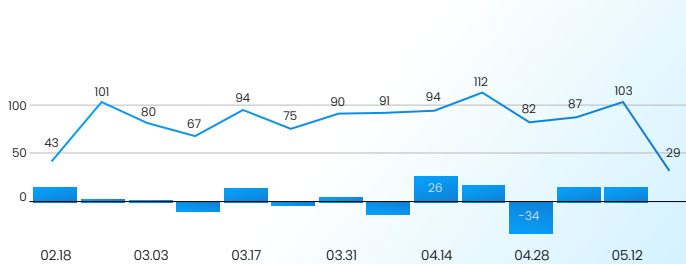


Tailored Maintenance Data Extraction with Insights Pro

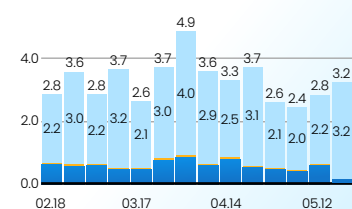
Melds Created vs Melds Closed

— Melds Created ■ Net Change in Open Melds



Median Speed of Repair Stages (Days) for Scheduled Melds

■ Scheduled to Marked Complete
■ Assigned to Scheduled



Average Resident Satisfaction

4.7 / 5.0

↓ 2.3%

Average Meld Spend

\$225.37

↓ 58.4%

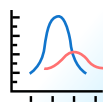
Total Spend / Unit

\$174.42

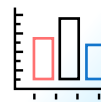
\$1,573 Annual Pace



Vendor
Performance



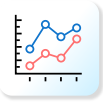
Technician
Performance



Coordinator
Performance



Benchmarks



Vendor Performance



Dispatch quality vendors

Insights Pro will ensure your Melds are backed by a high-quality, efficient, and competitive vendor network.

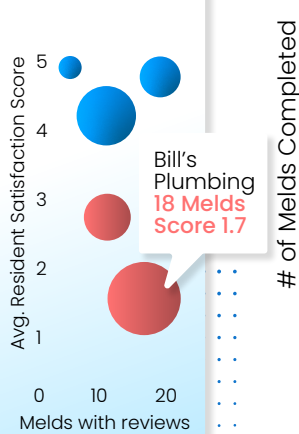
Key Insights:

- Vendor health score (breakdown)
- Scheduling lead time vs vendor volume
- Maintenance spend

Filter by:

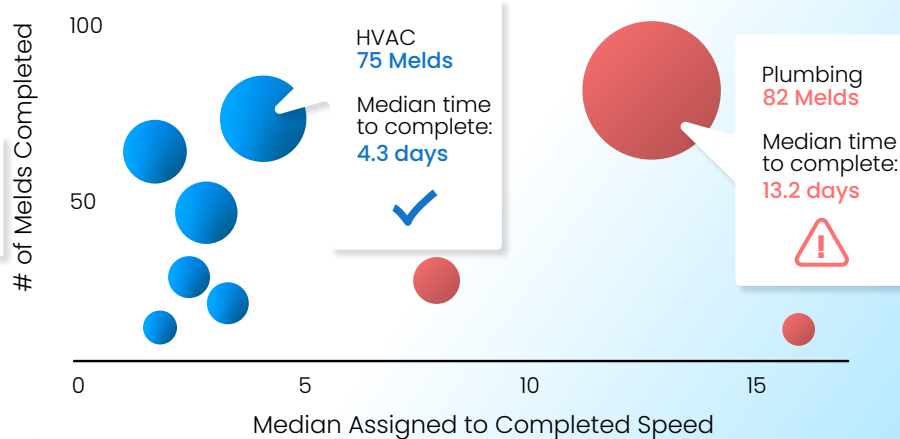
- Specific Work Categories
- Specific Vendors

Resident Satisfaction by Vendor



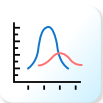
Time to find another painter!

Vendor Bottlenecks by Work Category



Highest Expense Work Categories at a Glance

Painting	\$749.41	Flooring	\$363.23	Cleaning	\$240.00	Drywall	\$180.54
----------	----------	----------	----------	----------	----------	---------	----------



Technician Performance



Maximize productivity and quit losing money in key areas

Insights Pro will allow you to see which members of your staff are performing at a high level, and where opportunities exist.

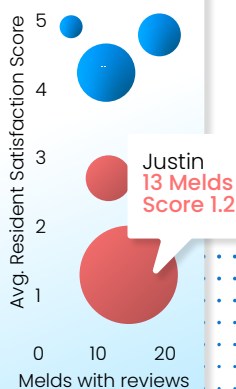
Key Insights:

- Scheduling Efficiency
- Granular View on Performance
- Pricing Competitiveness

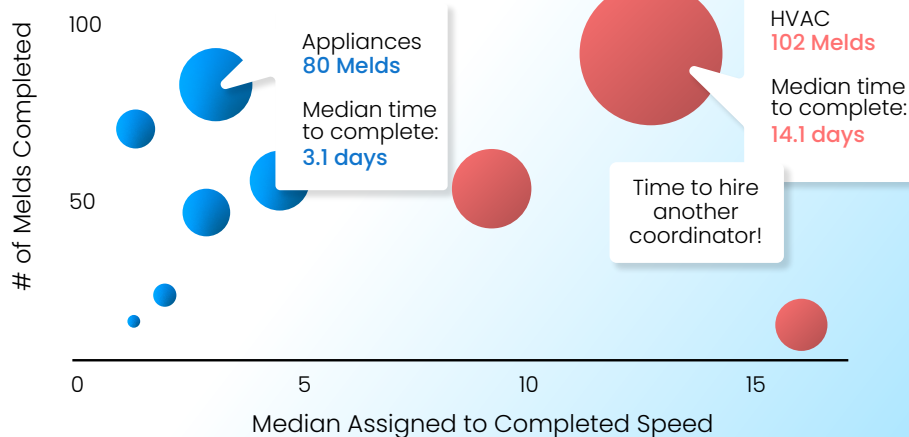
Filter by:

- Specific Work Categories
- Specific Internal Users

Resident Satisfaction by Internal Assignee



Staffing Bottlenecks by Work Category



Hours Logged by Internal Assignee

Travon	Tech Utilization Rate 4.8%	Avg. Hours Logged/Day 0.4	Avg. Melds/Day 0.5	Total Hours Logged 23.5
Scott	Tech Utilization Rate 61.1%	Avg. Hours Logged/Day 4.6	Avg. Melds/Day 2.1	Total Hours Logged 302.0
Sandra	Tech Utilization Rate 27.2%	Avg. Hours Logged/Day 2.1	Avg. Melds/Day 3.1	Total Hours Logged 145.3



Benchmarks



Eliminate guess-work and position yourself for world-class maintenance

Weigh granular areas of your maintenance process against the data of over 500,000+ Property Meld users.

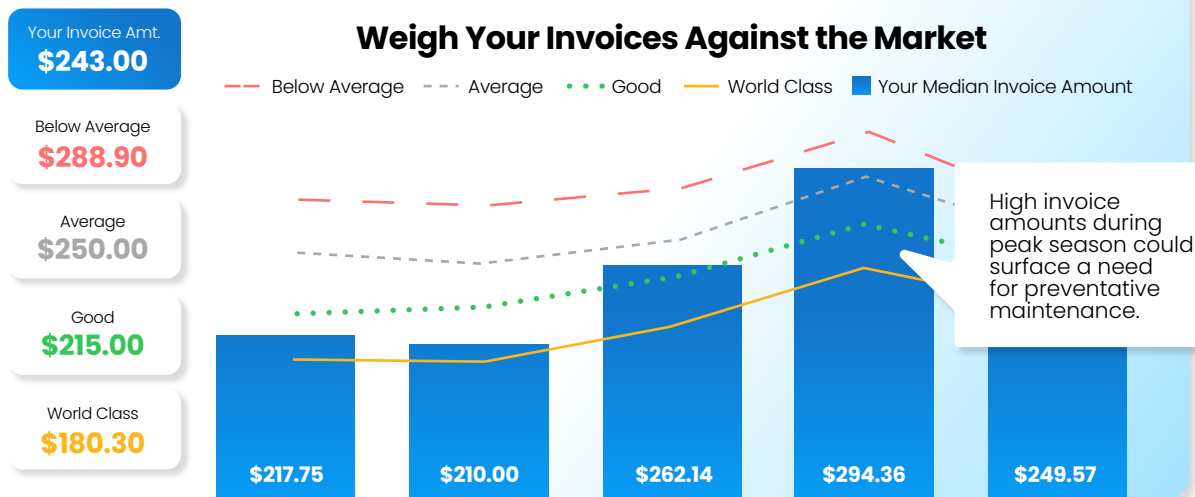
Key Insights:

- Global speed of repair*
- Global resident satisfaction*
- Global vendor invoice amount*

*Global values of all Property Meld users

Filter by:

- Specific Work Categories
- Specific Portfolio



Invoice Amounts By Category

Work categories with high invoice amounts could indicate a need for a more diverse vendor network.

Drywall
\$239.79

Roofing
\$112.22

Electric
\$248.73

Plumbing
\$129.67

HVAC
\$152.45



Coordinator Performance



Maximize productivity and quit losing money in key areas

Insights Pro will allow you to see which members of your staff are performing at a high level, and where opportunities exist.

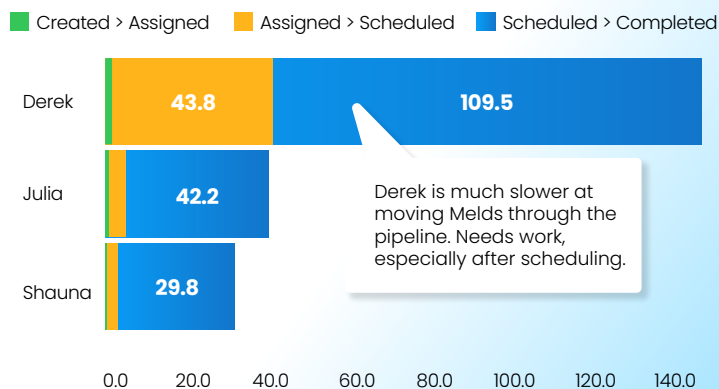
Key Insights:

- Coordinator Efficiency
- Granular View on Performance
- Maintenance spend

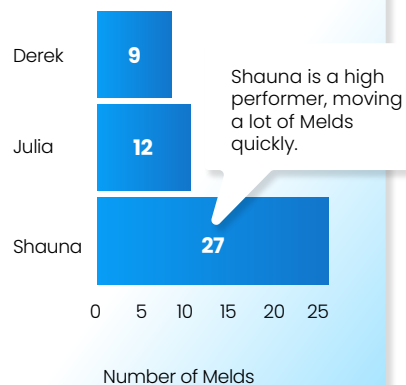
Filter by:

- Specific Work Categories
- Specific Internal Users

Coordinator Cycle Time



Open Melds by Coordinator



Relative Change in Backlog

