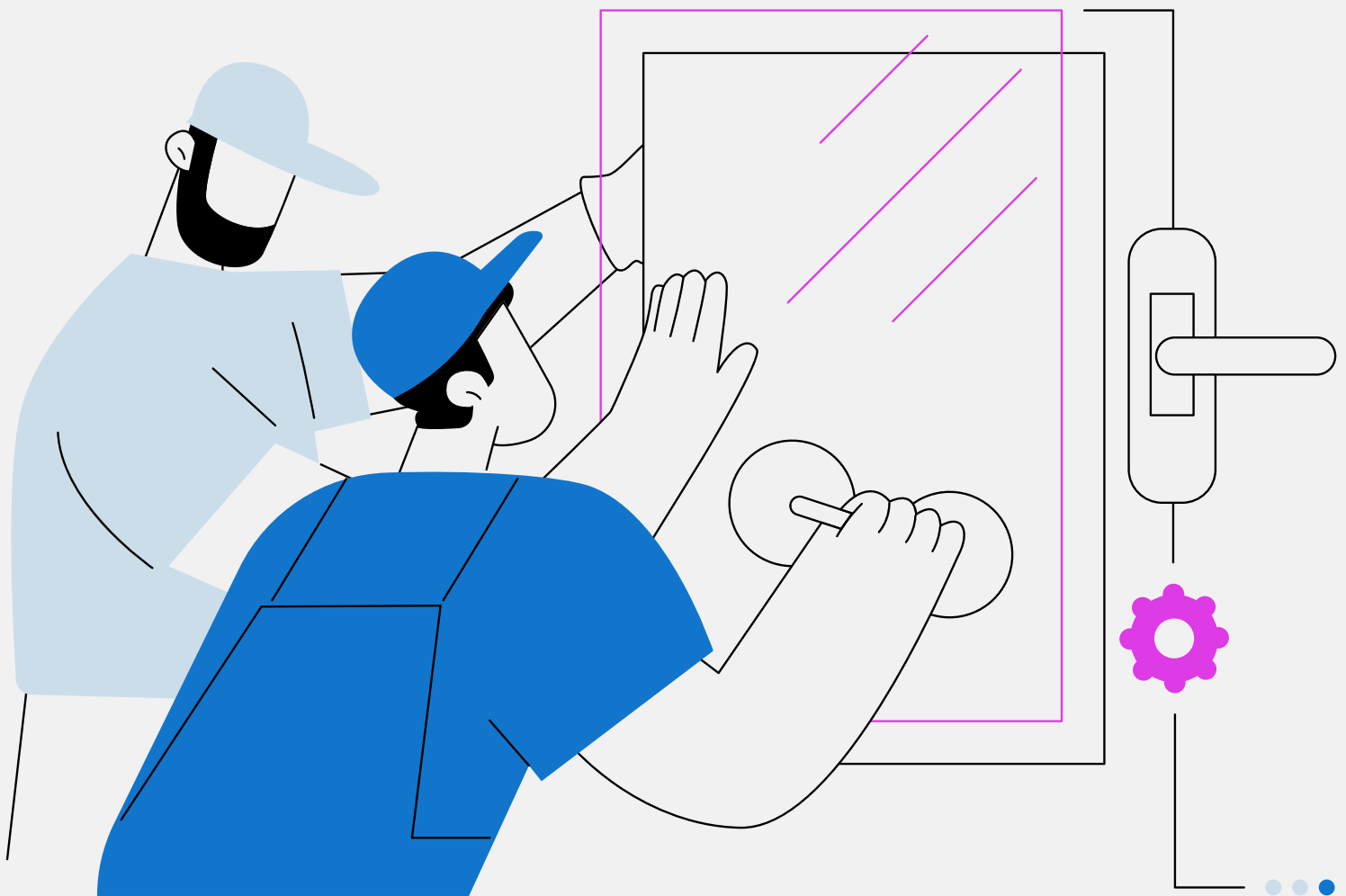


MONTHLY

Property Maintenance Operations

Benchmarking Report



February 2026

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

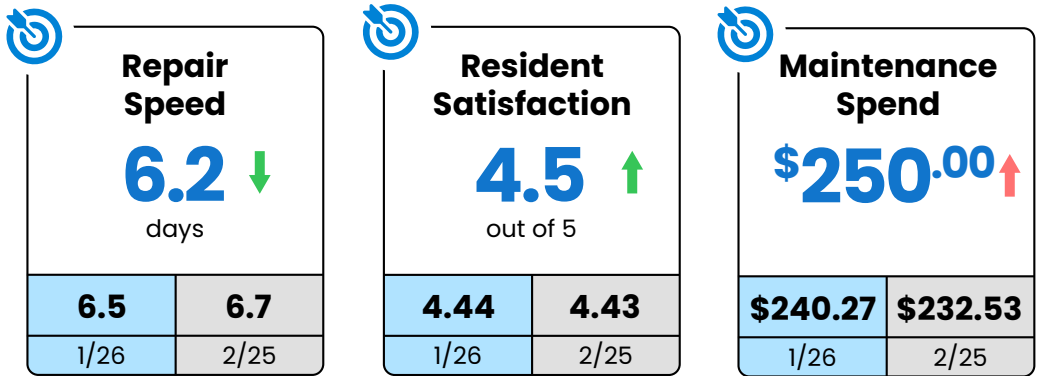
Property Maintenance Operations

Benchmarking Report

Maintenance remains one of the most direct levers property management operators have on resident satisfaction and lease renewal. How quickly a work order gets resolved, how clearly it gets communicated, and how consistently that experience holds across a portfolio all shape whether a resident feels valued or forgotten. In a market where retention is increasingly tied to operational performance, these numbers matter more than ever.

February continued the positive trajectory that started in January. Repair speed improved to the lowest it has been in over a year and a meaningful drop from both last month and last year. Resident satisfaction followed, climbing to 4.5/5 and outpacing both prior benchmarks. The correlation between the two remains one of the most consistent patterns in the data, and February reinforced it again.

Staple Benchmarks Compared to last month & last year



Repair Speed

Repair speed improved to **6.2 days** in February, down from **6.5 days** last month and **6.7 days** in February of last year. This showcases a promising trend: January already brought repair speed back below the 6.8-day benchmark threshold after a period of creeping timelines, and February pushed that progress even further. As we head into the busy season keeping this number low, despite a typical increase in work orders, will be crucial.

Resident Satisfaction

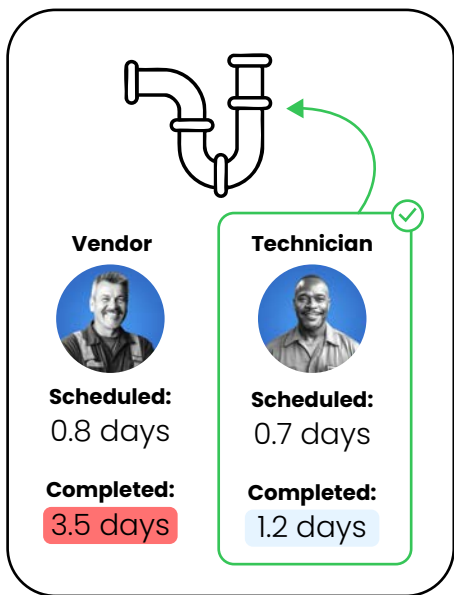
Resident satisfaction climbed to **4.5/5** in February, up from **4.44/5** last month and **4.43/5** last year. While the growth is slight, it's still important and it's no coincidence. Faster repair speeds remain one of the strongest leading indicators of resident satisfaction, and the data continues to prove the correlation. Even small improvements in response time can have an outsized impact on how residents feel about their experience.

Maintenance Spend

Maintenance spend increased to **\$250** in February, up from **\$240.27** last month and **\$232.53** last year. Rising costs continue to reflect broader pressures across labor and the cost of parts and materials. As spend climbs, visibility into where costs go and why plays an increasingly critical role in building trust with investors and proving ROI. With new TrueCost capabilities coming soon, the focus on ensuring every dollar spent is fully tracked, properly allocated, and aligned with operational outcomes will only sharpen.

Other Key Curiosities

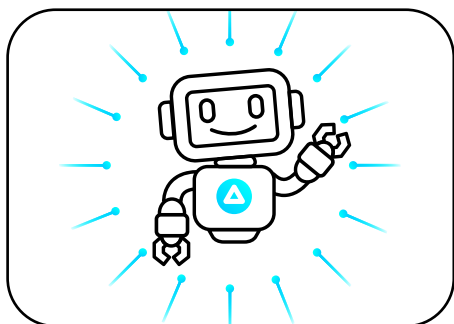
What Plumbing Melds Reveal About Speed and Volume



In-house techs and vendors both handle a significant share of plumbing Melds, but the data tells two very different stories. Over the last 90 days, in-house techs scheduled plumbing Melds in **0.7 days** and completed them in **1.2 days** once assigned. Vendors scheduled in **0.8 days**, but took **3.5 days** from assignment to completion, nearly 3 times longer.

What makes that gap worth watching is the volume on both sides. Vendors handled **58.46%** more plumbing Melds compared to in-house techs. For portfolios looking to tighten repair timelines on one of the highest-frequency maintenance categories, that's a meaningful place to start the conversation.

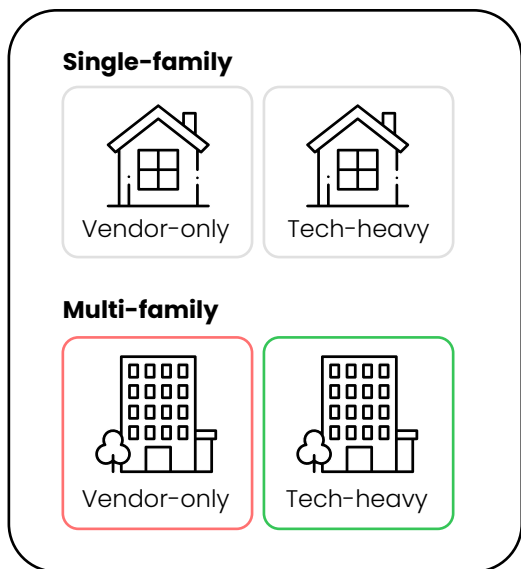
Why Maintenance AI Is Only as Good as Its Data



Most AI intake tools in property maintenance make decisions based on outdated SOPs or incomplete information, leading to misclassified work orders, hallucinations, and costs no one can fully explain. The gap comes down to data depth. When **MAX™ Intelligence** intakes and diagnoses a Meld, it collects across **6,221** combinations of data points, giving it the taxonomic foundation that Fly-By AI simply can't replicate.

That's what makes capabilities like TrueCost possible on 85% of Melds. Accurate cost prediction requires knowing not just what broke, but how, where, and under what conditions.

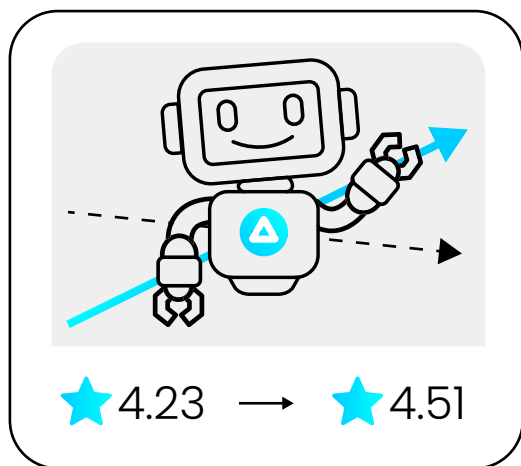
Techs vs. Vendors: Why Portfolio Type May Matter



In single-family portfolios, repair completion times are remarkably consistent regardless of whether work goes to techs or vendors. No single approach stands out as clearly superior, and the spread between them is tight enough that not much can be determined from the data set.

Multi-family tells a completely different story. Vendor-only portfolios complete Melds 50.4% faster than their single-family counterparts. Tech heavy models in multi-family also outperform single-family across the board, with tech-only completing Melds about 41% faster than the same setup in single-family.

Rising Satisfaction Scores Are Redefining What Great Intake Looks Like



At the start of February, MAX™ On-Call was handling a high volume of voice Melds with a customer satisfaction score of **4.23**. By the end of the month, volume had decreased, but satisfaction climbed to **4.51**, a 6.6% improvement. At the same time, rating given grew nearly 30%, a sign that the resident experience is resonating.



The data continues to reinforce a well-established pattern: resident satisfaction in maintenance is one of the strongest predictors of lease renewal. Intake is the first impression, and first impressions carry weight. A resident who feels heard and informed at the start of a maintenance experience is more likely to rate it positively at the end, and more likely to renew when the time comes.



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 vendor performance on an individual level


February's plumbing data showed that vendors are handling nearly twice the volume of in-house techs but taking almost 3 times longer to complete Melds once assigned. Before making broad routing changes, breaking down completion times by individual vendors helps identify whether a few underperformers are skewing the overall picture or whether the gap reflects a more systemic issue. Data from Insights Pro makes it easier to determine whether slowdowns stem from vendor capacity, job complexity, or scheduling gaps.

  Insights Pro > Vendor Performance

  Vendor Nexus to vet and augment maintenance team

2. Treat intake quality as a downstream performance driver



February's MAX™ On-Call satisfaction data showed a 6.6% improvement in customer satisfaction scores alongside a nearly 30% increase in ratings given week over week. Residents who feel heard and informed at intake are more likely to rate the full experience positively. Evaluating how maintenance requests enter the system, and whether intake is capturing the right detail consistently, helps reduce follow-up volume and supports faster resolution.



  MAX™ digital intake

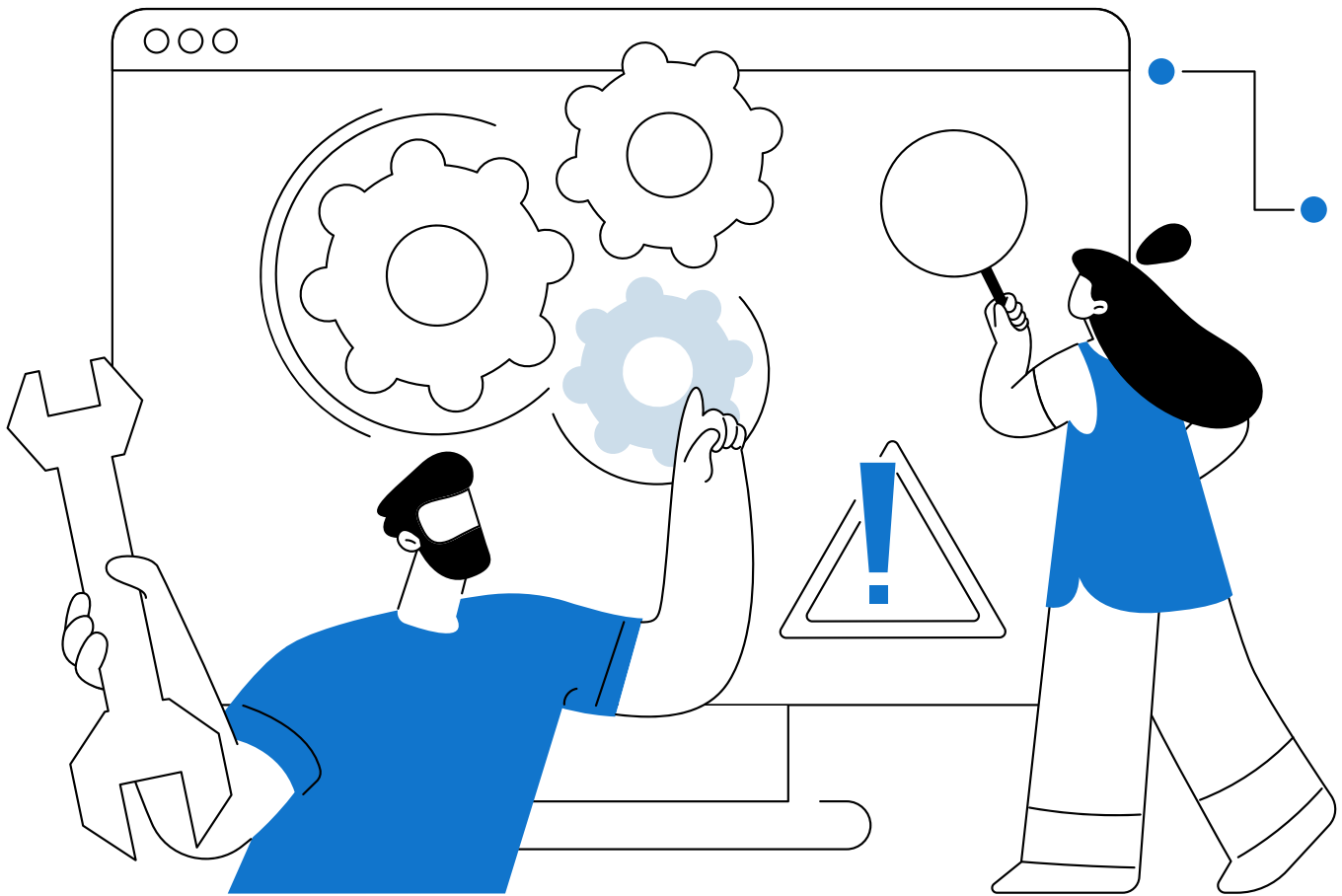
  MAX™ On-Call

3. Monitor the relationship between repair speed and resident satisfaction

February continued to show that repair speed and resident satisfaction move in the same direction. As repair speed improved to 6.2 days, satisfaction climbed to 4.5/5, up from both last month and last year. Tracking these two metrics together rather than in isolation gives a more complete picture of operational health and helps identify early signs of performance drift before it shows up in renewals.

  Insights Pro > Vendor Performance

  Vendor Nexus to vet and augment maintenance team



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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