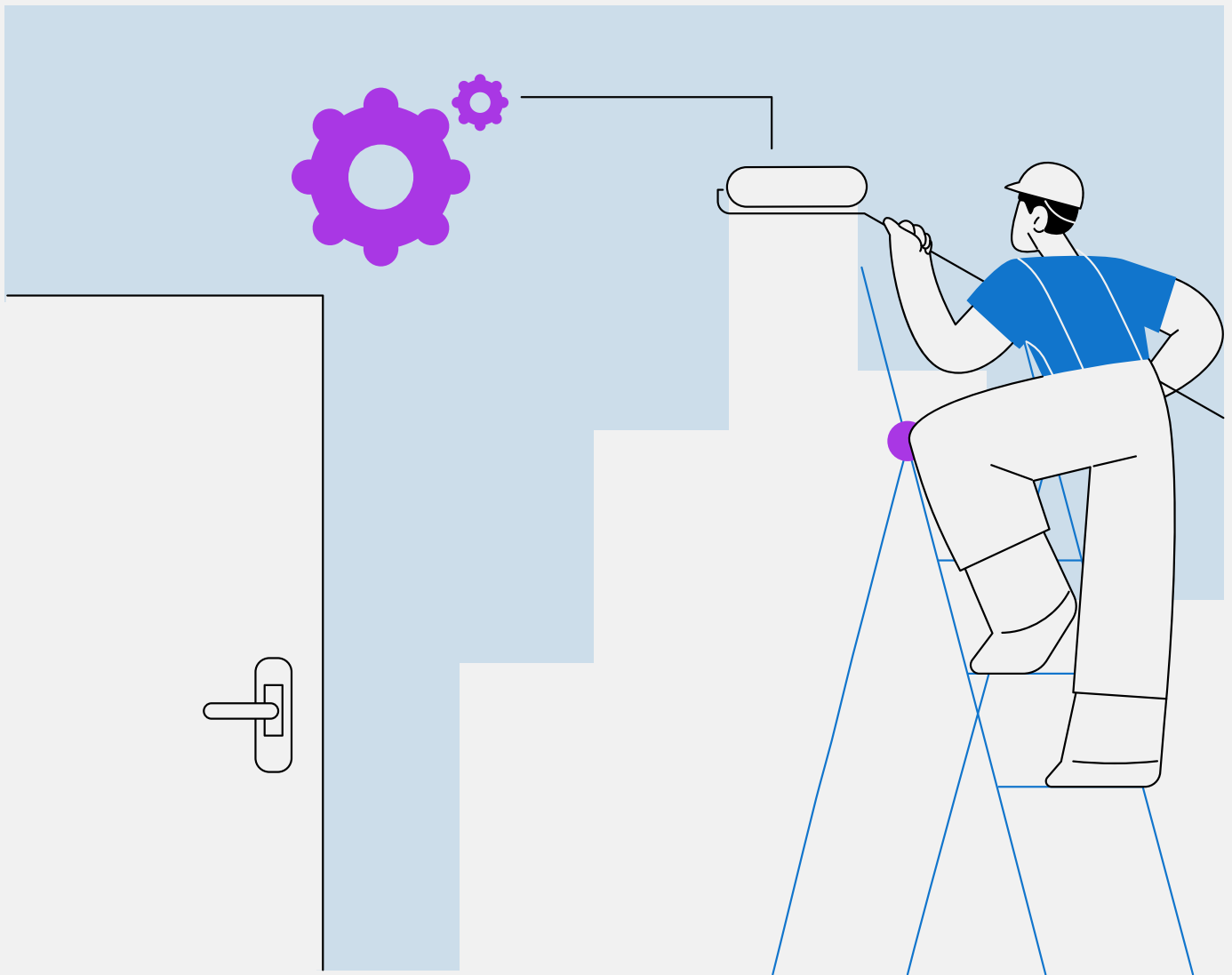


MONTHLY



Property Maintenance Operations

Benchmarking Report



March 2026

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

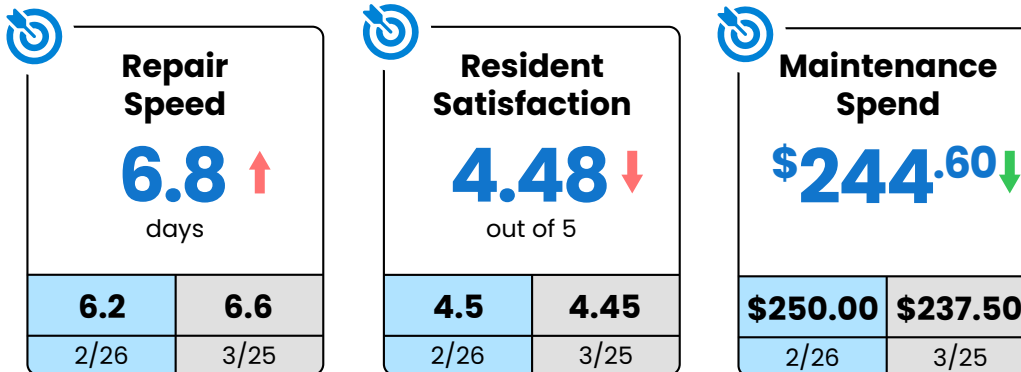
Property Maintenance Operations

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.

March's data tells a more nuanced story than a simple rise or fall in performance. While core metrics show slight shifts, the deeper insight comes from where delays are happening and how different types of work perform across technicians and vendors. The patterns this month point to opportunities in execution, routing, and visibility that aren't always obvious at the surface level.

Staple Benchmarks Compared to last month & last year



Repair Speed

Repair speed increased to **6.8** days in March, up from **6.2** days last month and slightly above **6.6** days this time last year. After two consecutive months of improvement, this reversal is worth watching. As we move further into the busy season, rising work order volume often puts pressure on timelines. The key will be whether this is a temporary fluctuation or the start of a broader trend. Maintaining consistency here will be critical, especially given its direct impact on resident experience.

Resident Satisfaction

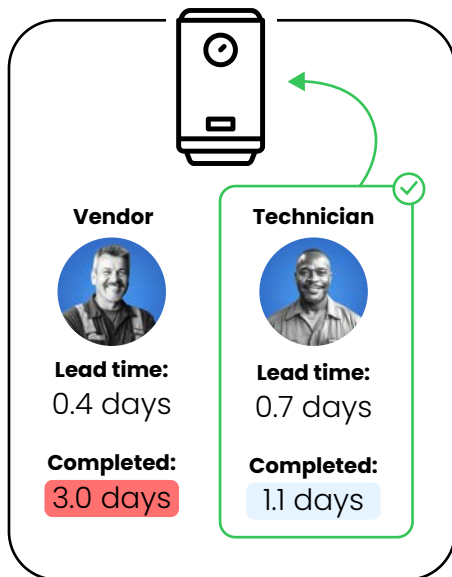
Resident satisfaction came in at **4.48/5**, down slightly from **4.5/5** last month but still ahead of **4.45/5** last year. While the dip is minimal, it aligns with the increase in repair speed. Even small delays can influence how residents perceive the overall experience, reinforcing how sensitive satisfaction is to operational performance.

Maintenance Spend

Maintenance spend decreased to **\$244.60** in March, down from **\$250.00** last month but still above **\$237.50** last year. This slight pullback may reflect short-term variability in job mix or volume, but costs remain elevated year over year.

Other Key Curiosities

What Water Heater Repairs Reveal About Execution Gaps

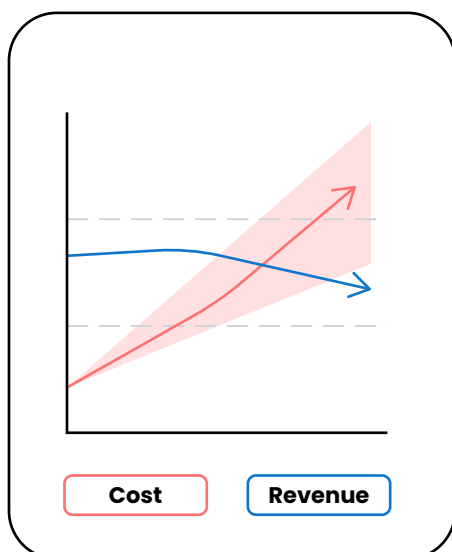


Water heater repairs show similar scheduling lead times, with technicians at **0.4** days and vendors at **0.7** days, indicating comparable availability.

The difference appears after assignment. Technicians complete repairs in **1.1** days, while vendors take **3.0** days.

This suggests the opportunity isn't in availability, but in what happens during execution. For high-urgency issues like water heaters, even small differences in how work progresses after assignment can meaningfully impact total resolution time and the resident experience.

When Revenue Slows but Costs Don't

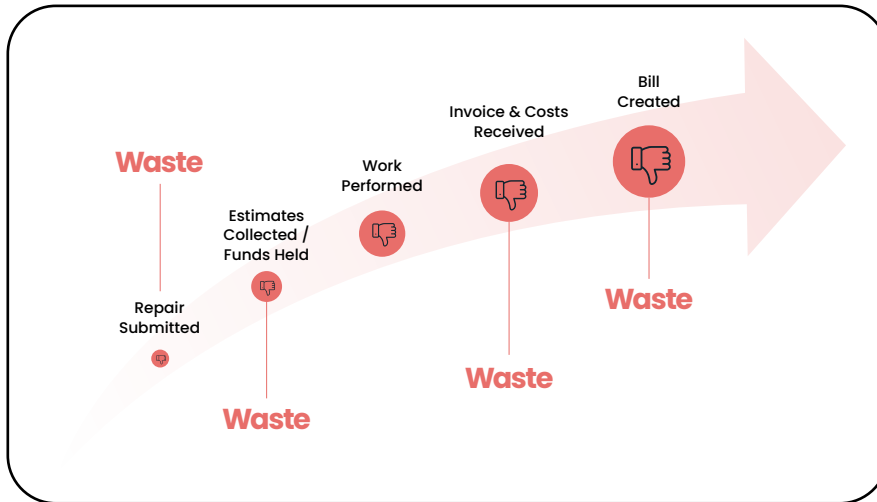


Rent growth has shifted dramatically, falling from nearly **18%** at its peak in 2022 to **-0.8%** year-over-year today. At the same time, maintenance costs continue to trend upward and remain volatile, often outpacing general inflation.

This creates a widening gap. Revenue is no longer expanding to absorb inefficiencies, but costs haven't corrected at the same pace.

That gap is where operational performance becomes critical. Maintenance is already the **#1** driver of owner dissatisfaction, and in a market like this, every delay, misdiagnosis, or unnecessary spend has a more direct impact on margins and retention.

Where Financial Visibility Turns Into Cost Control

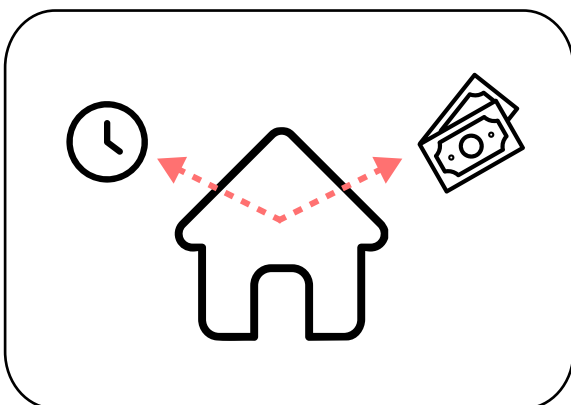


With **~34%** annual turnover in property management, knowledge around maintenance spend doesn't always stick. When processes rely on people instead of systems, context around vendor pricing, past decisions, and cost expectations can be lost when someone leaves.

That gap is where waste builds. Inconsistent estimates, missed patterns in spend, and limited visibility into vendor performance create costs that are difficult to explain and even harder to control.

Technology is starting to close that gap. With real-time cost tracking, estimate flagging, and invoice monitoring, operators can move from relying on individual knowledge to relying on shared data. The shift isn't just better reporting, it's the ability to consistently catch and eliminate waste before it compounds.

Every vacant unit has an expiration date.



Turnover-related work averages **7.8** hours per Meld, nearly double plumbing and more than three times HVAC. Over just three months, that added up to more than **52,000** logged labor hours.

Unlike other maintenance categories, turnover has a fixed financial impact. Each day a unit sits vacant is lost revenue, and without clear visibility into progress, delays are harder to catch and even harder to correct.

The challenge isn't just the amount of work, it's the ability to track it. Teams that perform well aren't guessing where things stand. They have a clear view into each step of the process, what's completed, what's stalled, and what needs attention now.

Action Items For Property Management Operators

To get the most out of this benchmark data, here are four practical steps property management companies can take to enhance their property maintenance operations (PMO) and drive better outcomes:

1. Break down completion times, not just scheduling speed

March's increase in repair speed, paired with water heater data, shows delays are happening after work is assigned, not before. Evaluating completion timelines by technician and vendor helps identify where execution is slowing down. Use Insights Pro to track jobs per day and technician utilization rates to pinpoint where bottlenecks are occurring.

 Insights Pro > Vendor Performance, Tech Performance


2. Reevaluate how work is routed across your team

The data shows different strengths between in-house teams and vendors depending on the type of work. Reviewing how jobs are assigned today, and aligning them based on urgency, complexity, and performance, can lead to more consistent outcomes. Analyze repair speeds at the individual technician and vendor level to determine whether delays are tied to specific individuals or broader process issues.

 Insights Pro > Vendor Performance, Tech Performance


3. Improve visibility into turnover progress

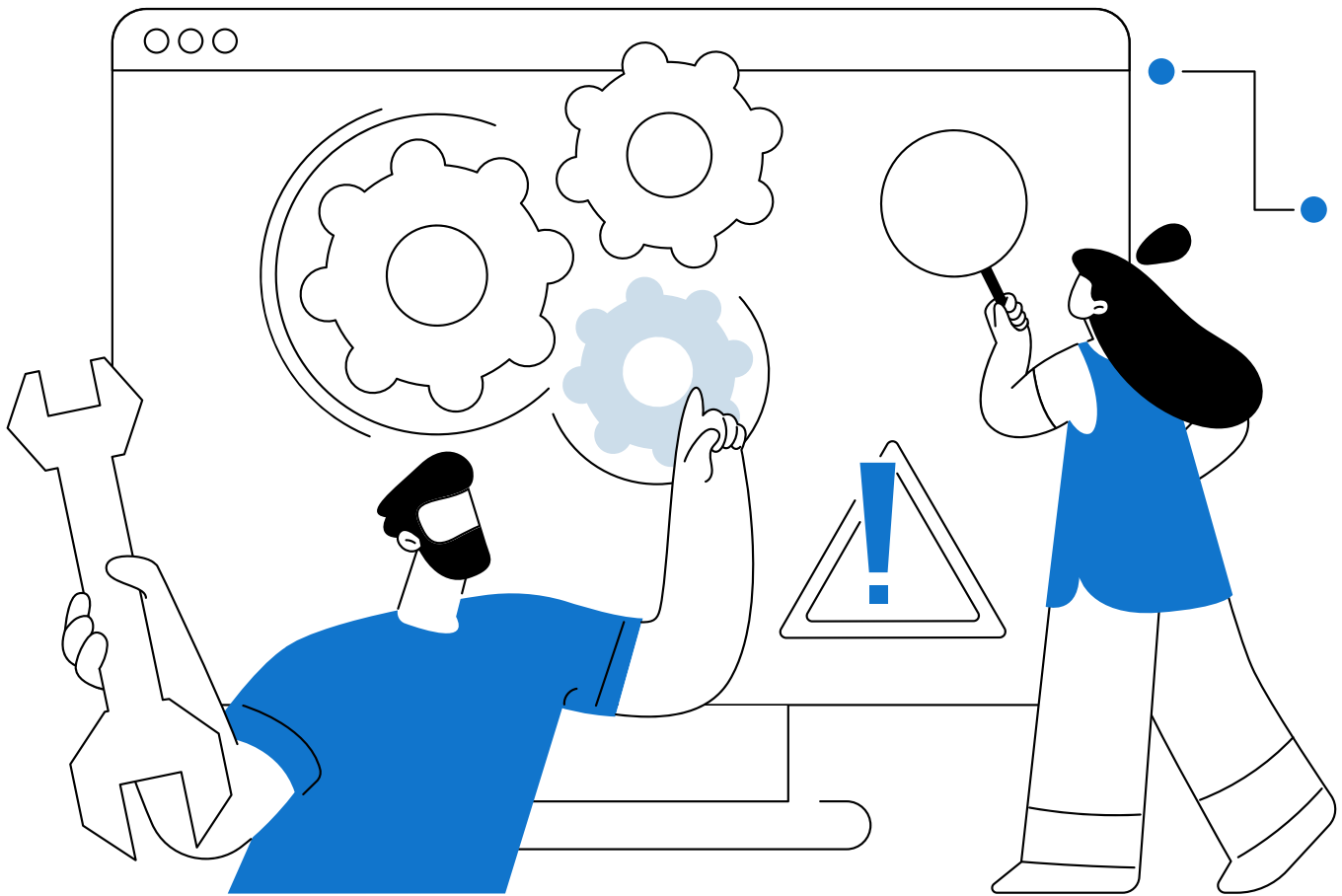
Turnover has a direct financial impact, and delays are often tied to a lack of visibility. Ensuring every step of the process is tracked in real time makes it easier to spot stalled work early and keep units moving toward completion. Multiple operators at MX Summit will be sharing how they track and manage turnovers more effectively, making it a valuable opportunity for teams looking to improve in this area.

 MX Summit

4. Create visibility into maintenance spend to reduce waste

As maintenance costs continue to rise, the biggest risk isn't always overspending, it's not knowing where or why it's happening. Use tools like TrueCost to benchmark estimates, flag pricing inconsistencies, and eliminate financial waste. By creating clear guardrails around expected costs, teams can catch anomalies early, reduce unnecessary spend, and bring consistency to how maintenance dollars are tracked and controlled.

 TrueCost



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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