

# 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

$$\frac{\text{Total \# of work orders}}{\text{Total \# of resident units}} = \text{Work orders per resident unit}$$



**18**  
Work orders per resident unit

## 2. On-time percentage

$$\frac{\text{Total \# of work orders completed on time}}{\text{Total \# of work orders}} = \% \text{ of work completed on time}$$

**76%** Done on time

## 3. Volume of work/time

$$\frac{\text{Total \# of hours tracked}}{\text{Total \# of resident units}} = \text{Labor time per resident unit}$$



Ad Hoc

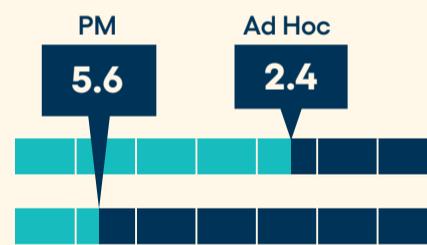


PM

**14**  
Hours per resident unit

## 4. Overdue severity

$$\frac{\text{Total days overdue}}{\text{\# of overdue work orders}} = \text{Average days overdue}$$



**3.4**  
Average days overdue

## 5. Time spent

$$\frac{\text{Total time tracked}}{\text{\# of work orders with labor time}} = \text{Average time per work order}$$

**1h 10m** Average time per work order

## 6. Resident billings

$$\frac{\text{Total resident billing dollars logged}}{\text{Total \# of resident units}} = \text{Average resident billings per resident unit}$$

**\$18** Per resident unit

## 7. Response time

$$\frac{\text{Average \# of days from date of request to completion date}}{\text{Average \# of days from date of request to completion date}} = \text{Average days open per work order}$$



## 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