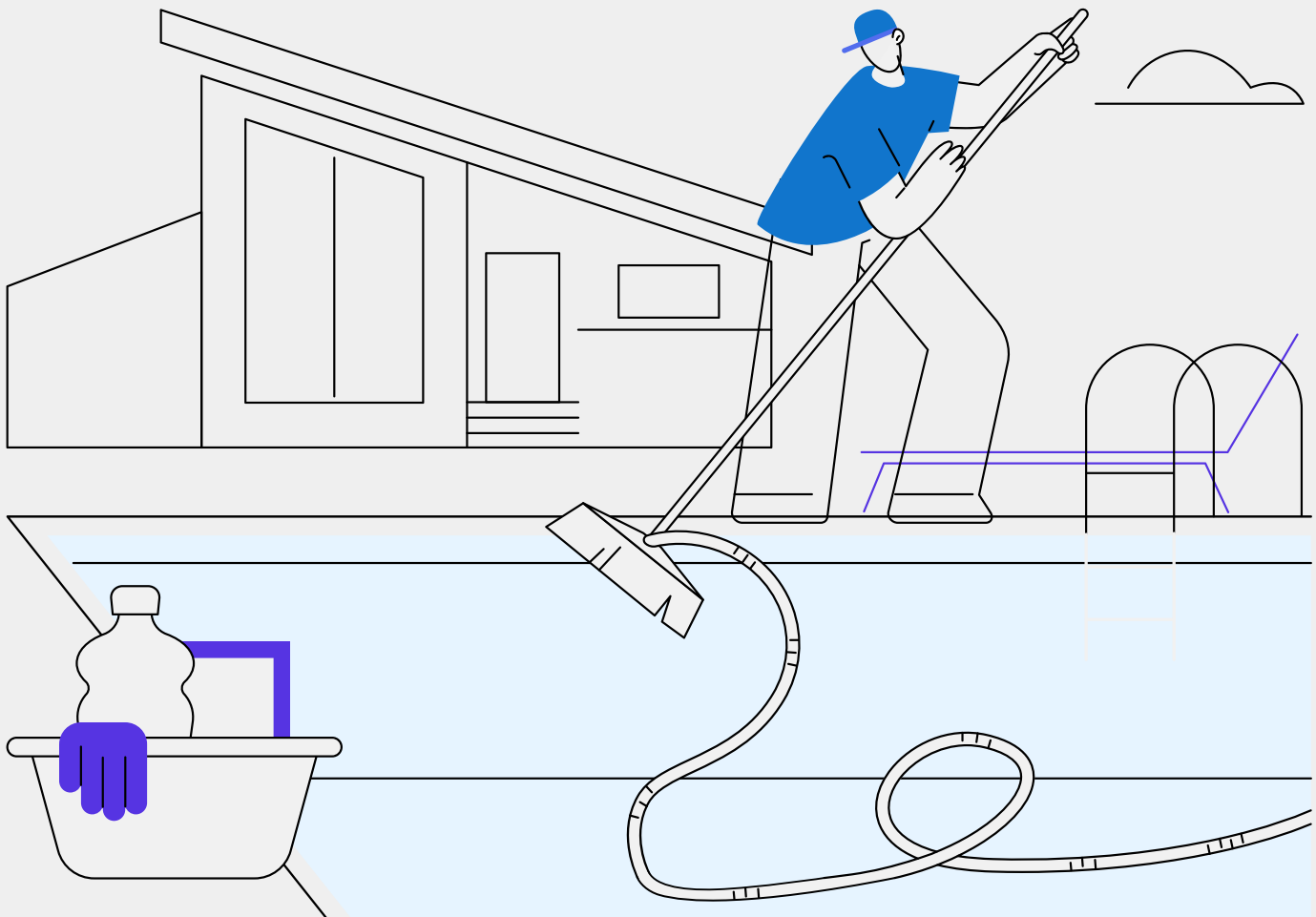


MONTHLY



Property Maintenance Operations

Benchmarking Report



April 2026

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

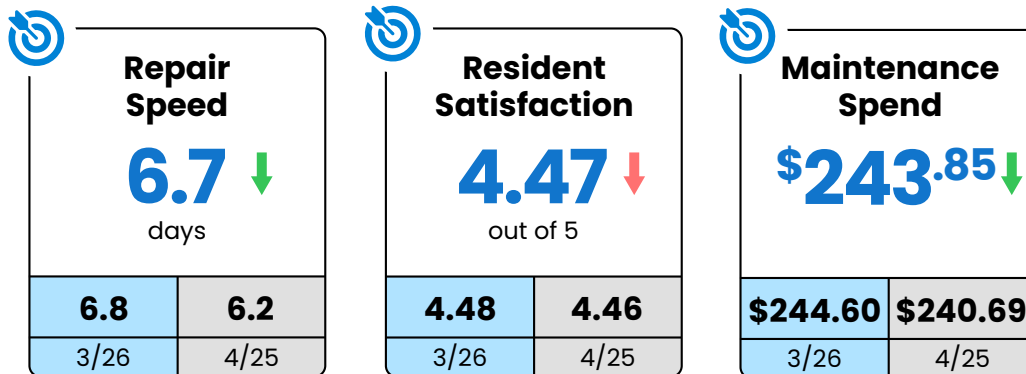
Property Maintenance Operations

Benchmarking Report

April's data highlights subtle shifts that point to larger operational trends beneath the surface. While core benchmarks show minimal movement, the typical relationship between repair speed and resident satisfaction begins to diverge, signaling that performance isn't just about how fast work gets done.

Beyond the benchmarks, patterns around after-hours demand, approval delays, and documentation reveal where time, cost, and risk are quietly accumulating. The insights in this report focus less on what changed, and more on where operators have the opportunity to tighten control, reduce friction, and deliver a more consistent experience.

Staple Benchmarks Compared to last month & last year



Repair Speed

Repair speed improved slightly to **6.7** days in April, down from **6.8** days last month, but still above **6.2** days this time last year. While the month-over-month change is minimal, it continues to signal that timelines remain elevated compared to historical performance. Even small improvements here matter, given the direct impact repair speed has on resident satisfaction and, ultimately, lease renewals.

Resident Satisfaction

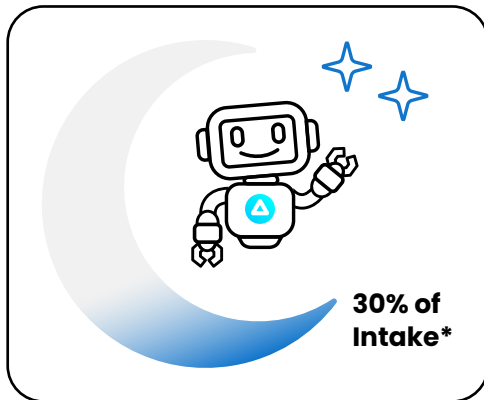
Resident satisfaction dipped slightly to **4.47/5** from **4.48/5** last month, though it remains just above **4.46/5** from last year. What stands out is the direction of movement. Typically, satisfaction improves alongside faster repair speeds, but April breaks that pattern. Despite a slight improvement in speed, satisfaction declined, suggesting other factors beyond just speed may be influencing the resident experience.

Maintenance Spend

Maintenance spend decreased slightly to **\$243.85**, down from **\$244.60** last month, but still higher than **\$240.69** last year. While the change is marginal, costs remain elevated overall. This continued pressure reinforces the importance of understanding not just how much is being spent, but where and why, especially as even small inefficiencies can add up over time.

Other Key Curiosities

What After-Hours Work Orders Reveal About Team Strain

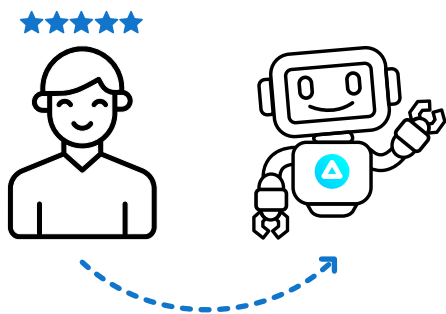


Maintenance requests don't stop when the workday ends. **Roughly 25–30% of work orders are created outside of typical business hours**, with steady volume continuing well into the evening and even overnight.

This creates a hidden operational challenge. After-hours demand isn't just about urgency, it's about who is absorbing the interruption. Without a structured approach, that responsibility often falls on internal teams, leading to constant context switching, disrupted schedules, and increased risk of burnout.

The takeaway isn't just that after-hours work exists. It's that it needs to be managed differently. Solutions like MAX On-Call allow teams to handle incoming requests without pulling staff into every interaction, creating a buffer that protects both response times and team capacity.

What Resident Feedback Reveals About the MAX™ On-Call Experience

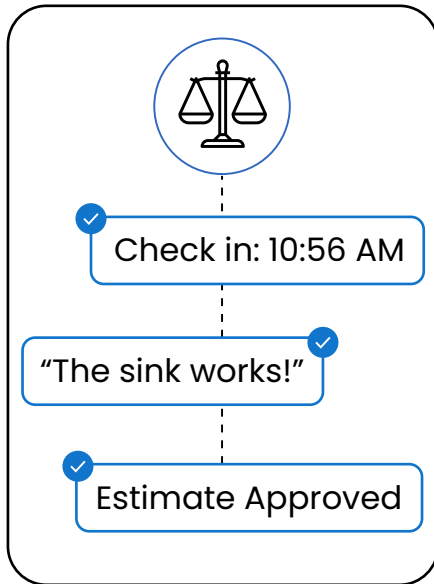


Among rated responses, **5-star reviews account for more than half of all scores**, making it the most common outcome by a wide margin.

This challenges a common assumption in maintenance operations. The data suggests residents aren't focused on who they're interacting with, they care about how the experience feels. When requests are handled clearly, quickly, and without friction, satisfaction remains high regardless of the channel.

The takeaway is simple. A consistent, white-glove experience is what drives satisfaction. When that standard is met, the method of interaction becomes secondary.

When Documentation Becomes Your Best Defense

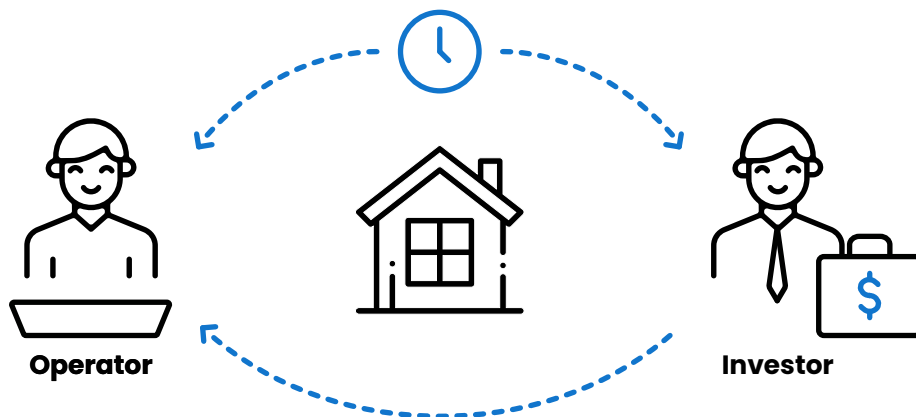


As maintenance-related lawsuits continue to rise, documentation is no longer a nice-to-have, it's a requirement. Repair timelines, communication history, and proof of action are often the difference between resolving a dispute and defending one.

The data reflects this shift. A meaningful share of all Meld activity now includes downloaded worklogs and reports, showing that more operators are proactively capturing and exporting records tied to maintenance events.

This isn't just about recordkeeping. It's about protection. When expectations around response times and habitability continue to tighten, having clear, defensible documentation is what allows operators to stand behind their process when it matters most.

The Hidden Cost of Investor Approval Delays



Work orders that require investor approval consistently take longer to complete. Across every year analyzed, **those jobs are delayed by roughly 1.5 to 2 days, making them 30–36% slower on average.**

What stands out isn't just the delay, it's how consistent it is year over year. This isn't an occasional slowdown, it's a structural gap built into the approval process.

For operators, this raises an important tradeoff. While approvals provide financial oversight, they also introduce time risk. The opportunity is in finding the right balance, where investors have visibility and control, without slowing down repairs in ways that impact resident experience and overall operational efficiency.

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. Create a dedicated after-hours intake strategy

With 25–30% of work orders coming in outside business hours, after-hours demand is no longer edge-case volume. Relying on internal teams to absorb that load leads to burnout and inconsistency. Implementing a structured intake layer, like MAX™ On-Call, allows teams to capture, triage, and respond to requests without disrupting staff or sacrificing response times.

  MAX™ On-Call

2. Reduce approval friction without losing investor visibility

Investor approvals consistently add 1.5–2 days to repair timelines, creating a tradeoff between oversight and speed. The opportunity is to set clear cost thresholds and automate visibility so routine work can move forward without delay. Solutions like TrueCost help establish pricing benchmarks, giving investors confidence while allowing teams to act faster.

  Property Meld Ops > TrueCost Cost Projections

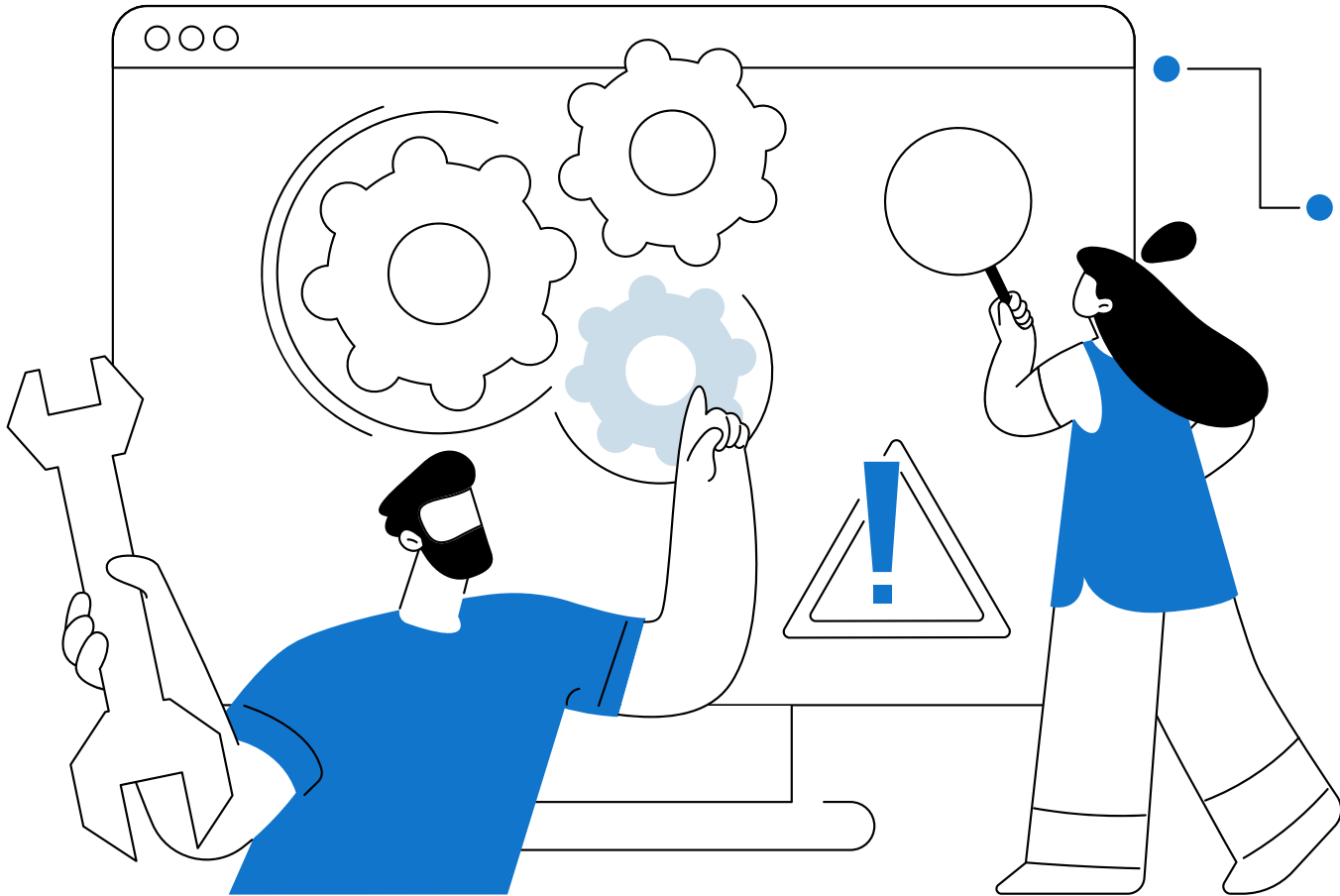
3. Standardize documentation to protect your process

As legal risk increases, documentation is becoming a critical operational layer. Teams should ensure every repair has a clear record of timelines, communication, and actions taken. Centralized systems that automatically capture and export worklogs make it easier to defend decisions and provide proof when it matters most.

4. Design for a consistent, high-quality resident experience

Resident feedback shows that experience quality outweighs interaction methods. Whether requests come in during the day or after hours, the expectation is the same: clear communication, fast response, and no friction. Standardizing intake and communication through platforms like Property Meld ensures every interaction meets that white-glove standard, regardless of channel.

April 2026



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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