resident experience under pressure.

Property Maintenance Operations platforms like Property Meld support this preparedness by providing the visibility and coordination needed to stay responsive during high-volume periods.

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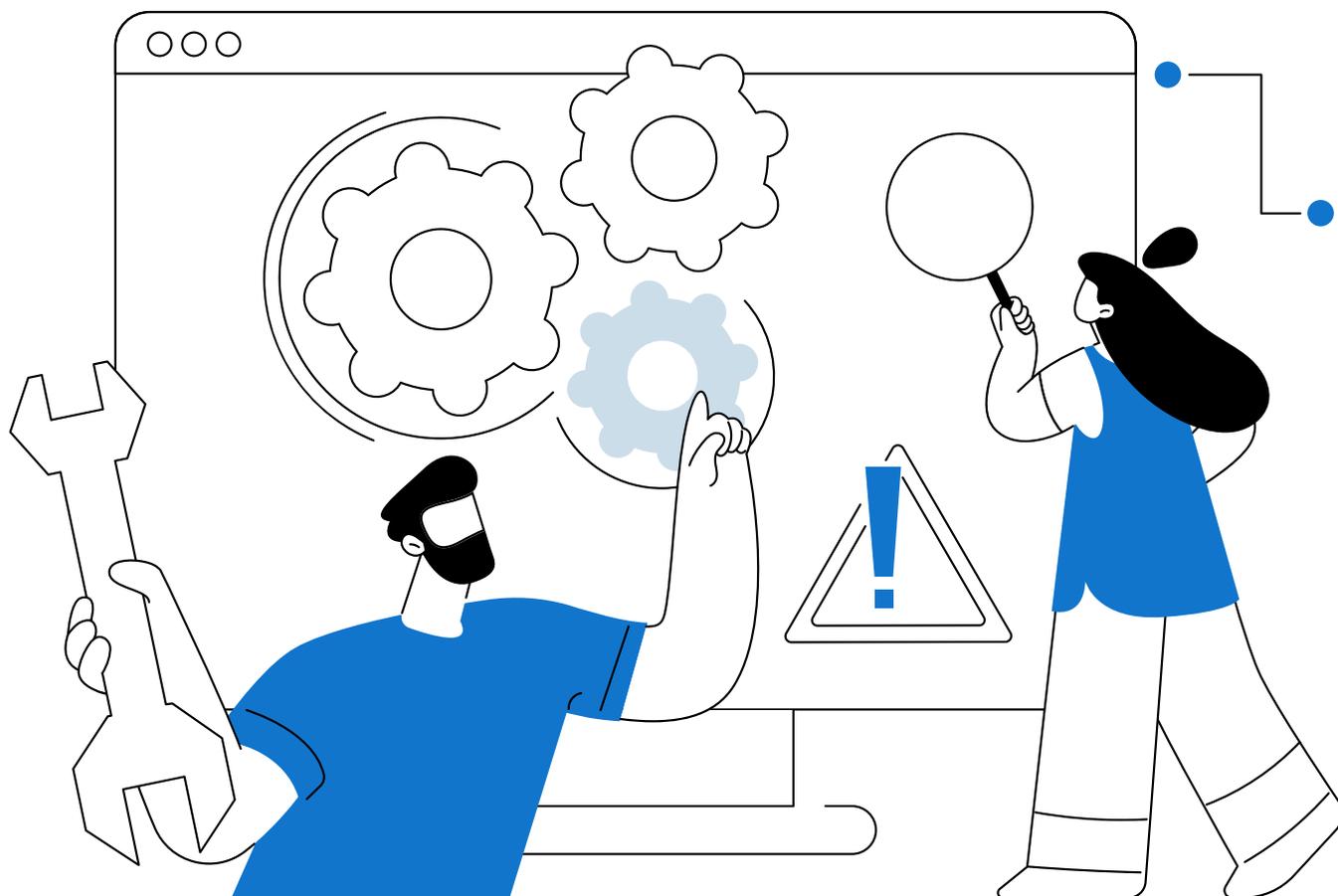
Take Action Now If you'd like to learn more about how your maintenance process compares to the benchmarks outlined in this report, schedule a time to chat with one of our maintenance experts.

Schedule a Call

Subscribe to the *Maintenance Minute* to receive these monthly property maintenance operations benchmark reports.