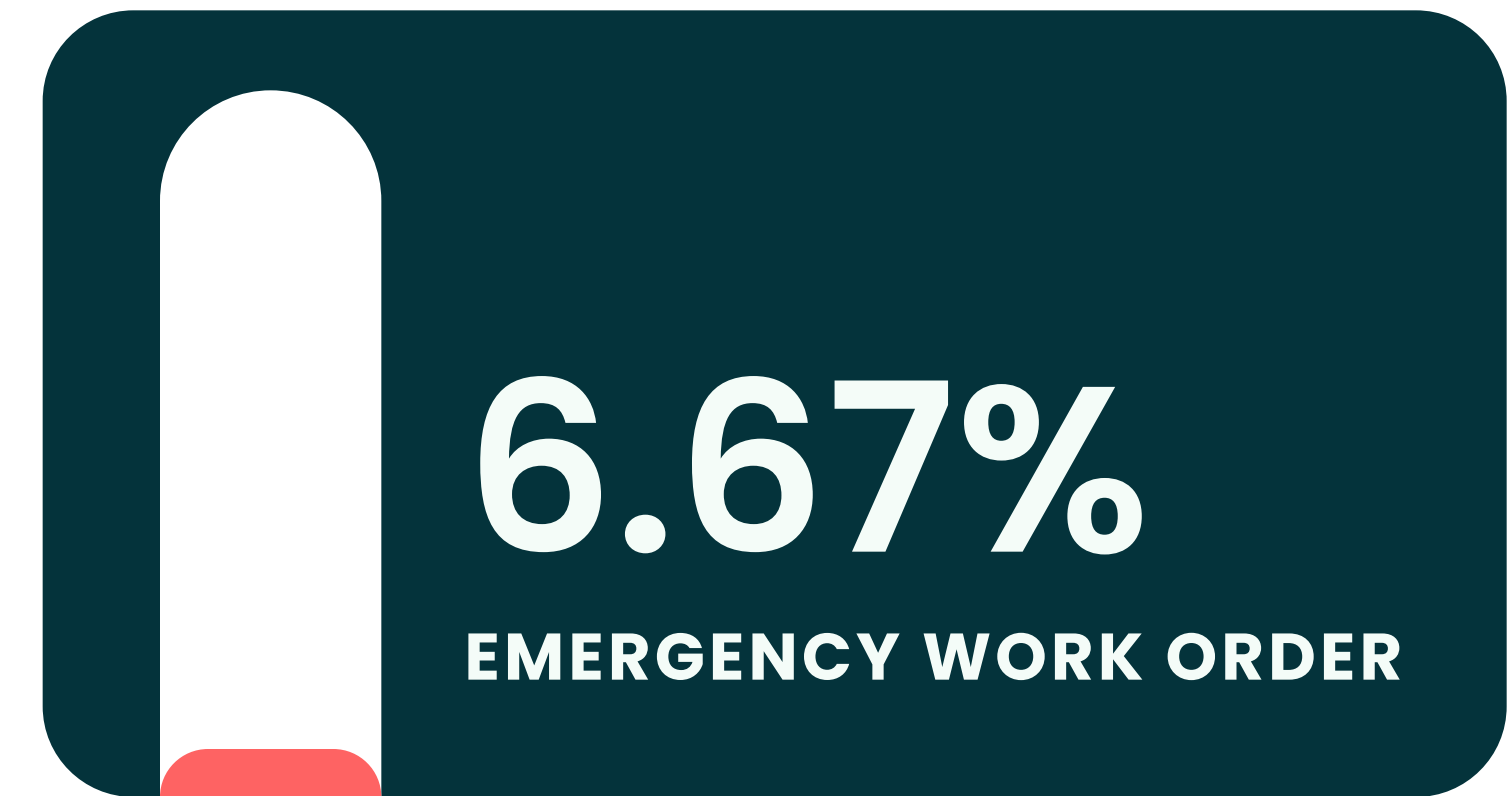


Maintenance Data WhitePaper

PUBLISHED: APRIL 2024

Common Work Orders



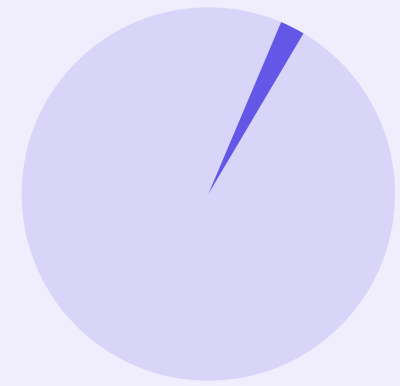
**Most common
work order**

HVAC | No AC



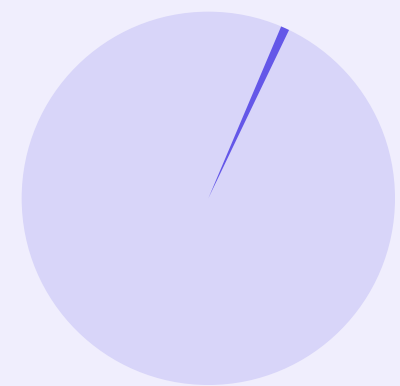
**Second most
common work order**

Plumbing | Drainage Issue



2.01%

**AVERAGE CALLBACK
PER TECHNICIAN**



0.74%

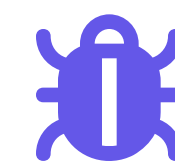
WORK ORDER CALLBACK

Callbacks



**Most common
work order**

HVAC | No AC



**Second most
common work order**

Pest Control | Roaches

Work order saturation

number of open work order
/ number of units

5.98%

3.88 Days

Average work order completion time

2.61 Days

Average technician completion time

66%

of completed work orders completed within 24 hours

109.5

Average amount of work orders completed by techs each month

1,314

Average amount of work orders completed by techs each year

4.2



AVERAGE TECHNICIAN RATING

3.6



AVERAGE VENDOR RATING

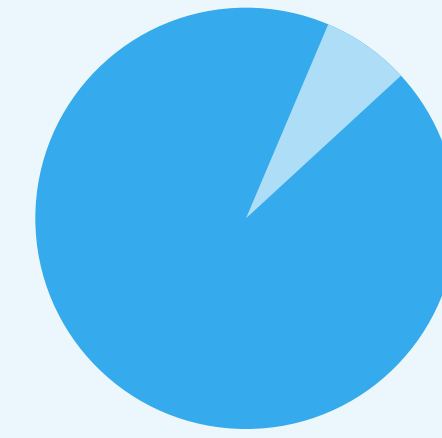
Slowest completed Category

HVAC | Kitchen Exhaust Not Working

Fastest completed Category

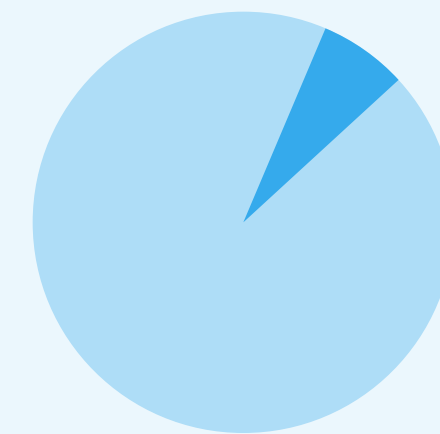
General | Locked Out

Work Orders Completed



93.14%

OF WORK ORDERS
COMPLETED IN-HOUSE



6.86%

OF WORK ORDERS
COMPLETED BY VENDORS

Thank you!



Sean Landsberg

CEO

Seanl@AppWorkCo.com

347-909-1604



Christine DerOhannesian

SVP Growth

ChristineD@AppWorkCo.com

(845) 699-2416

*Disclaimer: This data is generalized data and not broken out based on asset type, age, geographic location, size, etc. Some data presented can vary based on how each company utilizes AppWork.



For questions or additional information on this data or to learn more about AppWork, contact sales@AppWorkCo.com

