

// GOODBYE GUESSWORK

# Property Meld Turns Data Into **Business Outcomes**

---

Jessica Brown

MID MARKET CUSTOMER SUCCESS MANAGER • PROPERTY MELD



// YOUR HOST

# Jessica Brown

Mid Market Customer Success Manager  
Property Meld

---

10+ years building teams and driving results in customer success, business analysis, and business development. Strategic partner to Property Meld's largest customers, setting the goals and holding every operation accountable to them.

Passionate about leveraging talent and well-designed process to drive results, and surfacing those wins with stakeholders to grow the business. A big-picture gal, backed by sharp analysis, always pointed at what customers need next.

// WHAT WE'LL COVER

# Agenda

From gut instinct to operational certainty.

- 
- 01 From Guesswork to Perfect Decision**
  - 02 More Data, Less Doubt**
  - 03 Your Strategic Command Center**
  - 04 Cost Control**
  - 05 Introducing: MAX Analysis**
-

// 01 • THE CHALLENGE EVERY PROPERTY MANAGER FACES

# Say goodbye to the guesswork...

36%

of residents leave because of maintenance issues

46%

stay because of great maintenance

Maintenance costs are climbing **10 times faster** than inflation — and the old playbook can't keep up.

## THE OLD PLAYBOOK

- Manual decision-making based on outdated preferred vendor lists
- Guessing at vendor performance without data
- Investor churn when maintenance exceeds 13% of rental income

// 01 • FROM GUT INSTINCT TO DATA INTELLIGENCE

# With the Perfect Decision Framework

Moving from gut instinct to Data Intelligence is as easy as relying on a strategic resource you can manage.

When maintenance teams rely on blind decision making without measuring best-fit, they are vulnerable to picking the cheapest instead of the best fit – opening the door to resident lease churn, or worse.

POWERED BY

**800K+**

UNITS

**10M+**

WORK ORDERS

**80K+**

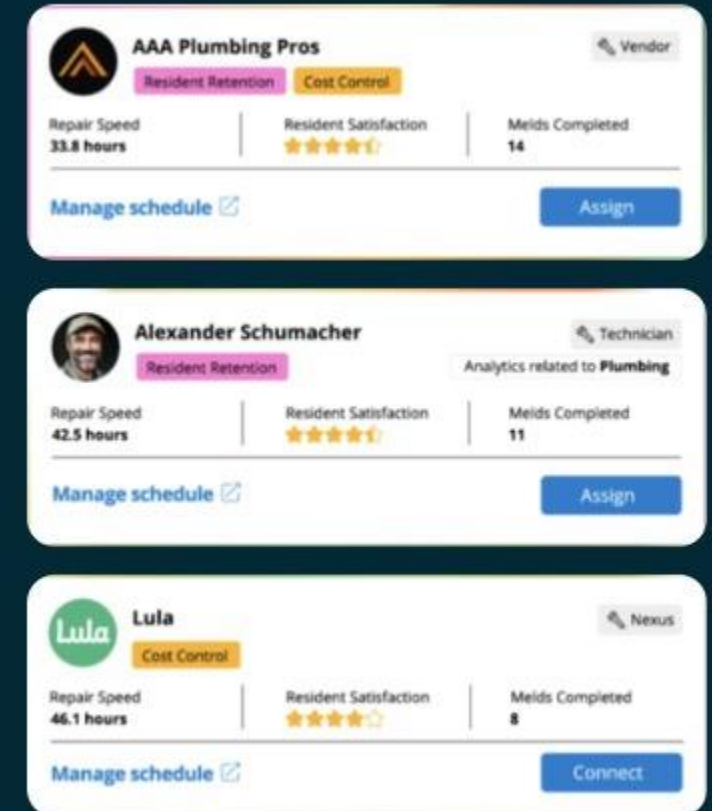
VENDORS

## What makes a “Perfect Decision Assignment”?

- 01 Resident satisfaction**  
Renewal impact
- 02 Maintenance costs**  
Industry benchmarked
- 03 Speed of repair**  
Real-time availability
- 04 Vendor performance**  
Category-specific ratings

// 02 • THE PROBLEM, AVERTED

# More Data. Less Doubt.



## Your resident churn risk with a new team

### → RETAINED LEASE

Identifying a resident at churn risk, then picking the highest-rated vendor with the fastest response time, is more than early or disengaged teams can juggle.

## Your cost justification in a competitive market

### → VALUE PROTECTED

As investors demand the cheapest option, teams can back up their choice with performance scores, completion time data, and resident satisfaction trends.

## // SUCCESS LOOKS LIKE

### Decision Confidence

No more guessing games

### Investor Relations

Data-backed conversations

### Vendor Relationships

Performance-based partnerships

### Scalable Operations

New hires make veteran-level decisions

// 03 • OVERVIEW TAB

# Your Strategic Command Center

Your maintenance dashboard

- At-a-glance health check of your operation
- Speed of repair trends
- Resident satisfaction scores
- Maintenance spend analysis
- Vendor utilization rates

August 2026

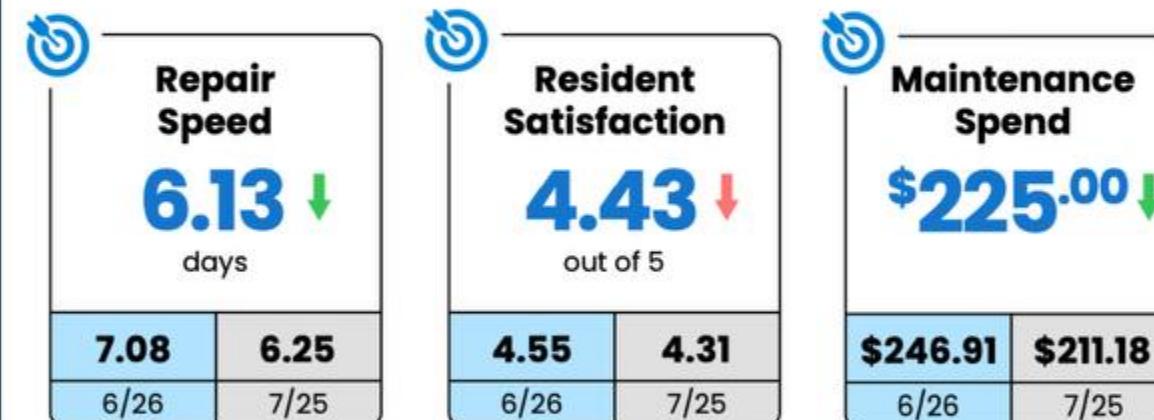
## Benchmarking Report

Your monthly source for **actionable data** in Property Maintenance Operations



## Staple Benchmarks

Compared to last month & last year



// 03 • VENDOR PERFORMANCE TAB

# Vendor Performance

The tools to build and manage your vendor network

## WHAT YOU'LL DISCOVER

---

### Scheduling Efficiency

Lead times by vendor

### Cost Analysis

Who delivers best value (not just lowest price)

### Resident Satisfaction

Ratings by vendor and category

### Communication Patterns

Response times and engagement quality

## STRATEGIC APPLICATIONS

---

### Vendor Negotiations

"Here's your performance vs. market"

### Assignment Optimization

Right vendor, right job, right time

### Capacity Planning

Distribute workload based on availability

### Performance Reviews

Data-driven vendor relationships

# Technician Performance

Transform your tech team into a profit center

## WHAT YOU'RE LOOKING FOR

---

### Utilization Rates

72%–88% target range for optimal productivity

### Speed Metrics

Scheduling lead time and completion efficiency by tech

### Resident Satisfaction

Performance ratings by individual technician

### Cost Analysis

Expenditure patterns and profitability per tech

### Communication Effectiveness

Chat engagement and response quality

## STRATEGIC APPLICATIONS

---

### Performance Reviews

Data-driven evaluations and bonus programs

### Capacity Planning

“Do we need more techs or better utilization?”

### Training Identification

Spot skill gaps and improvement opportunities

### Profit Center Creation

Turn maintenance from cost center to revenue driver

### Workload Optimization

Balance assignments based on capacity and expertise

# small improvements = **big gains**

Increasing your Tech Utilization by just 10% can have an immense ripple effect on your annual revenue. Imagine increasing Tech Utilization Rate by 10%, 20%, and 30% – and what it does to your total revenue.

**+10%**

Jobs/day: **2.26**

Total revenue **increase** from parts & labor:

**\$91,076**

**+20%**

Jobs/day: **2.47**

Total revenue **increase** from parts & labor:

**\$182,151**

**+30%**

Jobs/day: **2.68**

Total revenue **increase** from parts & labor:

**\$273,227**

// 03 • COORDINATOR PERFORMANCE TAB

# Coordinator Performance

Scale your team without scaling your problems

## CAPACITY RECOGNITION

---

Utilization rates by coordinator

Speed of assignment patterns

Communication effectiveness

Workload distribution analysis

## SCALING INSIGHTS

---

### Identify Training Needs

Where coordinators struggle

### Recognize Top Performers

Data-driven bonus programs

### Predict Capacity Issues

See around the corner for staffing needs

### Standardize Excellence

Replicate best practices across the team

## // SECTION 04

# Cost Control

Where the money goes, what you're capturing, and what you're leaving on the table.

### Summary

Total Cost ⓘ

**\$340**

▼ 1.1%  
vs industry avg

Avg cost per Meld ⓘ

**\$412**

▼ 6%  
vs industry avg

Avg bill per Meld ⓘ

**\$560**

▲ 5%  
vs industry avg

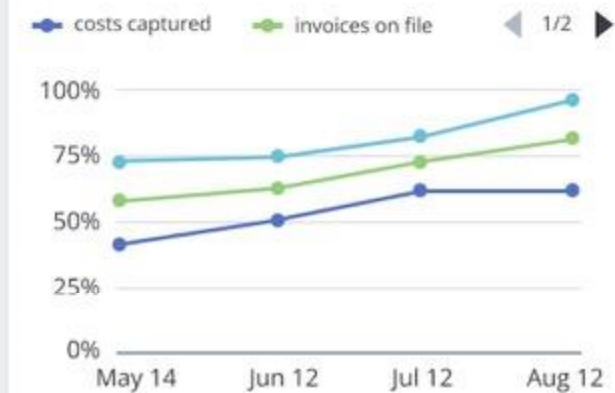
Avg margin ⓘ

**13%**

▼ 6.6%  
vs industry avg

#### Are we capturing every cost?

% of Melds with labor logged, invoices on file, and costs captured.



#### Are we verifying and billing?

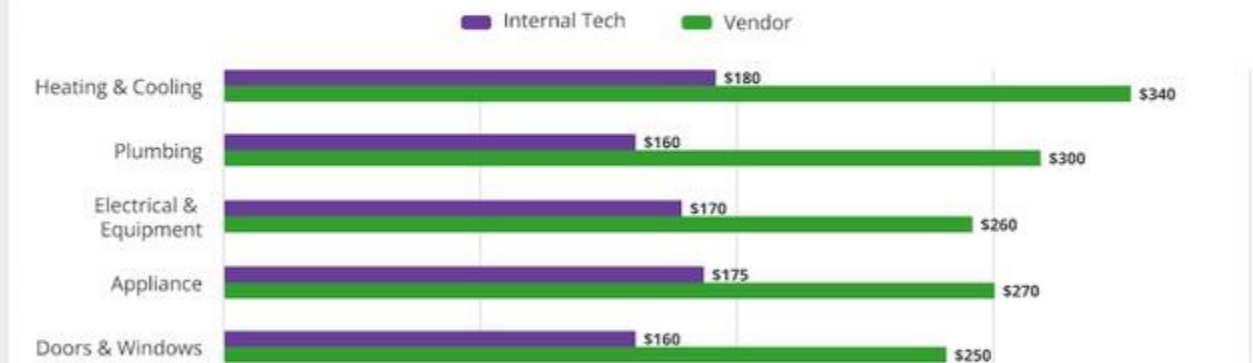
% Completed Melds in each status by completion date.



### What am I spending per Meld?

#### Cost Per Meld by category -- Internal Tech vs vendor

Grouped so you can read the gap between internal tech and vendor for each category.



Show All

# The True Cost of Maintenance

## SPEND PER MELD

### What am I spending per Meld?

#### Cost Per Meld by category -- Internal Tech vs vendor

Grouped so you can read the gap between internal tech and vendor for each category.



#### Highest cost Melds

| Category                                   | Cost    | Location     | Description                                                                         |
|--------------------------------------------|---------|--------------|-------------------------------------------------------------------------------------|
| <a href="#">Heating &amp; Cooling</a>      | \$4,820 | Sunset Ridge | Replaced condenser fan motor and recharg r-410A after Resident reported no cooling. |
| <a href="#">Electrical &amp; Equipment</a> | \$3,940 | Oakwood      | Re-piped main stack and cleared sewer bloc under the slab foundation.               |
| <a href="#">Doors &amp; Windows</a>        | \$3,510 | The Pointe   | The door frame needed to be replaced along with the door.                           |

[Show Top 10](#)

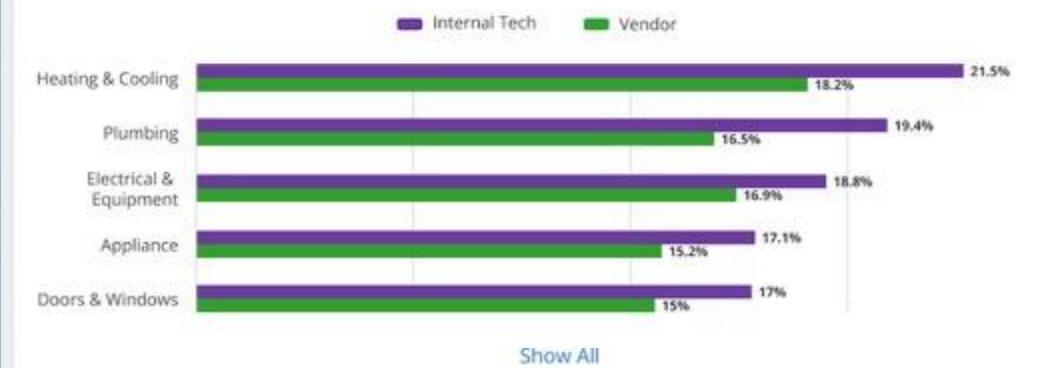
#### Cost Per Meld by property group



## MARGIN BY CATEGORY

### What's my margin?

#### Margins by category -- Internal Tech vs vendor



#### Lowest margin Melds

| Category                                   | Margin | Location     | Description                                                                         |
|--------------------------------------------|--------|--------------|-------------------------------------------------------------------------------------|
| <a href="#">Heating &amp; Cooling</a>      | -4%    | Sunset Ridge | Replaced condenser fan motor and recharg r-410A after Resident reported no cooling. |
| <a href="#">Electrical &amp; Equipment</a> | -2%    | Oakwood      | Re-piped main stack and cleared sewer bloc under the slab foundation.               |
| <a href="#">Doors &amp; Windows</a>        | 5%     | The Pointe   | The door frame needed to be replaced along with the door.                           |

[Show Top 10](#)

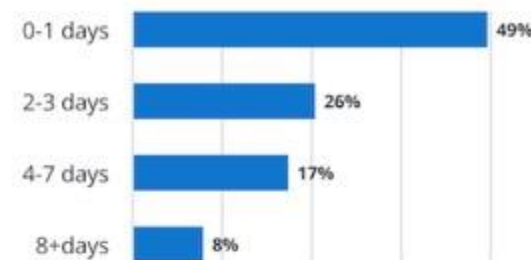
#### Margins by property group



# Stopping Financial Exposure

## How quickly do we verify, bill, and close?

### Work Completed → Pending Billing

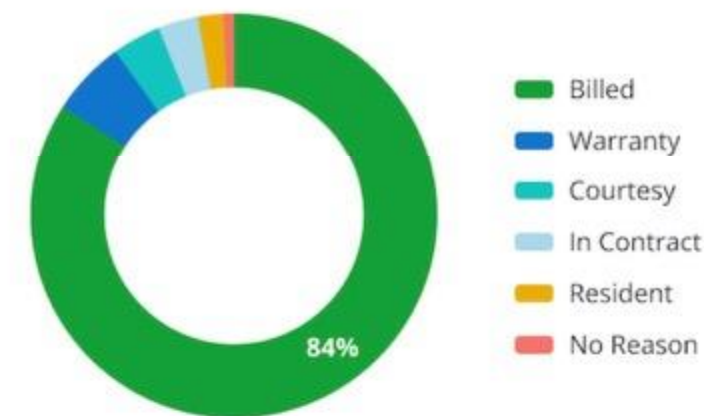


### Pending Verification → Closed



## Am I recovering all my costs?

### Melds Billed vs Not Billed



### Billed spend by GL account



### Invoice status



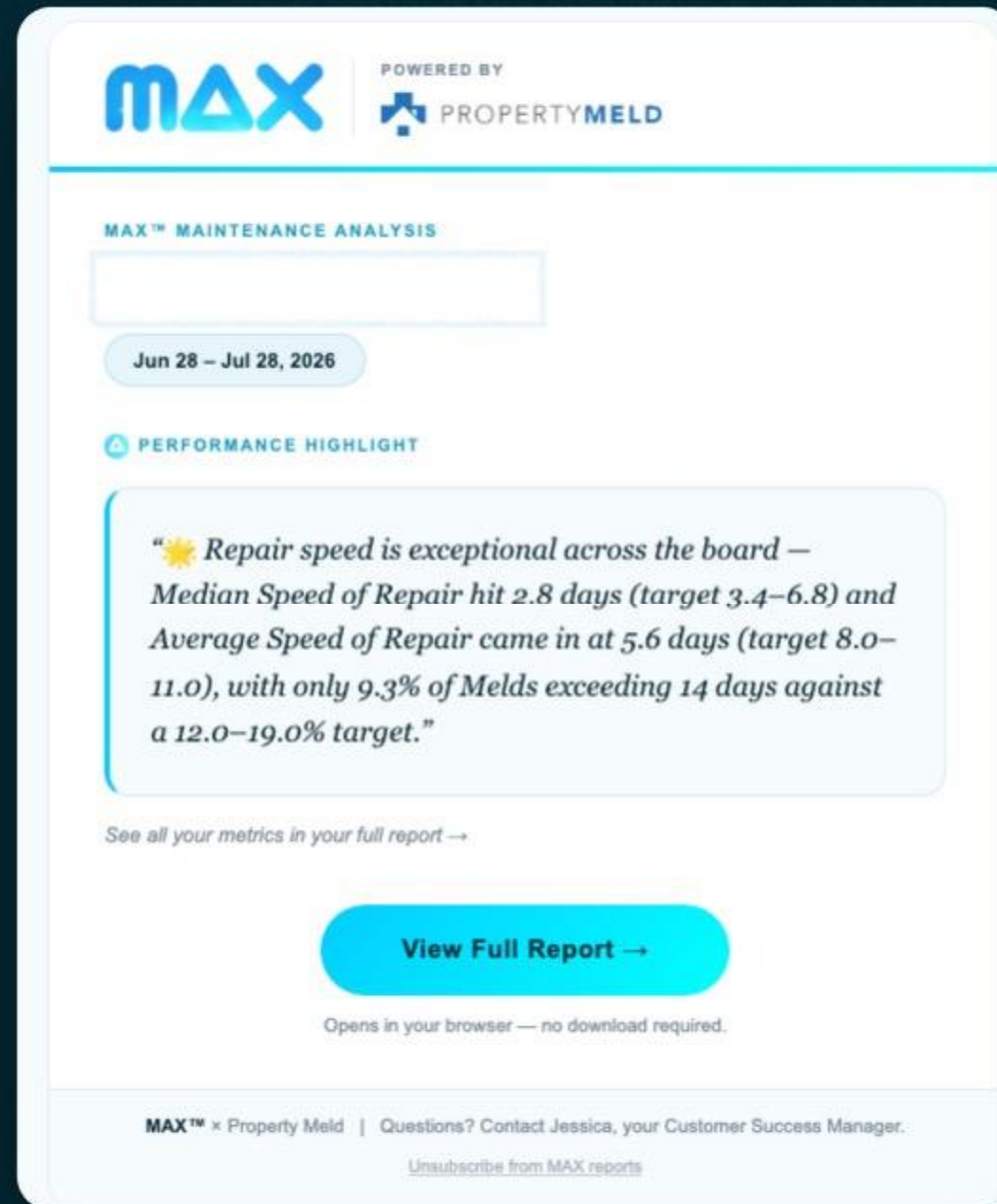
### Bill status



# // SECTION 05

# MAX

# Analysis



# MAX Analysis Vendor Management

max

Property Meld  
Maintenance Intelligence

MAX™ Analysis

PMO Health

Vendor Management

Tech Management

VENDOR OPERATIONAL WINS

vendor portfolio delivered strong performance across its highest-volume categories in the Apr 29 – Jul 28, 2026 period, with a portfolio-wide resident satisfaction of 4.34/5.0 across 962 completed Melds — but 18% of total spend (\$540,563) is concentrated in D/F-grade vendors, representing a meaningful margin and retention risk that warrants immediate attention.

Uncle BC Heating and Cooling is a top performer in Charlotte, NC with 4.53/5 resident satisfaction over 110 HVAC Melds.

The Maintenance Group is your most improved HVAC vendor — satisfaction improved 3.33 → 4.20 vs the prior 90 days.

Plumbing leads on resident satisfaction at 4.42/5 across 154 Melds (target 4.2–4.6).

VENDOR PORTFOLIO SNAPSHOT

(Apr 29 – Jul 28, 2026)

962

COMPLETED MELDS

\$2,979,540

TOTAL VENDOR SPEND

-\$16,205

EST. MISSING INVOICE AMOUNT

96% of Melds invoiced · 35 without an invoice

VIEW 10 VENDORS WITH MISSING INVOICES

VENDOR PORTFOLIO SNAPSHOT

(Apr 29 – Jul 28, 2026)

962

COMPLETED MELDS

\$2,979,540

TOTAL VENDOR SPEND

-\$16,205

EST. MISSING INVOICE AMOUNT

96% of Melds invoiced · 35 without an invoice

VIEW 10 VENDORS WITH MISSING INVOICES

VENDOR PORTFOLIO SNAPSHOT

(Apr 29 – Jul 28, 2026)

962

COMPLETED MELDS

\$2,979,540

TOTAL VENDOR SPEND

-\$16,205

EST. MISSING INVOICE AMOUNT

96% of Melds invoiced · 35 without an invoice

VIEW 10 VENDORS WITH MISSING INVOICES

| VENDOR                               | % OF MELDS MISSING - EST. VALUE |
|--------------------------------------|---------------------------------|
| Bolton Plumbing                      | 20% missing (6/30) · ~\$2,452   |
| McDaniel Heating and Air             | 9% missing (2/22) · ~\$2,106    |
| MGT Service Solutions                | 100% missing (3/3) · ~\$1,389   |
| Affordable fence and tree            | 20% missing (1/5) · ~\$1,275    |
| Zasaco Corporation                   | 8% missing (1/12) · ~\$1,110    |
| Elite Services & Consulting          | 5% missing (1/20) · ~\$1,084    |
| Chamberlain Services                 | 100% missing (2/2) · ~\$926     |
| Queen City Audio Video and Appliance | 9% missing (1/11) · ~\$899      |
| CSI Mechanical (Shelby)              | 4% missing (2/49) · ~\$840      |
| Settle Heating & Air                 | 6% missing (2/36) · ~\$689      |

% of Melds missing = uninvoiced Melds ÷ the vendor's completed Melds this period. Estimated \$ = uninvoiced Melds × the vendor's average invoice.

PORTFOLIO VENDOR HEALTH



RESIDENT SATISFACTION

4.34 / 5.0

Industry avg 4.2-4.6

SPEED OF REPAIR

3.9 days

Industry avg 3.4-6.8 days

MEDIAN INVOICE

\$250

Target < \$196

VENDOR SCORECARD

Vendors with ≥5 completed Melds in a work category are graded and sorted into Top performers, Mid tier, and Needs attention using the MAX™ Maintenance Analysis Vendor Efficiency weighting. The Overview tab lists every vendor active in the last 90 days.

Top performers (8) Mid tier (4) Needs attention (6) Overview (66)

Top 3 vendors per work category - 6 vendors needing attention.

How they're graded: graded C on the MAX™ Vendor Efficiency model — resident satisfaction (35%), repairs (30%), price (20%), and communication (15%) — clear misses below on-target. These are the vendor conversations to prioritize.

| VENDOR | SATISFACTION<br>4.2-4.6 / 5.0 | ACCEPT<br>0.5-1.2 hrs | MEDIAN REPAIR<br>3.4-6.8 days | INVOICE<br>category median | INVOICE CAPTURE<br>≥ 93% | TREND |
|--------|-------------------------------|-----------------------|-------------------------------|----------------------------|--------------------------|-------|
|        |                               |                       |                               |                            |                          |       |

HVAC

|                                   |            |         |          |       |     |                                                                                                                              |
|-----------------------------------|------------|---------|----------|-------|-----|------------------------------------------------------------------------------------------------------------------------------|
| <b>CSI Mechanical</b><br>49 Melds | 4.02 / 5.0 | 4.2 hrs | 3.8 days | \$320 | 96% | <div>↓ Sliding</div> <div>Satisfaction ↑ +0.52</div> <div>Median repair ↑ +0.3 days</div> <div>Median invoice ↑ +\$218</div> |
|-----------------------------------|------------|---------|----------|-------|-----|------------------------------------------------------------------------------------------------------------------------------|

**nexus**  
VENDOR RECOMMENDATION  
Pros new to your area in Vendor Nexus

Honest heat and air

Explore vendor ↗

crown field services

Explore vendor ↗

PLUMBING

|                                    |            |         |           |       |     |                                                                                                                               |
|------------------------------------|------------|---------|-----------|-------|-----|-------------------------------------------------------------------------------------------------------------------------------|
| <b>Bolton Plumbing</b><br>21 Melds | 4.35 / 5.0 | 0.7 hrs | 13.9 days | \$214 | 81% | <div>↑ Improving</div> <div>Satisfaction ↑ +0.35</div> <div>Median repair ↓ -1.0 days</div> <div>Median Invoice ↓ -\$53</div> |
|------------------------------------|------------|---------|-----------|-------|-----|-------------------------------------------------------------------------------------------------------------------------------|

**nexus**  
VENDOR RECOMMENDATION  
Triangle Renovations LLC  
★ Trusted by 33 Operators

Explore vendor ↗

5.00 / 5.0

0.4 hrs

7.4 days

\$198

75%

Improvement if you switch:

↑ 15% higher satisfaction

↑ 47% faster repair

↑ 7% lower invoice

APPLIANCES

|                            |  |  |  |  |  |                        |
|----------------------------|--|--|--|--|--|------------------------|
| <b>Appliance Medic CLT</b> |  |  |  |  |  | <div>↑ Improving</div> |
|----------------------------|--|--|--|--|--|------------------------|

VENDOR SCORECARD

Vendors with ≥5 completed Melds in a work category are graded and sorted into Top performers, Mid tier, and Needs attention using the MAX™ Maintenance Analysis Vendor Efficiency weighting. The Overview tab lists every vendor active in the last 90 days.

Top performers (8) Mid tier (4) Needs attention (6) Overview (66)

Top 3 vendors per work category - 8 top performers total.

How they're graded: graded A or S on the MAX™ Vendor Efficiency model — resident satisfaction (35%), repairs (30%), price (20%), and communication (15%), with resident satisfaction at or above 4.0/5 — they beat targets across the board.

| VENDOR | SATISFACTION<br>4.2-4.6 / 5.0 | ACCEPT<br>0.5-1.2 hrs | MEDIAN REPAIR<br>3.4-6.8 days | INVOICE<br>category median | INVOICE CAPTURE<br>≥ 93% | TREND |
|--------|-------------------------------|-----------------------|-------------------------------|----------------------------|--------------------------|-------|
|        |                               |                       |                               |                            |                          |       |

HVAC

|                                                  |            |         |          |       |     |                                                         |
|--------------------------------------------------|------------|---------|----------|-------|-----|---------------------------------------------------------|
| <b>Uncle BC Heating and Cooling</b><br>110 Melds | 4.53 / 5.0 | 0.3 hrs | 1.7 days | \$250 | 99% | <div>biggest gain:</div> <div>↑ 43% faster repair</div> |
| <b>Settle Heating &amp; Air</b><br>35 Melds      | 4.55 / 5.0 | 0.9 hrs | 6.5 days | \$186 | 94% | <div>biggest gain:</div> <div>↑ 3% lower invoice</div>  |

APPLIANCES

|                                                        |            |         |          |       |      |                                                              |
|--------------------------------------------------------|------------|---------|----------|-------|------|--------------------------------------------------------------|
| <b>Red Oak Appliance LLC</b><br>66 Melds               | 4.62 / 5.0 | 0.1 hrs | 3.0 days | \$151 | 97%  | <div>biggest gain:</div> <div>↑ 1% higher satisfaction</div> |
| <b>Queen City Audio Video and Appliance</b><br>7 Melds | 4.94 / 5.0 | 0.1 hrs | 8.7 days | \$681 | 100% | <div>biggest gain:</div> <div>↑ 15% lower invoice</div>      |

PLUMBING

|                                                  |            |         |          |       |      |                                                               |
|--------------------------------------------------|------------|---------|----------|-------|------|---------------------------------------------------------------|
| <b>Edy-Mac Plumbing</b><br>28 Melds              | 4.10 / 5.0 | 0.1 hrs | 2.5 days | \$225 | 100% | <div>biggest gain:</div> <div>↑ 34% faster repair</div>       |
| <b>Dr. Drain's Plumbing Services</b><br>27 Melds | 4.73 / 5.0 | 0.7 hrs | 0.9 days | \$337 | 96%  | <div>biggest gain:</div> <div>↑ 18% higher satisfaction</div> |

ELECTRICAL

|                                                     |            |         |          |       |      |                                                         |
|-----------------------------------------------------|------------|---------|----------|-------|------|---------------------------------------------------------|
| <b>JN Greene Electrical Contracting</b><br>10 Melds | 4.95 / 5.0 | 4.6 hrs | 1.7 days | \$215 | 100% | <div>biggest gain:</div> <div>↑ 23% lower invoice</div> |
| <b>Flint Ridge Services, LLC</b><br>6 Melds         | 5.00 / 5.0 | 0.2 hrs | 2.4 days | \$88  | 100% | <div>biggest gain:</div> <div>↑ 29% faster repair</div> |

at / above benchmark within 20% of benchmark below benchmark

# Top Opportunities

TOP OPPORTUNITIES

CSI Mechanical (Shelby) – Address Slow Acceptance Eroding Resident Experience

A 4.2-hour Accept time – 3.5× above the 1.2-hour target – drags satisfaction to 4.02/5.0 across 49 Melds, directly threatening renewals.

Set a direct expectation with CSI Mechanical that Accept time must fall below 1.2 hours.

Bolton Plumbing – Close the Repair Speed and Invoice Visibility Gap

Bolton's 13.9-day Speed of Repair is more than double the 6.8-day target ceiling, and 81% invoice capture leaves spend visibility incomplete.

Meet with Bolton to address repair timelines and get all invoicing documented inside Property Meld.

Edy-Mac Plumbing – Recover Lost Spend Visibility in Plumbing

Edy-Mac's 4% Meld Adoption rate means the vast majority of work on \$16,580 in invoiced spend is happening outside Property Meld.

Have a direct conversation with Edy-Mac to bring their invoicing and documentation into Property Meld.

CATEGORY BREAKDOWN – TOP 10 BY VOLUME

| CATEGORY     | MELDS | SPEED TO ACCEPT (MIN) | SCHEDULING LEAD TIME | MEDIAN SPEED OF REPAIR | SATISFACTION | MEDIAN INVOICE |
|--------------|-------|-----------------------|----------------------|------------------------|--------------|----------------|
| HVAC         | 315   | 24 min                | 0.0 hrs              | 2.9 days               | 4.41 / 5.0   | \$294          |
| Plumbing     | 154   | 18 min                | 0.0 hrs              | 3.2 days               | 4.42 / 5.0   | \$271          |
| Appliances   | 105   | 24 min                | 0.1 hrs              | 3.2 days               | 4.42 / 5.0   | \$158          |
| Electrical   | 60    | 54 min                | 0.0 hrs              | 2.8 days               | 4.62 / 5.0   | \$235          |
| Washer/Dryer | 44    | 30 min                | 0.1 hrs              | 6.3 days               | 4.60 / 5.0   | \$244          |
| Shower       | 27    | 24 min                | 0.0 hrs              | 3.5 days               | —            | \$200          |
| Toilet       | 25    | 18 min                | 0.0 hrs              | 3.0 days               | 4.78 / 5.0   | \$300          |
| Doors        | 25    | 30 min                | 0.4 hrs              | 3.3 days               | 3.75 / 5.0   | \$110          |
| Pest Control | 22    | 174 min               | 0.0 hrs              | 9.3 days               | 4.00 / 5.0   | \$175          |
| Exterior     | 20    | 30 min                | 0.8 hrs              | 8.5 days               | 3.88 / 5.0   | \$252          |

● On Target / Exceeding   ● Below Target   ● No Target Set   Targets: Accept 30–72 min · Scheduling 4–8 hrs · Speed of Repair 3.4–6.8 days · Satisfaction 4.2–4.6 · Median Invoice ≤ \$196

# Goodbye guesswork.

thank you for joining.