7 Maintenance Benchmarks for Senior Living

See where your maintenance and operations team stands with these important key performance indicators (KPIs)

1. Volume of work/task
   - Work orders per resident unit = Total # of work orders / Total # of resident units
   - Ad Hoc: 20
   - Preventive Maintenance (PM): 15
   - Work orders per resident unit = 10

2. On-time percentage
   - % of work completed on time = Total # of work orders completed on time / Total # of work orders
   - Work orders completed on time = 5
   - % of work completed on time = 76%

3. Volume of work/time
   - Labor time per resident unit = Total # of hours tracked / Total # of resident units
   - Ad Hoc: 9
   - PM: 5
   - Hours per resident unit = 14

4. Overdue severity
   - Average days overdue = Total days overdue / # of overdue work orders
   - PM: 5.6
   - Ad Hoc: 2.4
   - Average days overdue = 3.4

5. Time spent
   - Average time per work order = Total time tracked / # of work orders with labor time
   - Average time per work order = 1h 10m

6. Resident billings
   - Average resident billings per resident unit = Total resident billing dollars logged / Total # of resident units
   - Total resident billing dollars logged = $18
   - Average resident billings per resident unit = $18

7. Response time
   - Average days open per work order = Average # of days from date of request to completion date
   - Average days open per work order = 3.8

How to stick to your KPIs
- Set standards and monitor them
- Educate staff to align expectations and promote good performance
- Get your residents on board – inform them of your standards and highlight your successes
- Use TheWorxHub to get a dashboard view of your KPIs

* Benchmarking data pulled from 1000+ senior living organizations with a focus on maintenance data points in the last year