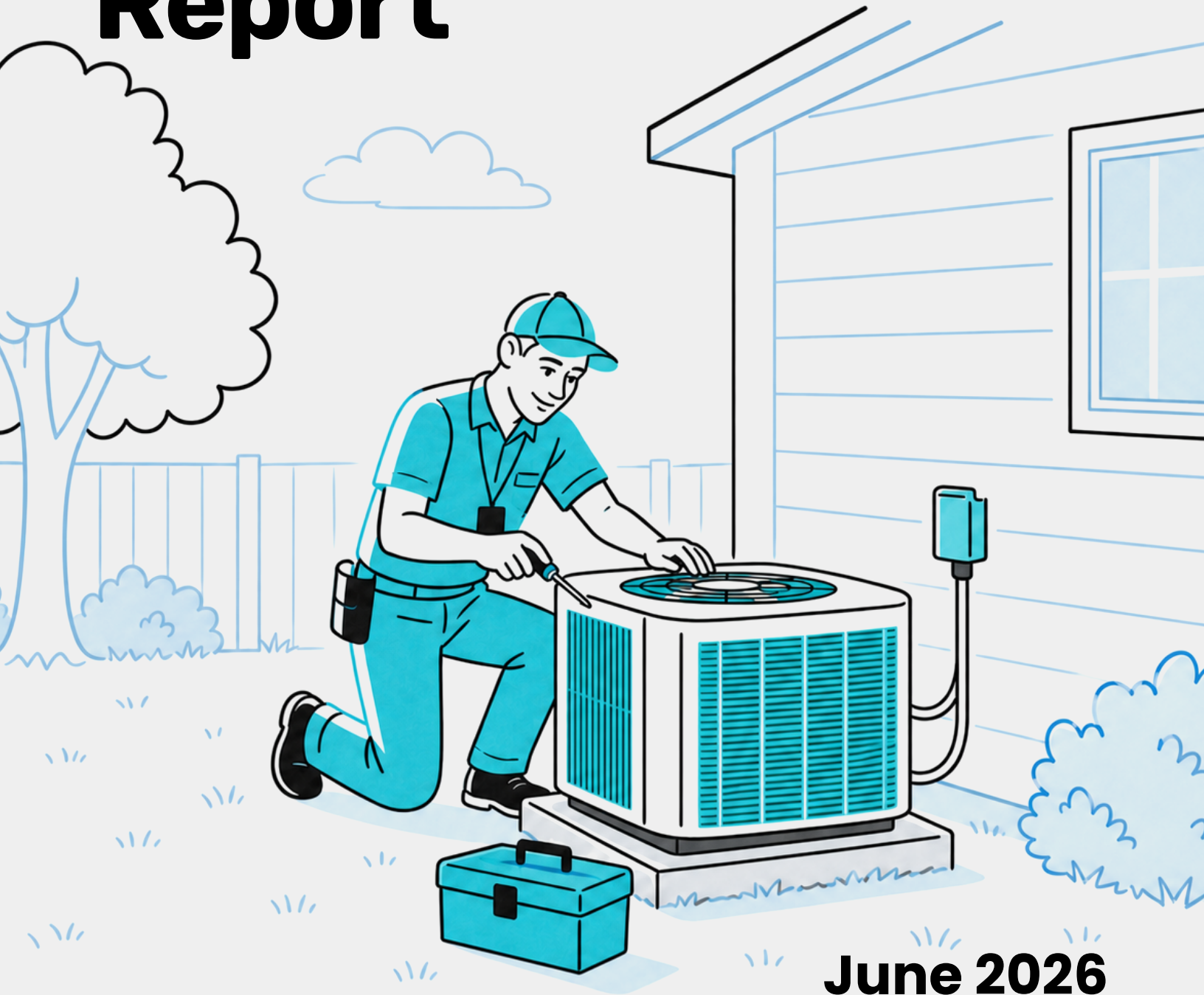


MONTHLY



Property Maintenance Operations

Benchmarking Report



June 2026

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

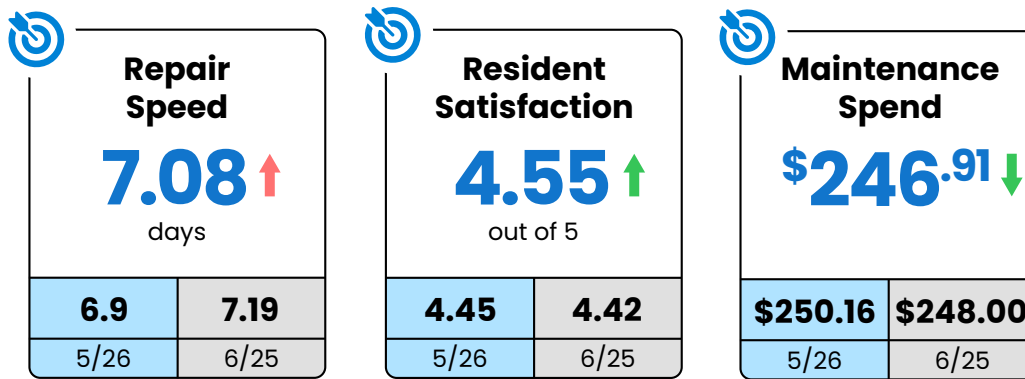
Property Maintenance Operations

Benchmarking Report

June's data reveals that strong maintenance operations aren't built on a single metric, they're built on the relationships between them. This month's report explores why repair speed doesn't always predict resident satisfaction, how communication can signal operational friction, where coordinator capacity reaches its limits, and why not every repair deserves the same priority.

Together, these insights challenge conventional thinking and highlight practical opportunities to improve efficiency, reduce waste, and deliver a better resident experience.

Staple Benchmarks

 Compared to last month & last year

Repair Speed

Repair speed increased slightly to **7.08 days** in June, up from **6.9 days** last month but still ahead of **7.19 days** last year. While the increase is modest, it reinforces how difficult it is to maintain speed as maintenance demands increase.

Resident Satisfaction

Resident satisfaction rose to **4.55/5**, up from **4.45/5** last month and **4.42/5** last year. This is notable because satisfaction improved despite repair speed slowing slightly. These metrics typically move together, suggesting operators are improving other parts of the maintenance experience to provide a stronger resident experience, besides just repair speed alone.

Maintenance Spend

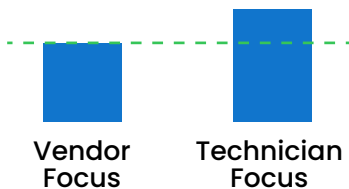
Maintenance spend fell to **\$246.91**, down from **\$250.16** last month and **\$248.00** last year, making it the lowest level in both month-over-month and year-over-year comparisons. In a market where controlling costs remains a priority, even modest reductions like this are meaningful.



Other Key Curiosities

Why Coordinator Capacity Isn't an Apples-to-Apples Metric

Maintenance Activity by Org Type



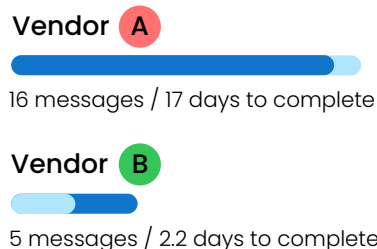
Coordinator productivity is often viewed as a measure of individual performance, but the data suggests it's just as much a reflection of the maintenance model behind it.

On average, coordinators supporting technician-led operations manage **22% more maintenance activity** than those supporting vendor-led operations. Among the highest-performing teams, that advantage grows to **nearly 60%**.

The difference isn't necessarily the coordinator. Vendor-led operations introduce additional complexity through sourcing, compliance, follow-up, and coordinating with third-party partners. Before concluding a team is over- or under-performing, operators should first ask whether they're measuring people or measuring processes.

When More Communication Slows Work Down

Chats vs Speed of Repair



Comparing communication volume against repair speed reveals a clear pattern. One vendor averaged **16 messages per Meld** and took **17 days** to complete repairs, while another averaged just **5 messages per Meld** and completed work in **2.2 days**.

The takeaway isn't that communication is bad. It's that excessive communication is often a symptom of operational friction. More status updates, follow-ups, and clarification requests usually indicate a process that isn't running smoothly.

High-performing maintenance operations don't succeed because they communicate more. They succeed because they create fewer situations that require additional communication in the first place.

Not Every Repair Deserves the Same Benchmark

Response time is key

(Regardless of work type)

HVAC

4.2

1.4 days to complete

Landscaping

3.5

5.8 days to complete

Comparing both technician- and vendor-completed work reveals a consistent pattern. HVAC repairs are completed faster than landscaping regardless of who performs the work, and resident satisfaction remains higher. Technicians complete HVAC repairs about **15% faster** than vendors, yet both earn the same **4.2/5** satisfaction score. The same trend holds for landscaping, where technicians finish sooner, but satisfaction remains **3.5/5** across both models.

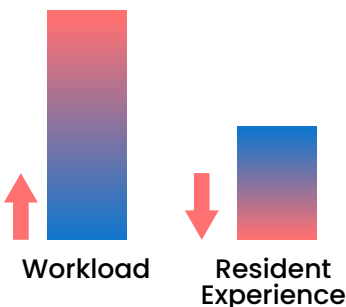
The story isn't about technicians versus vendors. It's about prioritization. HVAC failures directly affect

comfort and, in many cases, habitability, making them a higher operational priority. Landscaping rarely carries the same urgency, resulting in longer timelines and lower resident satisfaction.

The takeaway is that repair speed should never be evaluated in isolation. The best maintenance teams don't chase the same service level for every work order. They align response times with resident impact and the criticality of the repair.

The Hidden Cost of Overloading Your Best Coordinators

Coordinator Capacity



The difference between the highest- and lowest-rated coordinator wasn't experience or tenure. It was capacity. Resident satisfaction ranged from **3.82/5 to 4.63/5, a 21% swing**, as coordinator workload increased.

The data suggests that every coordinator has a capacity threshold. Beyond that point, communication, responsiveness, and the resident experience begin to suffer. Rather than asking how much work a coordinator can handle, operators should ask how much work they can manage before service quality starts to decline.

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. Balance Coordinator Workloads Before Service Suffers

The best coordinators aren't always the busiest ones. Track coordinator capacity alongside resident satisfaction, communication volume, and repair speed to identify when workloads begin impacting the resident experience. **Property Meld's Insights Pro** gives leaders visibility into coordinator performance, making it easier to balance workloads before burnout and declining service become operational challenges.

  Property Meld Ops > Insights Pro

2. Reduce Back-and-Forth Before the Repair Begins

Excessive communication is often a symptom of incomplete information, not better coordination. When vendors and technicians receive clear diagnoses, photos, troubleshooting details, and work order context upfront, fewer follow-up calls and messages are needed.

MAX™ and MAX™ On-Call capture richer maintenance details during intake, helping teams reduce communication waste and move repairs forward with greater confidence.

  MAX Digital Intake   MAX On-Call

3. Prioritize Repairs Based on Resident Impact

Not every repair should be treated with the same level of urgency. Resident-impacting issues like HVAC failures have a far greater influence on satisfaction and lease renewals than lower-priority work. **Property Meld's Perfect Decision Enhancements** surface resident churn risk alongside maintenance data, helping teams prioritize the repairs that will have the greatest impact on resident retention and portfolio performance.

  Property Meld Ops > Perfect Decision Enhancements

4. Find Operational Friction Before It Impacts Residents

Operational inefficiencies rarely stem from a single event. They build through small points of friction, like overloaded coordinators, unnecessary communication, or inconsistent routing decisions. **Property Meld's Insights Pro** helps operators identify these patterns early, making it easier to improve processes before they affect repair speed, resident satisfaction, and overall maintenance performance.

  Property Meld Ops > Insights Pro



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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