

MONTHLY



Property Maintenance Operations

Benchmarking Report



July 2026

Your monthly source of truth for trends in property maintenance operations, gathered from Property Meld data.

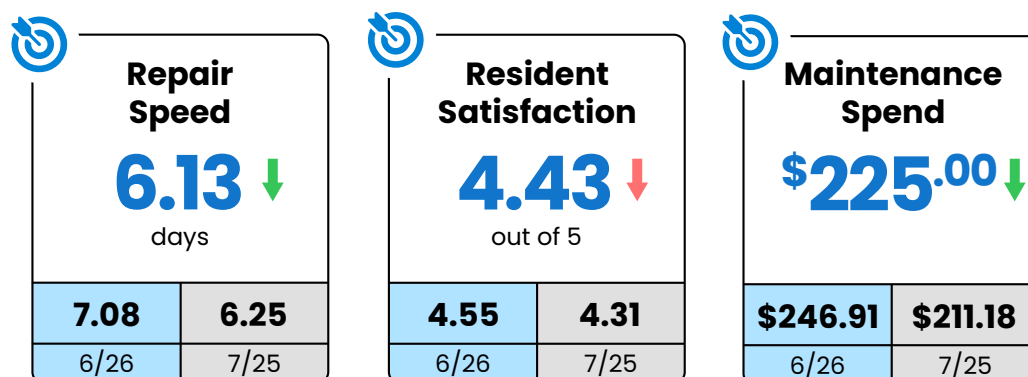
Property Maintenance Operations

Benchmarking Report

July's data reinforces a simple truth: maintenance outcomes are shaped by far more than repair speed alone. This month's report explores how assignment speed influences renewals, why slower repairs create operational waste, how repair complexity changes resident expectations, and why emergency repairs demand a different approach to communication.

Together, these insights challenge traditional maintenance benchmarks and highlight where operators can improve both efficiency and the resident experience.

Staple Benchmarks

 Compared to last month & last year

Repair Speed

Repair speed improved to **6.13 days** in July, down from **7.08 days** last month and ahead of **6.25 days** last year. After slowing in June, this nearly one-day improvement is a strong rebound and signals a return to more efficient maintenance operations.

Resident Satisfaction

Resident satisfaction came in at **4.43/5**, down from **4.55/5** last month but above **4.31/5** last year. This marks the second straight month that satisfaction has moved opposite repair speed, suggesting the resident experience is being shaped by more than repair timelines alone.

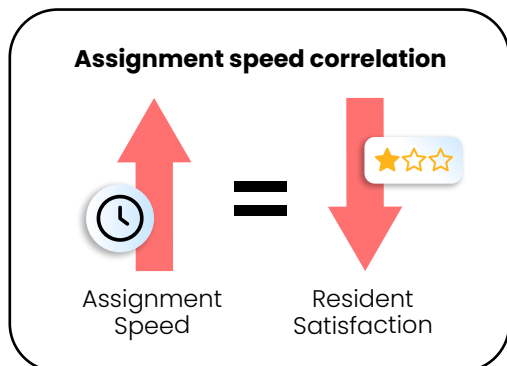
Maintenance Spend

Maintenance spend fell to **\$225.00**, down from **\$246.91** last month but above **\$211.18** last year. The sharp month-over-month decline is an encouraging sign that operators are reducing costs while maintaining faster repair speeds.



Other Key Curiosities

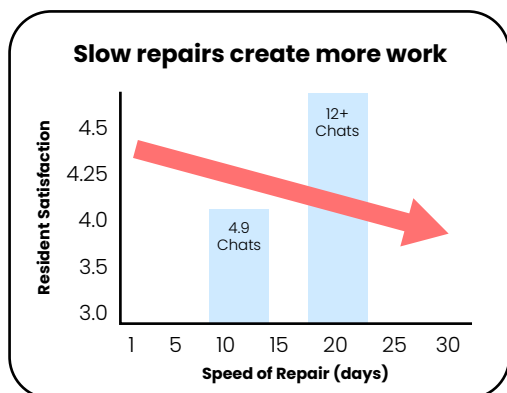
Urgency Isn't Just About Emergencies



When comparing residents who renewed versus those who moved out, one trend appeared across every major repair category: residents who churned consistently waited longer for their work orders to be assigned. Depending on the repair type, assignment delays ranged from **4% to 21% longer**, while those same residents also experienced more back-and-forth communication and lower satisfaction.

The insight is that assignment speed isn't just an operational metric. It's often the resident's first impression of your maintenance process. Small delays at the beginning of a repair can create downstream friction that ultimately affects renewals.

Longer Repairs Don't Just Hurt Residents. They Create More Work.

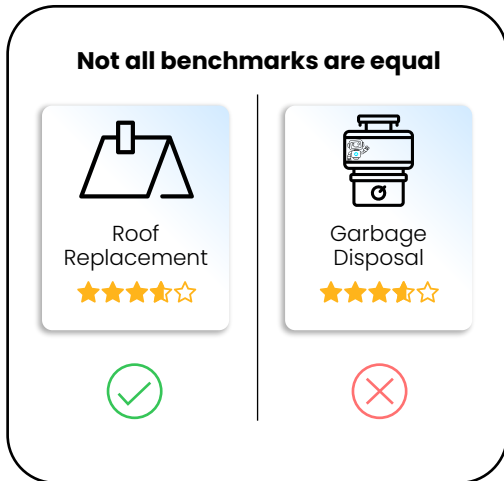


Repair speed doesn't just influence resident satisfaction. It also changes how much effort it takes to manage every work order.

As repair times increase, resident satisfaction steadily declines, falling from **4.41/5** for repairs completed within one day to **3.87/5** for repairs taking more than 30 days. At the same time, communication volume more than doubles, increasing from **4.9 chats** per work order to **more than 12**.

This reveals an important operational truth. Slow repairs don't simply delay an outcome. They generate additional follow-up, status updates, and coordination, creating more work for maintenance teams while delivering a worse resident experience.

Not Every Low Satisfaction Score Is a Performance Problem

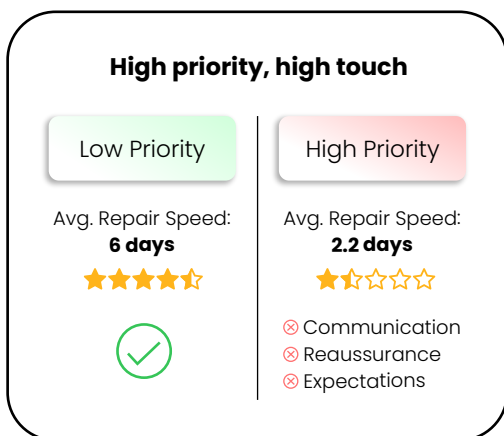


The lowest resident satisfaction scores aren't tied to routine repairs. They're concentrated in some of the industry's most complex and expensive maintenance categories, including roofing, flooring, and water damage.

This suggests an important shift in how operators should interpret maintenance data. Comparing every repair category against the same satisfaction benchmark can create misleading conclusions. A **3.8/5** on a major roofing project may represent excellent execution, while the same score on a garbage disposal repair may signal a serious operational issue.

The takeaway is simple: benchmark performance within each repair category, not across your entire maintenance operation.

Fast Response Doesn't Always Mean a Great Experience



Emergency work orders are completed quickly, with a median repair time of just **2.2 days** compared to more than **6 days** for low-priority requests. Yet despite the faster response, emergency repairs receive the lowest resident satisfaction scores across every priority level.

The reason isn't necessarily execution. Emergencies are inherently stressful. Residents are dealing with situations that disrupt their home, elevate expectations, and leave little room for error. Even when teams respond quickly, the experience often feels more difficult than a routine repair.

The takeaway is that urgency changes what residents value. For high-priority repairs, communication, reassurance, and expectation setting become just as important as repair speed.

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. Make Speed Your Competitive Advantage

The data is clear. Faster repairs don't just improve resident satisfaction, they reduce operational workload. Every day a repair remains open creates additional follow-up, coordination, and administrative work. Property Meld's Perfect Decision Enhancements help teams assign the right resource faster and eliminate delays that slow repairs from the start.

  Property Meld Ops > Insights Pro

2. Capture Better Information Before Work Begins

Assignment speed is often a resident's first impression of your maintenance operation. The more complete the information at intake, the faster teams can assign work, reduce back-and-forth communication, and keep repairs moving. **MAX™ and MAX™ On-Call** collect photos, videos, troubleshooting details, and structured maintenance information upfront, helping every repair begin with greater clarity.

  MAX Digital Intake   MAX On-Call

3. Benchmark Maintenance by Repair Category

Not every repair should be measured against the same performance standard. Comparing resident satisfaction across unrelated categories can mask operational issues or unfairly penalize complex work. **Property Meld's Insights Pro** allows operators to benchmark repair speed, cost, and resident satisfaction by repair category, giving leaders the context needed to make better operational decisions.

  Property Meld Ops > Perfect Decision Enhancements

4. Build Confidence During High-Stress Repairs

Emergency repairs are often completed the fastest, yet they receive the lowest resident satisfaction scores. During high-priority events, residents need reassurance just as much as they need a quick repair. **Property Meld's automated communication** tools keep residents informed throughout the repair process, helping teams set expectations, reduce uncertainty, and deliver a more consistent maintenance experience.

  Property Meld Core

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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](#)



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